



Government Hubs Fit Out Framework

Agreement Number RM6073
Customer Guidance Notes



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1. Framework Details

Framework reference: RM6073

Start date: 19 June 2017

End date: 18 June 2021

OJEU contract notice: 2016/S 244-444899

2. What you can buy through this framework

The Framework is designed to provide public sector organisations with a simplified means of sourcing fit out services to support the delivery of renovating and refurbishing office space projects.

The fit out Supplier is expected to undertake the following pre-construction and construction activities as part of this Framework. This will include:

Pre-construction services:

- Programme (schedule) management
- Cost management and estimating
- Value engineering
- Sub-Supplier procurement
- Risk management
- Design development
- Health, safety, environmental and sustainability
- Quality management
- Stakeholder management
- Meetings
- Reporting and communications
- BIM

Construction activities:

- All (fit-out) construction activities as specified in the drawings and Customers Requirements.

The Framework has been developed with flexibility in mind by providing either a traditional or design and build approach to your construction project.

Further details on these Delivery Models listed above can be found in the Framework Specification.



3. Background

The Government Hubs programme will transform central government's office estate by accommodating departmental workforces in shared regional hubs and supporting office estate.

The government's estates vision is to create an efficient, fit-for-purpose and sustainable estate whose performance matches the best of the private sector. As part of that vision, the Government Hubs programme is driving a radical reshaping of the Civil Service office estate. It builds on estates consolidation achieved over the last Parliament, but marks a change of pace and is rooted in departments' workforce consolidation plans for the period up to 2020 and beyond.

The Government Hubs programme will reduce the government office estate from around 800 buildings to around 200 by 2023 and generate savings of around £2.24bn over ten years and will comprise of around 18 - 22 strategic hubs across the UK located in some major city centre conurbations close to major public transport infrastructure. They will usually comprise of a small cluster of buildings within walking distance of each other. They will be the main office location for employees with the most extensive facilities including areas for occasional focused work by visiting staff. HMRC's Regional Centres are a major component of the Government Hubs programme.

4. Who can use this framework?

This Framework Agreement will be accessible to use by all UK Central Government Departments and their Arm's Length Bodies and agencies; Non-Ministerial Departments and Executive Agencies; and, the Wider Public Sector (and any future successors to these organisations).

Customers can access this agreement by completing a Customer User Agreement (CUA) from the Documents tab and emailing the completed agreement to CCS at info@crowncommercial.gov.uk. CCS will then provide you with CUA reference number, which you will need prior to conducting any call off activity.

The Customer is advised to ensure the CUA reference number is added to the subject heading when emailing any of the framework suppliers.



Cabinet Office Controls

Please note, if your organisation is subject to Cabinet Office Controls and you are anticipating spend of £10 million (excluding VAT) or more, you will need to obtain approval prior to conducting any Further Competition activities.

For more information please use the link below:

<https://www.gov.uk/guidance/commercial-spend-controls-version-5>

5. Benefits of using the framework

- No charge for customers to use the framework
- The framework provides a streamlined route for customers to access a comprehensive range of external suppliers through a further competition process.
- Access to a wide selection of suppliers that have a proven track record of delivering fit-out/refurbishment projects across a varying type of project sizes and locations to Central Government and Wider Public Sector customers.
- The suppliers will provide a collaborative relationship focussed on continuous improvement, innovation, feedback and honesty which will be aligned with the customer's risk appetite. The supplier will also provide flexibility to meet the demands of the changing market.
- Compliance with all government policies and statutory requirements (SMEs, apprentices etc.)
- Maximum standard rates for further competitions above £5million (ex VAT). These rates are fixed for the duration of the framework and may be further reduced by suppliers when carrying out a further competition.
- A robust set of Key Performance Indicators (KPIs) will measure the Suppliers' performance. Specific KPI measures can be determined by the customer and can be tailored to their specific requirements.



