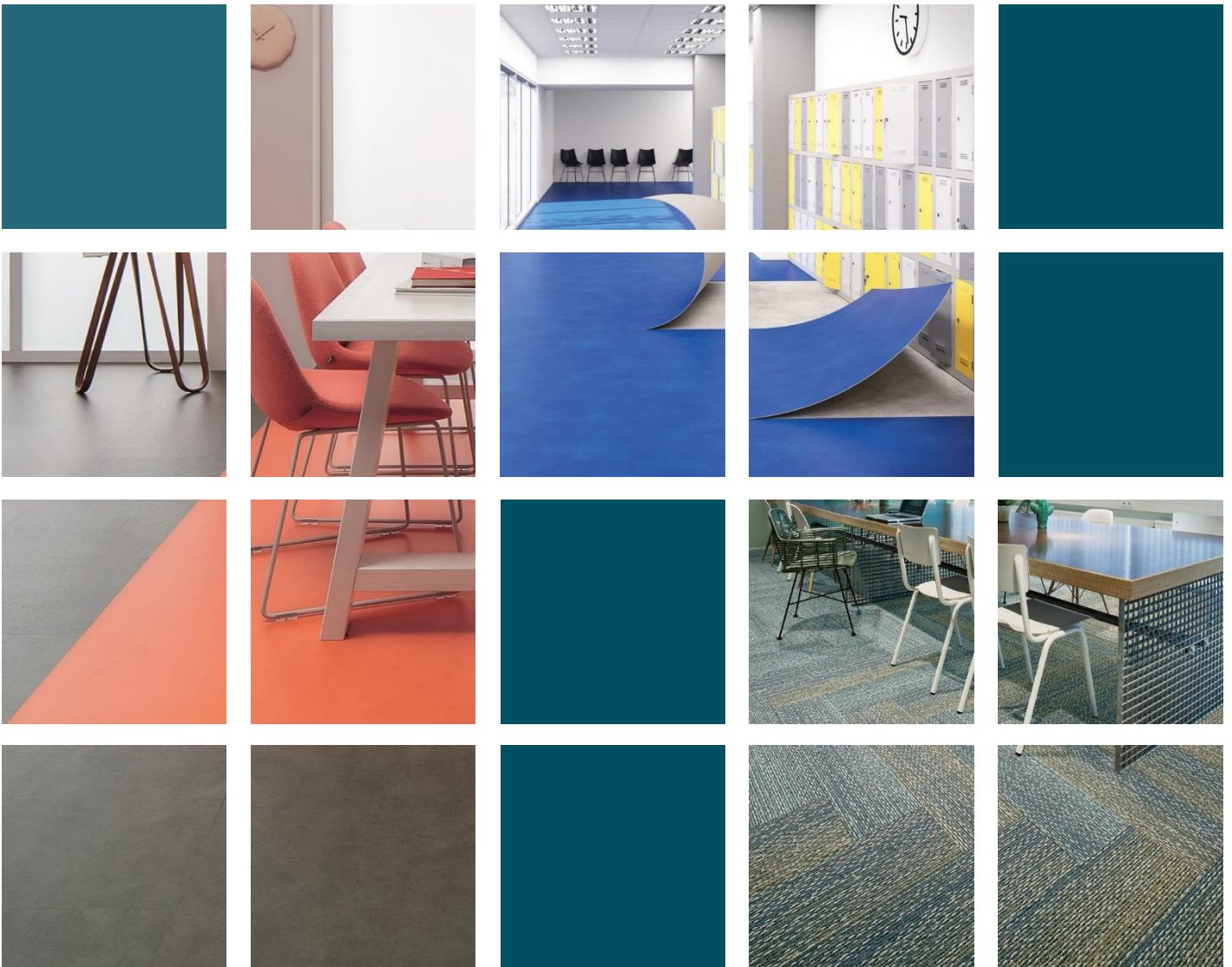


NATIONAL EDUCATION FRAMEWORK

Crescent Purchasing Consortium

For the provision of
FLOORING SUPPLIES & SERVICES

REF: CPC/DU/FLO/19



USER GUIDE

FEATURES & BENEFITS



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1 INTRODUCTION

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Flooring Supplies and Services (to include fitting, repair and maintenance) reference CPC/DU/FLO/19 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire flooring solution.

