



Crown
Commercial
Service

Modular Building Solutions

Framework Agreement - RM6014

Customer Guidance & Ordering Procedure v.8

2 April 2019 to 1 April 2023.

Contents

1. Introduction.....	4
1.1. This Guidance.....	4
1.2. Framework Details.....	4
1.3. Glossary of Terms.....	4
1.4. Acronyms.....	4
2. Why use CCS' Modular Building Solutions Framework?	5
2.1. Help and Advice.....	5
3. The Framework Alliance Contract	6
3.1. About the Framework Alliance Contract	6
3.2. Customers and the FAC.....	6
4. CPV Codes.....	7
4.1. CPV codes covered by the MBS Framework	7
5. Framework Structure	9
5.1. Lot Structure	9
5.2. Supplier/Lot Matrix.....	10
6. How to use this Framework for both Direct Award and Further Competition.....	10
6.1. Accessing the FAC	10
6.2. Cabinet Office spending controls	11
6.3. Registration with CCS as a Customer	11
6.4. Service Requirements – Lot selection	11
6.5. Additional Client User Agreement and Additional Client Reference Number	11
6.6. Access Pricing	11
6.7. Develop a Project Brief	12
6.8. Invitation to Tender	12
6.9. Contract Award	12
6.10. Post-Award.....	13
7. Direct Award	13
7.1. Direct Award Procedure	13
8. Pricing.....	13
8.1. How it works	13
8.2. Additional Requirements.....	13
9. Success Measures, Targets and Incentives	14
10. Customer Order Process Flow Map.....	15
ANNEX A: Registration Document	17
ANNEX B: Additional Client User Agreement	18
ANNEX C: Award Notification Form	20

ANNEX D: Case Study Template	22
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1. Introduction

1.1. This Guidance

- 1.1.1. Crown Commercial Service (CCS) have developed this guidance to assist Customers through each stage of their procurement of Modular Building Solutions (MBS) using the Modular Buildings Framework Alliance Contract.

1.2. Framework Details

- 1.2.1. This Framework Alliance Contract is for the fixed duration of four years commencing 2 April 2019 and expiring 1 April 2023.
- 1.2.2. Customers may either directly award or further compete works under this Framework. Note: all competitions run under the Framework must be in line with the Open Procedure and compliant with the Public Contracts Regulations 2015.
- 1.2.3. Please see below the link to the Contract Award Notice OJEU notice for RM6014 Framework agreement:
<https://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:190498-2019:TEXT:EN:HTML>
- 1.2.4. For further information on access please email: : info@crowcommercial.gov.uk

1.3. Glossary of Terms

- 1.3.1. The FAC contract has specific language used to define members of the alliance. To reduce confusion this guidance document shall refer to the parties as defined below.

Title	Who are they?
Customer	Called an “Additional Client” in the FAC, Customers are public buying organisations i.e. Central Government Departments, Local Authorities, County Councils, Schools, NHS, Charities, etc
Supplier	Called “Supplier Alliance Members” in the FAC, CCS contracts with 24 different suppliers across all the lots on the MBS Framework.
CCS	Called the “Client” in the FAC, CCS acts as the administrator of this Framework. CCS contracts with suppliers who have agreed to supply MBS works under the FAC (Framework) terms and conditions. Customers can access our pool of suppliers via the Framework, and will then form contractual relationships with our suppliers under the Framework, not directly with CCS.

1.4. Acronyms

- 1.4.1. Acronyms used in the following document are outlined below for ease of reference.