6. How the framework is structured

The table below lists the Suppliers and their Lots

Supplier Name	Lot 1 - National lot for projects in excess of £25m (ex VAT) construction value	Lot 2 - Northern UK lot for projects below £25m (ex VAT) construction value	Lot 3 - Southern UK lot for projects below £25m (ex VAT) construction value
Mace Ltd	X	X	X
Overbury PLC	X	X	X
Wates Construction Ltd	X	X	X
Interserve Construction Ltd	X	X	X
ISG Ltd		X	X
BAM Construction		X	X
Styles & Wood		X	
Shaylor Group		X	X
BW Workplace Experts			X

The Southern and Northern coverage split is demonstrated below (Lot 2 and 3)





7. Further Competition Guidance

Quality

Further competition award quality criteria must align to the criteria used for the award of the Framework as shown in the Table below. The question areas should be used without amendment. However, relative weightings (within the minimum and maximum range) and sub-criteria may be changed depending on specific project requirements.

It is also important to note that Suppliers are obliged to perform to their tendered quality submission for the Framework, in addition to their tendered quality submission for any PCSA and/or call-off agreement.

Further competition quality criteria.

Question Area	Sub-criteria	Weighting	Weighting (mid-range)	Weighting (max range)
Solution Quality	Collaborative working Design management Risk management & analysis BIM Programme Approach Team Quality Management Defect Management	50%	30%	70%
Cost	Supply Chain Management, Value for Money, sub-Contractor procurement, estimating procedures	35%	15%	55%
H&S	Compliance to CDM 2015 - Principal Designer and Principal Supplier.	5%	2.50%	20%
Employment & skills	SME's, apprentices, UK labour, Corporate Social Responsivity etc.	5%	2.50%	10%
Environmental & Sustainability	Environmental & Sustainability requirements	5%	2.50%	10%



Price

Further competition (over £5million) pricing is to be based on the Supplier's Pricing and Charging Structure tendered for the Framework. The Framework allows only for fixed prices for both the PCSA and call-off agreement. The Supplier's fixed price must adhere to the following items set out in the Pricing and Charging Structure:

- Design fees for each RIBA design stage including rates;
- Staff rates for pre-construction services;
- Staff rates for construction services;
- Plant and equipment rates for construction services;
- Overhead & profit (OH&P)
- Maximum caps for pre-construction staff, construction staff and site costs.

Further guidance on how to access the Supplier's framework prices can be found in the Customer document – Accessing the Framework Rate Card.

Please note the Framework rates do not apply to further competitions below £5million (ex VAT).

Quality: Price Ratio

The quality: price ratio used for awarding the Framework was 70:30. This ratio was chosen for the selection of the most suitably qualified Suppliers for the Framework. However, at further competition the quality: price ratio may be changed, particularly if either price or quality becomes a more important priority.



8. Core Clauses and Schedules

Framework Performance

The Framework allows for performance to be managed at two levels:

1. Framework level - Suppliers are obliged to meet the requirements of the Framework, adhere to the terms and conditions of the call-off contracts, follow good industry practice, all applicable standards, and all applicable law. Several performance management mechanisms have been included within the Framework to ensure these obligations are met, including - an escalation procedure, termination and suspension rights, and Key Performance Indicators (KPIs).

2. Call-Off Agreement level - Suppliers are obliged to perform all its obligations under the PCSA and /or call-off agreement. Several performance management mechanisms have been included within the PCSA and/or call-off agreement to ensure these obligations are met, including - an escalation procedure, termination and suspension rights, and Key Performance Indicators (KPIs).

Termination and Suspension

The Customer may terminate their Call-Off Agreement in certain circumstances. The Customer's termination rights includes the following provisions to terminate the Call-Off Agreement:

- Termination in relation to guarantee;
- Termination on material Default;
- Termination in relation to financial standing;
- Termination on insolvency;
- Termination on change control;
- Termination without cause; and
- Partial termination.

Default

A Call-Off Agreement default is defined within the Framework as follows:

“means any breach of the obligations of the Supplier (including but not limited to any fundamental breach or breach of a fundamental term) or any other default, act, omission, misrepresentation, negligence or negligent statement of the Supplier or the Supplier personnel in connection with or in relation to this Framework Agreement or the subject matter of this Framework Agreement and in respect of which the Supplier is liable to the Customer.”



Sub-contracting

During the Call-Off Agreement period, if the Supplier wishes to enter into a new sub-contract, it must:

- Before commencing a tender or entering into a new sub-contract, obtain the prior written consent of the Customer.
- In any event, obtain at least three (3) quotes from proposed sub-contractor or where not practical, provide quotes benchmarked against rates over the previous 12 months.