2 FRAMEWORK SUMMARY

The framework agreement is designed to be a one stop shop for an organisation's Flooring Supplies and Services requirements.

LOT 1 – ONE STOP SHOP

This Lot is for the provision of broad range of Flooring Supplies and Associated Services. This Lot provides access to a wide range of flooring solutions and is designed to be a One-Stop Shop for all your flooring needs. The supplies and services included within this lot are:

- ④ Contract and Domestic Grade Carpets Supply and Fit
- ④ Wood Flooring Supply and Fit - Including but not limited to; Granwood Flooring, Sports Flooring and Sprung Sports Flooring
- ④ Vinyl Flooring Supply and Fit
- ④ Entrance Matting Supply and Fit
- ④ Carpet Tiles Supply and Fit
- ④ Heritage Flooring Repair and Maintenance
Framework users may require access to the maintenance and repair of flooring within Grade I, Grade II* and Grade II listed buildings. In such cases, suppliers must apply and obtain listed building consent before carrying out any such works from the local planning authority. In general, works to listed buildings should retain historic fabric and features of architectural or historic interest in situ and repair all damaged historic fabrics or features, rather than replace them. It is both the suppliers and the Members obligation to ensure that all laws, rules and regulations are adhered to when carrying out such specialist maintenance and repairs.
- ④ Tiled Flooring Supply and Fit
- ④ Resin Flooring Supply and Fit

Two suppliers have been awarded a place on this Lot: DESIGNER CONTRACTS LTD and JOHN LORD SPECIALIST FLOORING.

LOT 2 – CONTRACT AND DOMESTIC GRADE CARPETS SUPPLY ONLY

This Lot provides access to a comprehensive range of Contract and Domestic Grade Carpets and is designed for the bulk of such products to Members. Should a Member require smaller volumes of said supplies, these will be fulfilled by the corresponding Lot 3 – Contract and Domestic Grade Carpets Supply and Fit. Such supplies are available through a single supplier JOHN LORD SPECIALIST FLOORING.

LOT 3 – CONTRACT AND DOMESTIC GRADE CARPETS SUPPLY AND FIT

This Lot not only includes the supply of said products under Lot 2, but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Two suppliers have been awarded a place on this Lot: DESIGNER CONTRACTS LTD and JOHN LORD SPECIALIST FLOORING.

LOT 4 – ENTRANCE MATTING SUPPLY AND FIT

This Lot provides access to a comprehensive range of Entrance Matting supplies. This Lot not only includes the supply of Entrance Matting, but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Such supplies are available through a single supplier JOHN LORD SPECIALIST FLOORING.

LOT 5 – WOOD FLOORING SUPPLY AND FIT

This Lot provides access to a comprehensive range of Wood Flooring including Granwood, Sports Flooring and Sprung Sports Flooring. This Lot not only includes the supply of Wood Flooring, but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Two suppliers have been awarded a place on this Lot: FLOORTEQ LTD and JOHN LORD SPECIALIST FLOORING.

LOT 6 – VINYL FLOORING SUPPLY ONLY

This Lot provides access to a comprehensive range of Vinyl and Linoleum Flooring and is designed for the bulk of such products to Members. Should a Member require smaller volumes of said supplies, these will be fulfilled by the corresponding Lot 7 – Vinyl Flooring Supply and Fit. Three suppliers have been awarded a place on this Lot: ALTRO LTD, FORBO LTD and JOHN LORD SPECIALIST FLOORING.