Acronym	What it stands for
CCS	Crown Commercial Service
MBS	Modular Building Solutions
FAC	Framework Alliance Contract
TAC	Term Alliance Contract
MI	Management Information

2. Why use CCS' Modular Building Solutions Framework?

Free to use	No charge to customers to access the Framework
Fast	The Framework provides a streamlined route for all Customers to access a comprehensive range of external Suppliers through further competition (competitive award procedure) or direct award. The further competition process is estimated to take around 4 weeks, depending on the size, scale and complexity of the requirement.
Simple project contract terms	Framework Alliance Members contract on industry standard forms of contract (NEC/JCT/PPC). CCS can advise on the benefits of each approach.
Flexible	A wide range of Customers can access the Framework, and can tailor their specifications to their own requirements and priorities.
Standard pricing	Each Supplier on the MBS Framework provides Maximum Framework prices. These rates are fixed for the first two years of the Framework (to at least April 2021) and may be further reduced by Suppliers when making a direct award and/or carrying out a Competitive Award.
Management Information (MI)	CCS will track/capture information based on a common set of service codes to allow in depth analysis of the performance of the Framework.
Key Performance Indicators (KPIs)	KPI measures can be determined by the Customer and can be tailored to each individual Customer's specific requirements.
Social Value	Customers can request that Suppliers tailor their offer to match the Customer's social value priorities to deliver measurable benefits in the Customer's area, including but not limited to: <ul style="list-style-type: none"> • Tackling modern slavery in construction supply chains • Supporting diversity and inclusion • A competent and sustainable Considerate Constructors Scheme
Verified Supply Chain	Suppliers as part of the Framework evaluation stage have completed a financial and professional compliance review.
Contract management	CCS has a dedicated Framework Manager who can help both Suppliers and Customers with framework issues and management, and who works to develop the continuous improvement of the Framework.
Alliance Member User Groups	CCS will work with a dedicated User Group throughout the life of the Framework to improve service delivery, share best practices, and incorporate new industry developments and regulatory requirements.
Escalation route	CCS will interact with Suppliers on a regular basis as part of the Supplier relationship management engagement to facilitate an escalation route for the Customer in the event of Project Contract queries or issues

2.1. Help and Advice

2.1.1. If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our [Commercial Agreement Manager](#).

If you need general advice about CCS please contact our helpdesk: 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

<https://www.crowncommercial.gov.uk/>

3. The Framework Alliance Contract

3.1. About the Framework Alliance Contract

3.1.1. The Framework Alliance Contract (FAC, or Framework) is a multi-party overarching agreement between any number of Framework Alliance members, providing a clear basis for:

- award of individual contracts forming part of an agreed Framework programme;
- common alliance objectives, success measures , targets and incentives;
- a timetable for stages in the Framework programme and shared alliance activities;
- Joint commitment of alliance members to work beyond the scope of individual project contracts in seeking to achieve improved value.

3.1.2. FAC features:

- an alliance manager to integrate the alliance, monitor performance and support joint activities;
- links to building information modelling and strategic asset management;
- a shared over-arching brief among all alliance members, with separate confidential agreement of each alliance member's prices and proposals;
- provision to bring in Customers and other additional alliance members under a standard form joining agreement;
- a core group to review new proposals and agree on dispute resolution;
- a separate schedule for the legal requirements of any country and for special contract terms

3.2. Customers and the FAC

3.2.1. Who can access the FAC?

- Central Government Departments (Incl. Executive agencies)
- Charities
- Devolved Administrations
- Wider Public sector (Incl Health/NHS, Local Government, Nuclear, Public Corporations, Fire and Rescue, Police, Education)
- Please see below the link to the OJEU notice for all contracting authorities that can access RM6014 framework agreement, or get in touch if you are unsure:

<https://www.contractsfinder.service.gov.uk/Notice/c3f94491-074f-4765-9877-8da5ebe8ec32>

3.2.2. FAC is designed for use with multiple different underlying contract forms (e.g. NEC, JCT and PPC). Customers can choose the contract from which best fits their requirement. The available contracts under FAC are:

- JCT Standard Building Contract 2016
- JCT Standard Building Contract 2016 With Quantities
- JCT Standard Building Contract 2016 With Approximate Quantities
- JCT Standard Building Contract 2016 Without Quantities
- JCT Intermediate Building Contract 2016
- JCT Design and Build Contract 2016
- JCT Pre-Construction Services Agreement (General Contractor) 2016
- JCT Pre-Construction Services Agreement (Specialist) 2016