The Supplier shall provide the Customer with the following information in respect of the proposed sub-contractor:

- the proposed sub-contractor's name, registered office and company registration number;
- the scope/description of any Fit Out Works to be provided by the proposed sub-contractor;
- where the proposed sub-contractor is an affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Customer that the proposed sub-contract has been agreed on "arm's-length" terms;
- Sub-contract price expressed as a percentage of the total projected framework price over the framework period; and
- Credit Rating Threshold (Financial Distress) of the Sub-Supplier.

If requested by the Customer within ten (10) working days of receipt of the information provided by the Supplier above, the Supplier shall also provide:

- a copy of the proposed sub-contract; and
- any further information reasonably requested by the Customer and/or the contracting body with whom the Supplier has entered into a PCSA and/or call off agreement.

Further details of the sub-contractor's obligations can be found in the Framework Specification document.

Liability

Each party's respective liabilities are listed below

Neither party excludes or limits its liability for:

- death or personal injury caused by its negligence, or that of its employees, agents or sub-Suppliers (as applicable);
- bribery or fraud by it or its employees; or
- any liability to the extent it cannot be excluded or limited by law.



Each party's total aggregate liability in respect of all losses incurred under or in connection with this Framework as a result of Defaults or Customer cause (as the case may be) shall in no event exceed:

- occurring from the Framework commencement date to the end of the first contract year, the higher of one hundred thousand pounds (£100,000) and a sum equal to one hundred and twenty five percent (125%) of the estimated Year 1 Management Charge;
- occurring in each subsequent contract year following the end of the first contract year, that commences during the remainder of the Framework period, the higher of the sum of one hundred thousand pounds (£100,000) in each such Contract Year and a sum equal to one hundred and twenty five percent (125%) of the Management Charge payable by the Supplier under this Framework in the previous contract year; and
- occurring in each contract year that commences after the end of the Framework period, the higher of one hundred thousand pounds (£100,000) in each such contract year and a sum equal to one hundred and twenty five percent (125%) of the Management Charge payable by the Supplier under this Framework in the last contract year commencing during the Framework.

Neither party shall be liable to the other party for any:

- indirect, special or consequential loss;
- loss of profits, turnover, savings, business opportunities or damage to goodwill (in each case whether direct or indirect).

Insurance

Framework insurance levels are as below:

- a) Customer's Liability: minimum requirement = £10M each and every claim;
- b) Public Liability: minimum requirement = £10M each and every claim; and
- c) Professional Indemnity: minimum requirement = £10M each and every claim and in the aggregate per annum for the duration of the Contract and for 6 years after the expiry or termination of the Contract.

The Customer may also specify the Supplier's insurance obligations on a case by case basis for any PCSA or call-off agreement.

Management Information

The Supplier is obliged to provide management information in accordance with the Framework.



Management information is to be provided in an MI Reporting Template as defined by the Customer.

Variation Procedure

The Framework sets out the procedure to vary Call-Off Agreement if required.

The Customer may request a variation to the Call-Off Agreement provided that such variation does not amount to a material change of the Framework within the meaning of the Public Contract Regulations 2015 and the law.

The Customer may request a variation by completing and sending the variation form to the Supplier giving sufficient information for the Supplier to assess the extent of the proposed variation and any additional cost that may be incurred.

The Supplier shall respond to the Customer's request within the time limits specified in the Variation Form. Such time limits shall be reasonable and ultimately at the discretion of the Customer having regard to the nature of the proposed variation.

In the event that the Supplier is unable to agree to or provide the variation and/or the parties are unable to agree a change to the Call-Off Agreement that may be included in a request for a variation or response to it as a consequence thereof, the Customer may at its sole discretion and acting in its interest only:

- a) agree to continue to perform its obligations under the Call-Off Agreement without the variation; or
- b) terminate the Call-Off Agreement with immediate effect.

BIM

The Framework has been developed to meet the BIM mandate set as part of the Government Construction Strategy.

The Government Construction Strategy 2011-15 (GCS) requires that:

“Government will require fully collaborative 3D BIM (with all project and asset information, documentation and data being electronic) as a minimum by 2016.”

The Government Construction Strategy 2016–20 further reinforces this requirement by committing to:

“consolidate and embed BIM Level 2 throughout departmental processes.”