LOT 7 – VINYL FLOORING SUPPLY AND FIT

This Lot not only includes the supply of said products under Lot 7, but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Two suppliers have been awarded a place on this Lot: DESIGNER CONTRACTS LTD and JOHN LORD SPECIALIST FLOORING.

LOT 8 – CARPET TILES SUPPLY ONLY

This Lot provides access to a comprehensive range of Carpet Tiles and is designed for the bulk of such products to Members. Should a Member require smaller volumes of said supplies, these will be fulfilled by the corresponding Lot 9 – Carpet Tiles. Two suppliers have been awarded a place on this Lot: FORBO LTD and JOHN LORD SPECIALIST FLOORING.

LOT 9 – CARPET TILES SUPPLY AND FIT

This Lot not only includes the supply of said products under Lot 8, but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Two suppliers have been awarded a place on this Lot: DESIGNER CONTRACTS LTD and JOHN LORD SPECIALIST FLOORING.

LOT 10 – RESIN FLOORING SUPPLY AND FIT

This Lot provides access to a comprehensive range of Resin Flooring supplies. This Lot not only includes the supply of Resin Flooring but also the optional additional services of planning and design of flooring solutions and the installation and aftersales support required to deliver a full-service flooring solution. Three suppliers have been awarded a place on this Lot: BIF SERVICES LTD, DEVA RESINS LTD and JOHN LORD SPECIALIST FLOORING.

3 BUYING FROM THE FRAMEWORK

How do Members buy from the framework? This can be done in one of two ways:

3.1 DIRECT AWARD

Direct Award takes place where an organisation direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract. This is available under all framework Lots with the exception of Lot 10 where business is awarded via further competition only.

Each supplier has an agreed price list for the supplies and services available under each Lot and these can be accessed by contacting the framework Help Desk. The price lists may be of assistance to organisations when deciding whether or not to Direct Award to a supplier.

Framework Users should ensure all order documentation quotes the framework name, reference number and a statement to the effect that the business is contracted under the terms and conditions of this framework. Failure to do this may result in Framework Users not accessing the excellent services and rates available under this framework.

This should be undertaken whether the selected supplier is your current supplier or not. Framework Users can elect to utilise the Optional Framework Order Form detailed within Appendix D if so desired. This can be emailed or posted to your chosen supplier. Appendix E details the framework Access Agreement. It is not mandatory that Framework Users sign this agreement in order to access the framework, however it is recognised that Framework Users may wish to do so.

3.2 FURTHER COMPETITION

An organisation can engage suppliers in a further competition in pursuit of additional value on all framework Lots. When engaging in a further competition exercise, organisations must invite all the suppliers, from within the respective Lot from which they are purchasing, to participate in the further competition. All suppliers within the respective lot must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

Basic advice and guidance upon conducting further competitions can be obtained from the Help Desk. Email: enquiries@nationaleducationflooringframework.org

Tel: 03453074055

A standard further competition template for use in a traditional further competition is attached in Appendix B for organisations wishing to undertake their own further competition exercise.

4 FURTHER COMPETITION SUPPORT SERVICE

In addition, the framework offers a comprehensive further competition procurement service. The service fees vary depending upon the potential scale of the requirement and full details can be found in Appendix C. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service includes:

- ✓ Assistance with/determination of a customers' technical specification and requirements
- ✓ Assistance with/compilation of the specification
- ✓ Compilation of further competition documents and evaluation model
- ✓ Dispatch of the above to framework suppliers
- ✓ Receipt of bids
- ✓ Undertaking of evaluations with, or on behalf of, the customer.
Presenting findings and recommendation to the customer
- ✓ Communicate results of further competition to bidder

Where relevant the service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The documentation review service is available to organisations engaging in further competitions. An organisation's completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

STEVE.DAVIES@NATIONALEducationFlooringFramework.ORG
07966 040564

5 PLACING AN ORDER

Having selected your chosen supplier and print solution, orders should be placed via the Framework Order Form – a copy is detailed in Appendix D. Your preferred supplier will populate the Order Form with the full details of your requirement and then present you with a completed Order Form for signature. The Order Form under which the contract will be enabled clearly references the framework terms and conditions.