- JCT Measured Term Contract 2016
- JCT Constructing Excellence Contract 2016
- JCT Construction Management Appointment (CM/A) 2016
- JCT Construction Management Trade Contract (CM/TC) 2016
- JCT Prime Cost Building Contract 2016
- NEC4 Engineering and Construction Contract Options A, B, C, D, E & F
- NEC4 Term Service Contract
- NEC4 Alliance Contract
- NEC4 Professional Service Contract Options A, C, E & G
- NEC4 Engineering & Construction Short Contract
- NEC3 Engineering and Construction Contract Options A, B, C, D, E & F
- NEC3 Term Service Contract
- NEC3 Engineering & Construction Short Contract
- NEC3 Professional Services Contract Options A, C, E & G
- PPC2000 (Amended 2013) Standard Form of Contract for Project Partnering
- TAC-1 Term Alliance Contract
- Engineering and Construction Short Contract (ECSC)
- SBCC Design and Build Contract for use in Scotland
- SBCC Minor Works Building Contract for use in Scotland
- SBCC Minor Works Building Contract with Contractors Design for use in Scotland
- SBCC Pre-Construction Services Agreement for use In Scotland (General Contractor)
- SBCC Constructing Excellence Contract for use in Scotland
- SBCC Standard Building Contract with Quantities for use in Scotland
- SBCC Standard Building Contract without Quantities for use in Scotland
- SBCC Standard Building Contract with Approximate Quantities for use in Scotland
- By agreement of all *Alliance Members*, any new form of published *Project Contract*

3.2.3. Customers are recommended to purchase their own copy of FAC for £35 by emailing office@acarchitects.co.uk to become fully familiar with its terms.

4. CPV Codes

4.1. CPV codes covered by the MBS Framework

4.1.1. The common procurement vocabulary (CPV) establishes a single classification system for public procurement aimed at standardising the references to describe procurement contracts. If the customer requirement is categorised under one of the below codes, the Framework will be able to supply it. A comprehensive list of products that fall under the following CPV codes can be [accessed here](#).

CPV CODE	DESCRIPTION	CPV CODE	DESCRIPTION
45214310	Vocational college construction work	44211000	Modular and portable buildings
44211110	Cabins	44211100	Modular and portable buildings

44211300	Field hospital	45000000	Construction work
71221000	Architectural services for buildings	44211200	Cubicles
45214200	Construction work for school buildings	45214000	Construction work for buildings relating to education and research
45214320	Technical college construction work	45210000	Building construction work
44211400	Field kitchens	45214230	Special school construction work
45214210	Primary school construction work	45100000	Site preparation work
45214220	Secondary school construction work		

5. Framework Structure

5.1. Lot Structure

Lot	Name	Description	No of Suppliers
1	Purchase of Education Related Modular Buildings	Purchase of the supply, design, delivery and construction/installation of a range of Modular Buildings for education purposes.	12
2	Purchase of Healthcare Related Modular Buildings	Purchase of the supply, design, delivery and construction/installation of a range of Modular Buildings for healthcare purposes.	10
3	Hire of Education Related Modular Buildings	Hire the supply, design, delivery, construction/installation and maintenance of a range of Modular Buildings for educational purposes.	11
4	Hire of Healthcare Related Modular Buildings	Hire the supply, design, delivery, construction/installation and maintenance of a range of Modular Buildings for healthcare purposes.	8
5	Other Sectors – Hire up to £150k and Purchase up to £750k	Hire or purchase the supply, design, delivery, construction/installation and maintenance of a range of non-educational and non-healthcare Modular Buildings of a capital cost up to £750k or hire cost up to £150k	8
6	Other Sectors – Hire between £150k to £700k and Purchase between £750k and £3.5m	Hire or purchase the supply, design, delivery, construction/installation and maintenance of a range of non-educational and non-healthcare Modular Buildings of a capital cost from £750k to £3.5m or hire cost from £150k to £700k	9
7	Other Sectors – Hire over £700k and Purchase over £3.5m	Hire or purchase the supply, design, delivery, construction/installation and maintenance of a range of non-educational and non-healthcare Modular Buildings of a capital cost greater than £3.5m £750k or hire cost greater than £700k	12

5.2. Supplier/Lot Matrix

The matrix below demonstrates which of the Framework Suppliers can provide services under each lot:

Supplier	LOT						
	1	2	3	4	5	6	7
Actacom Limited		X		X	X	X	
Ashby & Croft Limited	X		X		X		
Caledonian Modular Limited	X					X	X
Darwin Group Ltd.	X	X	X			X	X
Eco Modular Buildings Limited	X						
Elite Systems (GB) Limited	X	X	X		X		
Elliott Group Limited	X	X	X	X		X	X
Extraspace Solutions (UK) Ltd	X	X	X	X		X	X
Ideal Building Systems Limited	X						
Integra Buildings Limited					X	X	
M-AR Off-site	X		X			X	X
ModuleCo Healthcare Limited				X			
ModuleCo Limited		X					
Net Zero Buildings Limited			X				
Pickerings Hire Limited					X		
Portakabin Limited		X	X	X		X	X
Premier Modular Limited	X	X	X	X		X	X
Reds10 (UK) Limited			X	X	X		X
Rollalong Limited					X		X
The McAvoy Group Limited	X	X	X				X
Wernick Buildings Limited	X						X
Western Building Systems Ltd		X			X		X
Cotaplan (Modular Buildings)				X	X		

6. How to use this Framework for both Direct Award and Further Competition

6.1. Accessing the FAC

6.1.1. Access the Crown Commercial Service website at:

<https://www.crowncommercial.gov.uk/agreements/RM6014>

The CCS webpage will provide Customers with an overview of goods and services, suppliers and benefits, along with 'How to Buy' documents.

Click on the Documents tab to view the OJEU Contract Award Notice, Guidance Notes, Specification and The Modular Buildings Framework Alliance Contract.

6.2. Cabinet Office spending controls

Alliance Members from Central Government (including Arm's Length Bodies) are required to adhere to the Cabinet Office Spending Controls when buying common goods and services.

<https://www.gov.uk/government/publications/cabinet-office-controls>

6.3. Registration with CCS as a Customer

- 6.3.1. Public Sector bodies wishing to access the Modular Buildings Framework Alliance Contract are required to register with CCS. This can be done by completing the Registration Document ([see Annex A to this guidance](#)) and return to info@crownccommercial.gov.uk.
- 6.3.2. Our simple registration arrangements mean once a Customer has registered they have access to the Framework. There is no joining fee and no commitment, even after registering.

6.4. Service Requirements – Lot selection

- 6.4.1. Customers should first identify the Lot into which their requirement best fits. If there are any doubts on the appropriate Lot to use please contact CCS who can assist you in identifying the appropriate Lot for your requirement.

6.5. Additional Client User Agreement and Additional Client Reference Number

- 6.5.1. Registering, gives the Customer access to the entire Framework. The Additional Client User Agreement (ACUA) is used as a unique reference for each procurement under the Framework.
- 6.5.2. To use the Framework, for each Lot within RM6014, the Customer is required to complete an ACUA ([see Annex B to this guidance](#)) and return this to CCS at info@crownccommercial.gov.uk
- 6.5.3. CCS will issue a Reference Number on receipt of the ACUA Form. The Customer should quote this reference number on all correspondence. Included in this email will be the Additional Client Notice, an Award Notification Form and a Testimonial request.
- 6.5.4. The Award Notification Form will assist in calculating actual market savings at project contract level which we can subsequently communicate to Customers together with any feedback and case studies/Testimonials on your experience of using the Framework. Please complete this Award Notification Form and Testimonial after award and return to CCS.

6.6. Access Pricing

- 6.6.1. Customers can now access pricing for works on the Framework. To request access, please email info@crownccommercial.gov.uk with the subject RM6014 Pricing.
- 6.6.2. The Framework pricing is OFFICIAL SENSITIVE and should not be shared outside of your project.
- 6.6.3. For Lots 1+3 (Education), template drawings of schools developed in conjunction with the Department for Education will also be shared. The pricing for Lots 1+3 only

is based on the specifications determined in these drawings, and customers may use them in developing their requirements.

6.7. Develop a Project Brief

- 6.7.1. Customers conducting competitive tender now develop a high level project brief to [share with Suppliers on the Framework](#).
- 6.7.2. Customers should send this Project Brief to ALL supplies on their selected Lot. Suppliers can then express an interest in the works. Suppliers should express interest in all competitive opportunities, unless there is a business reason to excuse themselves from the tender.
- 6.7.3. A Project Brief should include an overview of the works, the value of the works and the location, as a minimum.
- 6.7.4. The more detail Customers can provide in the Project Brief, the better Suppliers will be able to accurately assess if they are able to bid for the tender.
- 6.7.5. If you are procuring via Direct Award then this stage is not necessary.

6.8. Invitation to Tender

- 6.8.1. Customers should issue an Invitation to Tender (ITT) in accordance with standard procurement practice. This should provide as much relevant information as possible including, but not limited to, scope, specification, form of contract, security, quality and commercial envelopes, and evaluation criteria, in order to enable the tenderer to prepare its price. Clear response guidelines and times should also be stated.
- 6.8.2. Customers can use [CCS' e-sourcing tool](#) ([guidance available here](#)) or their own platform to run their procurements.
- 6.8.3. Customers completing competitive awards shall assign Cost/Quality weightings to their tender, in line with their priorities (The Framework was agreed as 50/50% cost/quality, with the ability to vary either by 50%). This gives Customers complete flexibility in evaluating their procurement.
- 6.8.4. Customers completing Direct Award should assign a 70/30 Quality/Cost weighting to their submission in order to score it internally.
- 6.8.5. Customers should electronically invite all Suppliers from the chosen lot who have expressed an interest in the Project Brief stage to submit tender responses.
- 6.8.6. Customers should assess bids in a fair and transparent manner through the application of competitive award criteria.
- 6.8.7. Customers should provide unsuccessful members with written feedback in relation to the reasons why their tenders were unsuccessful.

6.9. Contract Award

- 6.9.1. Project Contract is awarded when the relevant documentation is signed by the Customer and the Supplier.
- 6.9.2. Each Customer is independently responsible for the conduct of its award of Project Contracts under this Framework Alliance Contract. CCS is not responsible or accountable for and shall have no liability whatsoever in relation to:
 - (a) The conduct of Other Alliance Members in relation to this Framework Alliance Contract; or
 - (b) The performance or non-performance of any Project Contracts between the Supplier and Customers entered into pursuant to this Framework Alliance Contract.

- 6.9.3. Should circumstances change or responses are inadequate nothing in the Framework Alliance Contract obligates a Customer to make an award. However, should a 'no award' decision be made due to poor responses from Suppliers, CCS would welcome feedback.

6.10. Post-Award

- 6.10.1. Following the successful award to a Supplier, Customers should complete the [Award Notification Form](#) (Annex C) and return to info@crowncommercial.gov.uk
- 6.10.2. In addition, Customers may complement the Award Notification Form with a completed [Case Study](#) (Annex D) . This will allow CCS to better understand Customer demand, and share best practice across the Framework Alliance.

7. Direct Award

7.1. Direct Award Procedure

- 7.1.1. Customers must ensure that any Direct Awards comply with their own internal governance.
- 7.1.2. Once a Supplier has been selected, the Customer may contact the Supplier directly, setting out its requirements including a request for delivery and pricing proposals.
- 7.1.3. Customers should check that the pricing submitted by the Supplier does not exceed the Framework Alliance Contract prices (unless the requirements are greater than those in the Specification – see 9.1.1 and 9.2.1 below).
- 7.1.4. Note that because there is no further comparison between suppliers under the direct award procedure, you may not achieve the most economically advantageous result, and further negotiations with your chosen Supplier may lengthen your procurement process.

8. Pricing

8.1. How it works

- 8.1.1. Suppliers have submitted pricing for an agreed standard of modular building built in accordance with the [Specification](#). The Framework Alliance Contract prices are the maximum prices that the Suppliers may charge the Customer for any specification compliant requirements.
- 8.1.2. Prices will not be greater than – but can be less than - the prices set out in the Framework Alliance Contract.
- 8.1.3. In order to access the Framework pricing, Customers must first register on the Framework, and follow the steps as detailed in the [Customer Order Process](#) (Section 6. of this Guidance).

8.2. Additional Requirements

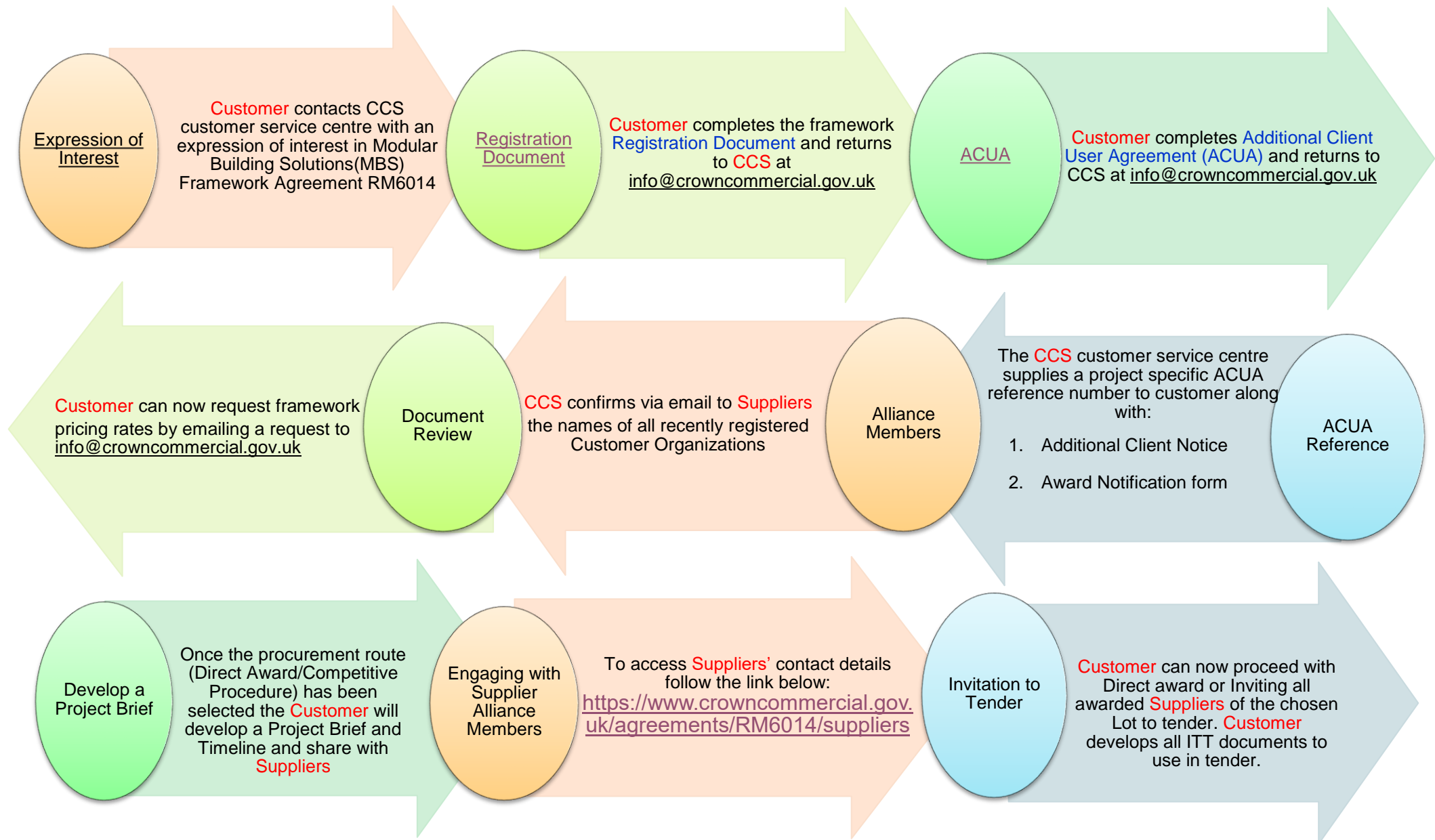
- 8.2.1. If Customers require a Modular Solution with a higher specification than that included in the Framework Alliance Contract, the Customer will state this in a Project brief. The Supplier will be entitled to increase its maximum prices to reflect the cost of complying with the higher specification.

- 8.2.2. Although Suppliers cannot submit prices and / or rates that are greater than those in the Framework they are free to submit prices and / or rates that are less than those in the Framework.
- 8.2.3. If Customers have additional requirements (that is, activities that are not included in the Framework prices and / or rates), it is **strongly** recommended that the customer undertake a competitive award to drive best value for money.
- 8.2.4. Framework prices are available by specific request from info@crownccommercial.gov.uk
- 8.2.5. **Pricing and rates under this Framework are confidential and must be treated as such.**

9. Success Measures, Targets and Incentives

- 9.1.1. A Success Measures, Targets and Incentives guide is provided in Schedule 1, Part 2 of the Framework to support Customers in measuring performance of Suppliers in delivering their project contract requirements.
- 9.1.2. The tool is designed to not only support Customers in tracking performance but also enabling feedback to be provided to Suppliers to assist in improving their service delivery approach.
- 9.1.3. The use of project success measures are optional to Customers. However, all Framework Alliance members are encouraged to consider the use of such performance measures to assist in achieving better value for money, enhanced services and ability to support improvement of service delivery by sharing lessons learnt and feedback on good and bad performance.

10. Customer Order Process Flow Map



Customer can share their own experiences of using RM6014 MBS by completing the Case Study Template and returning to the **CCS** at info@crowncommercial.gov.uk

Case Study

Following the successful award of a procurement the **Customer** shall complete the **Award Notification Form** and return to **CCS** at info@crowncommercial.gov.uk

Contract Award

Customer can carry out competitive awards using the Crown Commercial Services e-sourcing Tool by following the link below:
<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

E-Sourcing Tool

ANNEX A: Registration Document



REGISTRATION DOCUMENT

Framework: RM6014 Modular Building Solutions

N.B. See clause 1.11 of FAC Contract Terms

Parties:


Crown Commercial Service (the *Client* and *Alliance Manager*)

9th Floor,
The Capital,
Old Hall Street,
Liverpool
L3 9PP

And

[Insert name of your organisation] (Additional Client)

1. I/We can confirm that **[insert Additional Client Name]** wishes to gain access to use the Modular Buildings Framework Alliance Contract.
2. I/We understand that the submission of this Registration Document is the means by which each Additional Client agrees to be bound by the Framework Alliance Contract.

Organisation Name	Crown Commercial Service	[Additional Client Name]
Organisation Address	9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP	
Signed		
Full Name	John Welch	
Position	Alliance Manager	
Date		

ANNEX B: Additional Client User Agreement



Modular Buildings Solutions – RM6014 **Additional Client User Agreement (ACUA)**

The Modular Building Solutions Framework offers an alternative solution to traditional build accommodation, providing a comprehensive range of solutions designed to cover most accommodation requirements.

Prior to any supply market engagement, commencing your tender or placing an order through this agreement, please complete the below form and return to Crown Commercial Service via info@crownccommercial.gov.uk. Please provide an answer for every question, for multiple choice questions (identified by *****) **please choose the relevant option by highlighting in yellow. Please complete ALL rows.**

Contact Details								
Additional Client Organisation Name								
Contact Name								
Contact Number								
Contact Email Address								
<p>CCS will share the names of our customers from this form with our RM6014 suppliers in confidence. This is to allow our suppliers to plan and prioritise their workloads so they can best meet your needs.</p> <p>Are there any security and/or confidentiality reasons why your name should not be shared with our suppliers?</p> <p>YES / N/A *</p>		<p>Yes – The Contracting Authority name must be withheld from the pipeline of works which is shared with Suppliers.</p> <p style="text-align: center;">or</p> <p style="text-align: center;">N/A</p>						
Additional Client Project Contract Requirements								
Nature of Service Requirement (short description of project)								
Lot (Please Select One) *		1	2	3	4	5	6	7
Further Competition or Direct Award?								
Procurement Portal Used (Please include URL address)								
Supplier Alliance Member(s) Invited (Please note ALL suppliers on your chosen Lot should be invited if undertaking Further Competition)								
Project Value (Value of Modular works)								
TOTAL Project Value (i.e. Modular works + other project services not tendered through this framework)								
Planned Commencement Date of Procurement								
Anticipated start date of project contract								

Anticipated project completion date (target)							
Project Contract to be used (Please Select one) *	NEC3	NEC4	JCT	PPC	TAC-1		

Upon receipt of the completed form you will be provided with an Additional Client User Agreement Reference Number (ACUA). This should be quoted in your documentation when placing an order through the framework with your service provider(s). This should also be quoted to CCS when discussing the Project Contract in question.

Additional Client project requirements will be collated and shared as a pipeline with framework suppliers to ensure capacity and resource planning for projects within the market. Additional Client Contact Details are redacted in line with GDPR.

Additional Client User Agreement - Reference Number (to be completed by Crown Commercial Service)	
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ANNEX C: Award Notification Form

RM6014 Award Notification Form

(Direct Award and Competitive Tender)

Please complete this form when you have used RM6014 and awarded to the winning supplier. Remember to send the rates (and unsuccessful bid rates) secured, Framework feedback and marketing case studies/quotes.

Forms to be emailed to info@crownccommercial.gov.uk with the above title RM6014 Award Notification Form in the email subject header

Additional Client Organisation Name:	
Additional Client Contact Details:	
ACUA Project Reference number	
Successful Supplier Alliance Member Name and bid amount: (attach separately if necessary)	
Unsuccessful Supplier Alliance Members and bid amounts: (attach separately if necessary) (If Direct Award, please make this clear)	
Project Contract Commencement Date:	
Length of Project Contract (months):	
Expiry Date of Project Contract:	
First payment month to Supplier Alliance Member from Additional Client:	
Indicative annual savings & calculation/methodology used:	
Estimated Total Project Contract price (for duration of contract):	
Project Contract Terms' signed by Additional Client and Supplier Alliance Member	YES / NO
Testimonial Marketing Content: Please include a Quote/Case Study/Stats regarding you experience using RM6014.	(E.g. My organisation saved £x... My experience of using the CCS Framework was... I completed my procurement in x days by using the CCs Framework... etc)

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ANNEX D: Case Study Template



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CCS Case Study Template

Please fill in the sections below. There are questions to help you, but please use all relevant details you are able to provide.

Customer details

- Name of your organisation
- What does the your organisation do?
- Contact details for sending the final version for approval

1. The Requirement

What did you set out to do?

- What was the challenge you faced?
- What goals did the you have?
- Why did they choose CCS? Have you worked with us before? How did you hear about us?

2. The Solution

How did you find a solution?

- What CCS framework was used and how did it work?
- How did the CCS service/product help you to get over the challenge and solve the problem?

- How did you find the process? With CCS? With the supplier?

3. The Result

What savings and other benefits have you achieved?

- Any actual figures/statistics?
- Any added benefits?

Customer quote/testimonial

Please provide a quotation about your experiences.

Also include:

- Name and job title
- Any images that can be used e.g. picture of an aspect of the business to contextualise, logo, head and shoulders of person quoted