Self-audit Certificate

The Supplier shall provide the Customer with a completed and signed annual self-audit certificate in respect of each contract year. Each self-audit certificate shall be completed and signed by an authorised senior member of the Supplier's management team or by the Supplier's external auditor and the signatory must be professionally qualified in a relevant audit or financial discipline.

Continuous improvement and benchmarking

The Supplier is obliged to adhere to Benchmarking and Continuous Improvement under this Framework.

Intellectual Property Rights (IPR)

Parties under the Framework are to adhere to obligations for IPR for:

- the allocation of title
- IPR indemnity

9. Pre-construction Services Agreement

A Pre-construction Services Agreement (PCSA) may be entered into following a further competition procedure. A bespoke PCSA has been developed for the Framework.

A summary of the core clauses are set out below.

Duration and Effect

The PCSA includes: Parties' obligations start of the date of the PCSA or if earlier the date on which the Supplier commenced performance of the Pre-Construction Services.

These obligations are until the execution and completion of the (construction) contract or the issue of a notice of termination.

- The terms and conditions of the PCSA; and
- PCSA Schedules 1 – 12.

Should there be any ambiguity or conflict in or between the documents comprising this PCSA, the priority of the documents is in accordance with the following sequence:

1. The terms and conditions of the Framework Agreement
2. These terms and conditions of this agreement;
3. The Proposed Contract Documents;



4. First Stage Tender Documents; and
5. Any other Schedule forming part of this Agreement and the order of precedence of such documents shall be decided by the Customer.

The parties also agree that they will comply with the terms of the Framework.

Pre-construction Period

The Supplier has specific obligations to deliver the pre-construction services that it must adhere to as part of the PCSA. The Customer also has certain obligations it must follow as part of the PCSA. These pre-construction services are detailed in section 2 of this guidance document. Please note these pre-construction services relate to RIBA stages 2 – 4.

The full details of the PCSA obligations are found in Clause 3 of the PCSA.

Additional Services, Works and Orders

The Customer may instruct the Supplier to carry out additional services.

The Supplier shall perform those additional services. As a condition precedent to the Supplier's entitlement to any additional payment in connection with those additional services, the Supplier shall notify the Customer if it will require additional payment for those services within ten Business Days of receipt of the Customer's notice.

That notice shall state the total sum the Supplier requires to perform those additional services. On receiving such a notice from the Supplier, the Customer may cancel its instruction, at no cost to the Customer (who shall not pay the Supplier for those additional services), and the Supplier shall not perform those additional services.

Full details of the provisions for additional services, works and orders are found in Clause 4 of the PCSA

Pre-construction Fee and Payment

The Customer shall pay the Supplier the Pre-Construction Fee in accordance with the procedure set out in Schedule 3 of the PCSA. The due date for payment of instalments of the Pre-Construction Fee shall be the day, on a monthly basis, 7 (seven) days after the date of receipt by the Customer (or his representative nominated for that purpose) of the Supplier's valid invoice for sums to which the Supplier has become entitled. The Supplier's invoice shall be deemed to be an Interim Application (as defined below) for the purposes of the Construction Act.



In relation to payment of the Pre-Construction Fee, the Supplier shall send an invoice to the Customer or a person nominated by the Customer for that purpose, which Interim Application shall:

- be submitted not later than 1 (one) month after the commencement of the Pre- Construction Services and thereafter on a monthly basis;
- state the sum that the Supplier considers will become due on the Due Date in respect of the payment for the period and the basis on which that sum is calculated; and
- include all supporting documentation reasonably required for the computation of any amount due.

The Supplier warrants that the sum claimed in any Interim Application is properly due and payable and calculated in accordance with the PCSA agreement. The sums due as an interim payment shall be the value of Pre-Construction Services carried out at the due date for payment less the following deductions:

- any amount which may be deducted and retained by the Customer for PCSA Retention (see Section 7.2.5 of this Manual); and
- the amounts paid in previous interim payments.

PCSA Retention

The Customer has the option to hold a PCSA retention in the form of a percentage of the Pre-Construction Fee. The PCSA retention is to be included in the calculation of the payment assessment. The Customer may specify the PCSA retention percentage in PCSA Schedule 1 – Project Particulars.

The PCSA retention shall be the Customer's property until the last of the following events occur:

- the parties confirm in writing that the Contract Sum for the Works has been agreed; and/or
- the parties enter into the Contract; and/or
- the parties confirm in writing that the Supplier has completed the delivery of its obligations under the PCSA.

Provided that each of the conditions required in the paragraph above have been satisfied by the Supplier, the PCSA retention shall become due to the Supplier in the first interim payment under the contract, with such sum shall being included within the Contract Sum.

Notice to Proceed

The Customer shall have absolute discretion, acting in its own interests, whether or not to proceed with the Works, with or without the Supplier by issuing a Notice a Proceed.



Full details on the obligations for the Notice to Proceed are set out in Clause 6 of the PCSA.

PCSA KPIs and Performance Escalation

The Customer has the option to include KPIs within the PCSA KPIs to incentivise the Supplier to perform during the Pre-Construction Period.

The Supplier shall at all times during the Pre-Construction Period comply with the PCSA Key Performance Indicators and achieve the PCSA KPI Target set out in Schedule 12 of the PCSA.

The Customer may, at its absolute discretion:

- use and publish the performance of the Supplier against the PCSA KPIs and PCSA Target without restriction; and
- initiate performance escalation under clause 29 of the Framework in respect of any failure by the Supplier to comply with the PCSA KPIs or PCSA KPI Target in accordance with the PCSA.

10. Construction Agreement

The call-off construction agreement is based on the JCT Design & Build (D&B) Contract and JCT Standard Building Contract (SBC) 2016 from which amendments have been made.

Amendments and provisions to JCT D&B and SBC 2016 include but are not limited to:

- Manufacturers' guarantees – the Supplier shall obtain all available manufacturer's guarantee and/or warranties in favour of the Customer for items of plant and equipment.
- Pre-construction services agreement - any work, services or supplies performed or provided by or on behalf of the Supplier in connection with the subject matter of the contract whether carried out before, on, or after the date of the contract or pursuant to any preconstruction services agreement shall be treated as having been performed or provided under this Contract.
- Collateral warranties - the Supplier shall, if requested by the Customer in writing, procure and deliver to the Customer within 14 days of the Customer's request, duly executed deeds of collateral warranty.
- Parent Company Guarantee - where it is stated in the Contract Particulars that a parent company guarantee is required, the Supplier shall procure the execution and delivery of a parent company guarantee in favour of the Customer.



- Performance Bond - where it is stated in the Contract Particulars that a performance bond is required, the Supplier shall, no later than the date of this Contract, procure the execution and delivery of a performance bond in favour of the Customer.
- Insurance of Existing Structure and Contents - in respect of the cost of reinstatement, repair or replacement of loss or damage to the existing structures and contents due to any of the Specified Perils, the Supplier's liability is limited to the amount specified in the Contract Particulars.
- Power and Utilities – the Supplier shall be responsible for satisfying itself as to the location and nature of the power and utility services and mains which may affect the Works. The Supplier shall be responsible for making all necessary applications for services and utilities connections required for the purposes of the Works.
- Novated Design Consultants - the Customer may specify the Novated Design Consultants in Clause 3.4A1. The Supplier shall accept the novation of the Novated Design Consultants.
- Works Programme - as soon as possible after execution of this Contract and in any event no less than 7 Business Days prior to starting work on site, the Supplier will produce a fully resourced programme for the execution of the Works in such form and giving such information as prescribed in the Customer's Requirements or as the Customer may otherwise reasonably require (the "Works Programme"). Thereafter, the Supplier must revise the Works Programme as appropriate to minimise or avoid any delay or disruption, or anticipated delay or disruption, to the carrying out of the Works. The Supplier will report to the Customer every month in writing comparing the progress of the execution of the Works with the then current Works Programme and will promptly advise the Customer in the event of delay or disruption and will set out the measures which the Supplier is taking or proposes to take to minimise or make good such delay or disruption.
- Project Bank Account - where it is stated in the Contract Particulars, the Supplier shall establish a Project Bank Account with the Project Bank within two weeks of the Date of Possession of the first Section or Works.



11. How you can buy through this framework

Below is a step by step guide on how you can conduct a Further Competition through this Framework.

1. Customers will need to complete a Customer User Agreement (CUA) and email the completed agreement to CCS at info@crowcommercial.gov.uk. CCS will then provide you with CUA reference number, which you will need prior to conducting any call off activity. The Customer is also advised that they quote the CUA reference number into the subject heading when emailing any of the framework suppliers.

2. If applicable, the Customer should consider early engagement with the supplier base for their chosen Lot (in order to engage interest and determine suitable timeframes for their bid submission). A RFI template is available on CCS' website alongside the suppliers' contact details for you to use.

The framework suppliers also welcome teleconferences and webinars as means of early engagement. Please ensure you invite all of the suppliers for that Lot to these events.

3. The Customer will need to develop the Call Off templates, including: – statement of requirements, further competition award criteria, and time limits.

Please note the further competition award criteria will need to be in accordance with Framework agreement. Also, the Supplier's design consultant appointments cannot be the same as the Customer's in a previous stage.

4. The Customer will need to invite ALL the framework Suppliers under the appropriate Lot to tender for the further competition requirements and ensure that the CUA reference number is mentioned in the Call Off documentation.

5. The Customer shall evaluate tender returns by applying the further competition award criteria. Financial submissions should be checked for accordance with the Framework Pricing and Charging Structure.

6. Award the PCSA and/or Call-Off Agreement to the successful Framework Supplier

Within the PCSA and/or Call-Off Agreement, the Customer should include the fit out work requirements, the tender submitted by the successful Framework Supplier, the charges payable for the fit out works in accordance with successful Supplier and incorporate the Template Call Off Form and Template Call Off Terms. Please note the Customer is entitled at all times to decline to make an award for the Fit Out Works.

7. The Customer may award the PCSA and /or Call-Off Agreement by sending (including electronically) the Call-Off Agreement. On receipt of a PCSA and /or Call-Off Agreement, the Supplier shall accept by promptly signing and returning a copy of the PCSA and /or Call-Off Agreement. On receipt of the signed PCSA and /or Call-Off Agreement from the Supplier, the Customer shall send a written notice of receipt to the Supplier within two (2) Working Days and a PCSA and /or Call Off Agreement shall be formed.



12 Escalation Procedure

If the Customer considers that the Supplier is not performing, an escalation procedure may be triggered. The escalation procedure is set out in the steps:

1. This process can be implemented if the Customer considers that the Supplier is not likely to achieve any of the KPI target sets and/or is in material breach or likely to be in material breach of the Framework/call-off agreement.

2. The Customer will need to write to the Supplier and request that they to produce a document explaining the position with regard to the Non-Compliance in question and setting out the Supplier's action plan to ensure future compliance.

3. Within 5 days of receiving a written request, the Supplier shall to produce a Draft Contractor Performance Improvement Plan which will need to be provided to the Customer. The Customer shall be entitled to make reasonable comments and suggestions on the Draft Contractor Performance Improvement Plan, which the Supplier shall incorporate into the Contractor Performance Improvement Plan and send to the Customer within 1 week of receipt.

4. Once the Contractor Performance Improvement Plan is finalised, the Supplier shall act reasonably to rectify the Non-Compliance in question. The Supplier will also comply with the Contractor Performance Improvement Plan and submit an updated Contractor Performance Improvement Plan every 4 weeks.

5. If after 12 weeks (from the date of the supplier's submission of the draft Contractor Performance Improvement Plan), the Customer still considers that the Supplier is not likely to rectify any Non-Compliance issues, the Customer shall be entitled to:

- escalate the matter to their Commercial Director and the Commercial Director of the Supplier. Both Commercial Directors shall together seek to agree the steps the Supplier must take with a view to persuading the Customer that the Supplier is likely to rectify the Non-Compliance in question.
- and/or prevent the Supplier from bidding for further PCSAs and / or Call Off Agreements.

6. If after 12 weeks (from the date of any meeting between the Commercial Directors), the Customer considers that the Supplier is not likely to achieve any KPI target, it shall be entitled to terminate this agreement for Material Default.



13.Help and advice

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts below:

CCS Commercial Agreement Managers:	
Contact:	Hayley Cleverly
Contact:	Ben Hurford
Email:	info@crowcommercial.gov.uk
Crown Commercial Service Desk:	
Contact number:	0345 410 2222
Email:	info@crowcommercial.gov.uk

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

<https://www.gov.uk/government/organisations/crown-commercial-service>