6 CONTRACT AND ACCOUNT MANAGEMENT

Day to day contract management support is available from the framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

**EMAIL: ENQUIRIES@NATIONALEducationFlooringFramework.org TEL:
03453074055**

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:

Provide advice and guidance both upon the operation of the framework

Address any supplier specific questions

Help address any unresolved issues

Provide basic advice and assistance in the drafting of specifications and undertaking further competitions

In addition to the Help Desk, additional account management support is provided by the appropriate supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the supply (including order, delivery and implementation) and operation of the devices/print service.

7 COMPLAINTS AND ESCALATION PROCEDURES

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the organisation. In the vast majority of cases such complaints will be addressed to the satisfaction of the organisation within a reasonable period of time (such time will vary depending upon the nature of the complaint). However, in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

Step 1

Should the Help Desk be unable to resolve your complaint, please contact the Contract Manager Holly Ashworth via email at holly.ashworth@nationaleducationflooringframework.org, or via t:01204374160. In the unlikely event that she is unable to resolve the complaint to your satisfaction please escalate to Step 2.

Step 2

Escalation to the Group Procurement Director Steve Davies. Steve can be contacted at steve.davies@nationaleducationflooringframework.org, t:07966040564

8 DELIVERY AND COMPLAINT RESOLUTION

Framework Users are encouraged to put in place their own local contract management regime to ensure acceptable performance of their chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier. The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements.

In addition to the arrangements specific to each contract, a comprehensive contract management regime underpins the operation of the framework itself. Suppliers' performance across all contracts let through the framework is continually monitored across all user organisations and issues addressed as they come to light. The framework Contract Manager will undertake regular contract performance and management review meetings with all suppliers as part of this performance monitoring process.

Framework Users should therefore ensure that the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting. Comprehensive contract management regime underpins the operation of the framework. Suppliers' performance is continually monitored across all organisations using the framework and issues addressed as they come to light. An organisation can expect the following standard service performance on:

LOTS 1 - 9:

Delivery to contract timescales

Products delivered within 10 working days 98%

Complaint Resolution

Customer complaints must be resolved within 5 working days 95%

LOTS 10:

Delivery to contract timescales

Products delivered within 30 working days 98%

Complaint Resolution

Customer complaints must be resolved within 20 working days 95%

Organisations should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier. The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements

The framework Contract Manager Holly Ashworth will undertake regular contract performance and management review meetings with all suppliers. Organisations are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Organisations should ensure the framework Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

9 ANY QUESTIONS?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

Email: enquiries@nationaleducationflooringframework.org

Tel: 03453074055

10 APPENDIX A – SUPPLIER CONTACT DETAILS

Altro Ltd

Laura Kirkby
Bid and Framework Coordinator
01462 489206
lkir@altro.com

BIF Services Ltd

Steve Sanderson
Sales Manager
01777 709500
07917 700362
steve@bifservices.com

Craig Turner

Operations Manager
01777 709500
07917 700364
craig@bifservices.com

Designer Contracts

Louise Walters
Commercial Director
01246 599690
Louise.walters@designercontracts.com

Kevin Hounsome

Divisional Director
01246 599690
Kevin.Hounsome@designercontracts.com

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01246 599690
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Deva Resins Ltd

Peter Woodward
Sales Director
01244 309 649
07908 972 690
Peter@devarresins.com

Patrick Hansford

Sales Associate
01244 309 649
07854 950 893
Patrick@devarresins.com

Floorteq Ltd

Howard Barry
Director
01428 729200
howard@floorteq.net

Sean Barry

Director
01428 729200
sean@floorteq.net

Forbo Ltd

Sharron Kapellar
National Framework Manager
07817962151
Sharron.kapellar@forbo.com

John Lord Specialist Flooring

John Edwards
Commercial Manager
07384-812764
johnedwards@john-lord.co.uk

11 APPENDIX B – FURTHER COMPETITION TEMPLATE

APPENDIX B IS AVAILABLE TO DOWNLOAD FROM:
www.nationaleducationflooringframework.org

12 APPENDIX C – FURTHER COMPETITION SUPPORT SERVICE FEE STRUCTURE

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any public sector organisation.

1. Documentation Review Service

The fee for this service is £200 per further competition document set.

2. Full Procurement Support Service

The full procurement support service is available across all framework Lots.

Prices for undertaking a further competition under all Lots are available from email: steve.davies@nationaleducationflooringframework.org or phone: 07966040564. The fees will be exclusive of VAT and travel and subsistence.

Each will include full procurement support to undertake a further competition exercise; support to include:

- ✓ Assistance with/determination of a customers' technical specification and requirements
- ✓ Assistance with/compilation of the specification
- ✓ Compilation of further competition documents and evaluation model
- ✓ Dispatch of the above to framework suppliers
- ✓ Receipt of bids
- ✓ Undertaking of evaluations with, or on behalf of, the customer.
Presenting findings and recommendation to the customer
- ✓ Communicate results of further competition to bidder

The service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

13 APPENDIX D – EXAMPLE FRAMEWORK ORDER FORM

CRESCENT PURCHASING CONSORTIUM ORDER FORM

PLEASE PROCESS THIS ORDER WITH THE CPC MEMBER NUMBER



CONTRACT No CPC/DU/FLO/19

Contract for the Provision of Flooring Supplies & Services

[_____] (the Customer) wishes to purchase the below mentioned Services, for a Minimum Term of ____ Months (delete Minimum Term if required).

This Purchase Order is for the purchase of the Services as detailed below. Execution of this Order Form by the Customer shall automatically bind the Customer into the Call-Off Contract Terms and Conditions with the Supplier; a copy of which (as appropriate) has been provided to you.

Service Description	Price
_____	£ _____
_____	£ _____
_____	£ _____
_____	£ _____
Total Price	£ _____ excl VAT

Name of Establishment (The Customer) _____

Service Address	Invoice Address (if different)
_____	_____
Post Code	Post Code

Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev) _____

Tel No: _____ Membership No: _____

Email: _____ Fax No: _____

Service Commencement date preference: _____

Signature (Customer)	Date:
_____	_____
Name (Print)	Position
_____	_____

Sheet __ of __

14 APPENDIX E – OPTIONAL ACCESS AGREEMENT

Access Agreement for Utilisation of the National Education Flooring Supplies and Services Framework

This is a confirmation of access to the National Education Flooring Supplies and Services Framework, and an agreement of commitment to use said Framework.

OJEU Reference Number:

2019/S 213-522597

Contract Number: 03453074055

CPC/DU/FLO/19

Framework User Contact :	Supplier Contact:
Name:	Name:
Email:	Email:
Tel:	Tel:

Framework Start Date 1st November 2019,

Length of Framework Agreement: 3 years with the option of a 1 year extension.*

This is an agreement to confirm [enter Framework User name] has satisfied itself of its eligibility to utilise the Framework. Signature of this form constitutes acceptance of the Framework Agreement) Call-Off Terms and Conditions (which are enclosed, thereby creating a binding commitment to the utilisation of a Call-Off Contract from the framework agreement referenced above.

We agree to enter into a Call-Off Contract as from [enter date of commence], for a period of [years/months] commences from the date of signature of this Access Agreement. On

behalf of the supplier:

Contact Name:

Telephone number:

Email Address:

Signature:

Date:

On behalf of [enter Framework User name]

Contact Name:

Telephone number:

Email Address:

Signature:

Date: