

NATIONAL EDUCATION FRAMEWORK USER GUIDE



School and Academies Furniture and
Associated Services

REF: CPC/DU/FURN/01



**A proactive, best value and collaborative framework
delivering a variety of furniture solutions.**

- **Freestanding classroom and education furniture**
- **General administrative, storage and conference furniture**
- **Dining room furniture**
- **Library area furniture**
- **Special education needs, early years and accessories**
- **Specialist rooms**
- **Staging and performance areas**

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1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for School and Academies Furniture and Associated Services reference CPC/DU/FURN/01 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver a great number of furniture solutions.

2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's furniture requirements.

Lot 1 – Classroom and Education Furniture – Free Standing

This Lot provides access to a comprehensive range of Classroom and Education Furniture – Free Standing. This Lot not only includes the supply of Classroom and Education Furniture – Free Standing, but also the optional additional services of planning, design, installation, and aftersales support required to deliver a full-service furniture solution.

Five suppliers have been awarded a place on this Lot: **APTERIORS LIMITED, BANNER, MPS FURNITURE LTD, SHOWCASE INTERIORS LIMITED and WILLOWBROOK EDUCATION LTD.**

Lot 2 - General Administrative, Storage and Conference Furniture

This Lot provides access to a comprehensive range of General Administrative, Storage and Conference Furniture. This Lot not only includes the supply of General Administrative, Storage and Conference Furniture, but also the optional additional services of planning, design, installation and aftersales support required to deliver a full-service furniture solution.

Five suppliers have been awarded a place on this Lot: **BANNER, BATES OFFICE SERVICES, EMERGENT CROWN CONTRACT OFFICE FURNITURE, MPS FURNITURE LTD and SHOWCASE INTERIORS LIMITED.**

Lot 3 - Dining Room Furniture

This Lot provides access to a comprehensive range of Dining Room Furniture. This Lot not only includes the supply of Dining Room Furniture, but also the optional additional services of planning, design, installation, and aftersales support required to deliver a full-service furniture solution.

Five suppliers have been awarded a place on this Lot: **APTERIORS LIMITED, BANNER, BROOKHOUSE UK, MPS FURNITURE LTD and SHOWCASE INTERIORS LIMITED.**

Lot 4 – Library Area Furniture

This Lot provides access to a comprehensive range of Library Area Furniture. This Lot not only includes the supply of Library Area Furniture, but also the optional additional services of planning, design, installation, and aftersales support required to deliver a full-service furniture solution.

Five suppliers have been awarded a place on this Lot: **APTERIORS LIMITED, BROOKHOUSE UK, FG LIBRARY PRODUCTS, MPS FURNITURE LTD and WILLOWBROOK EDUCATION LTD.**

Lot 5 – Special Educational Needs and Early Years and Accessories

This This Lot provides access to a comprehensive range of Special Educational Needs and Early Years. This Lot not only includes the supply of Special Educational Needs and Early Years, but also the optional additional services of planning, design, installation, and aftersales support required to deliver a full-service furniture solution.

Five suppliers have been awarded a place on this Lot: **APTERIORS LIMITED, BROOKHOUSE UK, PROJECT FF&E LTD, RHINO UK and WILLOWBROOK EDUCATION LTD.**

Lot 6 – Specialist Rooms

This Lot provides access to a comprehensive range of Specialist Rooms. This Lot not only includes the supply of Specialist Rooms, but also the optional additional services of planning, design, installation, fitting, and aftersales support required to deliver a full-service furniture solution.

Three suppliers have been awarded a place on this Lot: **APTERIORS LIMITED, BROOKHOUSE UK and PROJECT FF&E LTD.**

Lot 7 – Staging and Performance Areas

This Lot provides access to a comprehensive range of Staging and Performance Areas. This Lot not only includes the supply of Staging and Performance Areas, but also the optional additional services of planning, design, installation, and aftersales support required to deliver a full-service furniture solution.

Four suppliers have been awarded a place on this Lot: **BROOKHOUSE UK, HERTS FULLSTOP, PROJECT FF&E LTD and STAGE SYSTEMS.**

3 Buying from the Framework

How do organisations 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.

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: nichola.gill@dukefieldprocurement.co.uk

Tel: 07935 355 773

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:



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 in 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:

Email: steve.davies@dukefieldprocurement.co.uk

Tel: 07966 040564

5 Placing an order

Having selected your chosen supplier and 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. **In order to benefit from framework pricing please ensure the reference number CPC/DU/FURN/01 is clearly quoted on all order forms and framework enquiries.**

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.

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: f.gourley@dukefieldprocurement.co.uk

Tel: 07957883925

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



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 and installation of your furniture solution.

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:



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 supplier at the contract 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

All Lots

Delivery to contract timescales

- Products delivered within 15 working days 98%

Complaint Resolution

- Customer complaints must be resolved within 5 working days 95%

Fit for Purpose

- All products must be fit for purpose and returns to be less than 2%

Further Competitions

- Participation in further competitions must be above 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 Nichola Gill 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 supplier at the contract 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: f.gourley@dukefieldprocurement.co.uk

Tel: 07957883925

10 APPENDIX A – Supplier Contact Details

APTERIORS LIMITED

Andrea Podesta
MD
02085458800
andreapodesta@apteriors.com

BANNER

Craig Ainley
Key Account Manager
07891 486506
Craig.ainley@banneruk.com

BATES OFFICE SERVICES

Hayley Simpson
Accounts Manager
07549 034767
hayley@batesoffice.co.uk

Craig Barrett
Director
01322 550 167
Craig.barrett@batesoffice.co.uk

BROOKHOUSE UK

Kyle Doouss
Project Consultant
01442 5030056
Kyle.doouss@brookhouseuk.com

Michela Philip-Makin
Customer Services
01442 5030050
michela.phillips-makin@brookhouseuk.com

EMERGENT CROWN CONTRACT OFFICE FURNITURE

Suzanne Gill
Sales
01422 319660
Suzanne.Gill@emergent-crown.co.uk

Philip Gill
Director
01422 319660
philip.gill@emergent-crown.co.uk

FG LIBRARY PRODUCTS

Julian Glover
Design Consultant
07590 778343
julianglover@fglibrary.co.uk

Josh Hughes
General Manager
07900 390012
joshhughes@fglibrary.co.uk

HERTS FULLSTOP

Debbie Power
Sales Manager
07909 874977
debbie.power@hertsfullstop.co.uk

MPS FURNITURE LTD

Antony Devenish
Director
0800 999 6061
07848 454983
antony@mpsuk.net

PROJECT FF&E LTD

Amanda Shephard
07585 771015
Amanda.shepherd@project-furniture.co.uk

Sharon Perry
07845 049312
Sharon.perry@project-furniture.co.uk

RHINO UK

Linten Wells
Project Specialist
01270 766 660
linten@rhinouk.com

SHOWCASE PSR PORSTDOWN LTD

Lindsay Smith
Head of National Contracts - PSR
07741 151432
lindsay.smith@showcase-psr.co.uk

STAGE SYSTEMS

Angela Allen
Marketing Manager / Sales
01509 611021
Angela.allen@stagesystems.co.uk

WILLOWBROOK EDUCATION LTD

Adam Wells
Managing Director
T: 01780 721115 | M:0775 3813695
adam@willowbrookeducation.co.uk

Brodie McCarthy
Creative Director
01780 721115
brodie@willowbrookeducation.co.uk

APPENDIX B - FURTHER COMPETITION TEMPLATE

[INSERT NAME OF ORGANISATION]

**INVITATION TO SUBMIT A PROPOSAL
FOR**

[INSERT TITLE]

Closing Date: *[date/time]*

**Contact: *[insert contact details of person undertaking
further competition]***

1. INTRODUCTION

- 1.1 *(Insert details of the organisation and a summary of the project and its aims and objectives. Also consider inserting a timetable detailing the key delivery dates within the further competition.)*

2. INSTRUCTIONS TO TENDERERS

2.1 COMPLETED PROPOSALS SHOULD BE SUBMITTED TO:-

[Insert contact details for return of further competition submissions]

Suppliers should ensure that they allow enough time to submit their questionnaire response. **The organisation will accept no responsibility for difficulties during the process of submission and/or late or lost submissions.**

- 2.2 The deadline for the return of quotations is 12 noon on xx xxxxxx 2024.

LATE SUBMISSIONS WILL NOT BE ACCEPTED.

- 2.3 Please study the documentation carefully. If you are in any doubt as to any technical aspects of the specification/project brief, or require clarification of any part of the document please contact *[insert project officer contact details]*

- 2.4 Suppliers are required to submit competitive prices strictly in accordance with the attached specification/project brief.

- 2.5 Suppliers must fully complete all parts of this document using the same question numbering format as used in this document and sign the declaration. Failure to provide a completed quotation in the required format may result in the quotation not being considered.

- 2.6 Freedom of Information - In accordance with **Freedom of Information Act 2000**, from January 2005, public organisations must respond within 20 working days to valid written requests for information from anyone. The information requested must be supplied unless it falls into specified categories of information which include: confidential, personal, trade secret, or information which would or would be likely to prejudice the Supplier's or the organisation's commercial interests. These categories are exemptions under which information may not be disclosed.

- 2.7 It will be the Supplier's responsibility to clearly state in their Proposal submission any information which they regard as confidential, personal information, trade secret or may prejudice their commercial interests and to discuss this with the organisation prior to submission.

- 2.8 Suppliers are advised that information which falls into our agreed interpretation of the legal definition of confidentiality, personal information, trade secret or prejudice to their commercial interests may still have to be disclosed in some circumstances. You should be aware that the organisation may be forced to make information public as a result of an appeal by a member of the public against our initial decision not to reveal information. The public can appeal through our internal complaints procedure and ultimately to The Information Commissioner's Office, the Government organisation responsible for enforcing the Act.
- 2.9 You will also need to provide with your quotation submission a contact within your organisation to ensure that should we need to consult on a Freedom of Information request we can do this promptly. If we are unable to contact anyone to consult we may have to release the information to ensure that we remain within the 20 working days deadline.

3. EVALUATION

- 3.1 Proposals received will initially be reviewed on the basis of compliance with the threshold requirements. For the avoidance of doubt, all threshold requirements must be achieved in order for your bid to be further considered.

A listing of the relevant threshold requirements are detailed in Appendix 3.

(Delete references to Threshold Questions if no Threshold Questions are being asked)

- 3.2 The bids from those Suppliers who meet the defined thresholds will be fully evaluated at Phase 2 of the Evaluation Process. The evaluation will be on the basis of most economically advantageous tender as follows:

Price xx% Quality xx%

[Insert quality evaluation criteria]

- 3.3 Please note there are a number of Threshold Questions within the document. Each Threshold Question is indicated by a '**Threshold Question**'. All Threshold Questions must be met in order for a tenderer's bid to be fully considered. **For the avoidance of doubt, failure to meet a Threshold will result in a tenderer's bid being rejected.**

[Delete the paragraph above if no Threshold Questions are being asked]

3.4 Quality responses will be scored using the scoring mechanism detailed below.

0 = Unacceptable, No response, or unacceptable information provided

1= Poor, Inadequate details to show an understanding of the requirements

2 = Satisfactory, Satisfactory details to show an understanding of the requirements

3 = Good, Adequate details provided to show an understanding of the requirements

4 = Very Good, Substantial details provided to show an understanding of the requirements

5 = Excellent, Comprehensive details provided to show an understanding of the requirements

Tenderers scoring a 5 will receive the entire weighting mark for each question. Those scoring a 4 will receive 4/5ths of the weighting mark and so on.

3.5 Price Evaluation

Price will account for xx% of the overall score. Tenderers must submit prices for each of the requirements detailed within the Pricing Schedule (Appendix 2).

Tenderers should complete the Pricing Schedule (Appendix 2) with details of their proposed costs. The Tenderer submitting the lowest proposed cost will receive the full xx% price weighting. All other tenderers will receive a proportion of the xx% dependent upon the relative position of their price to the lowest priced bid. For example, where a Tenderer submits a proposed cost that is 10% more expensive than the lowest price bid, they will receive 10% less weighting than the lowest price, i.e. xx% of the total xx% weighting.

3.6 The organisation may request bid presentations as part of the bid clarification process to enable the organisation to better understand a Suppliers' bid. Where such clarifications are required Suppliers will be notified and invited to attend at an agreed date and time. Please Note – it may not be necessary to invite any or all bidders if no clarifications are required.

3.7 The organisation will endeavor to reach a decision by *[insert date]*. However, the organisation is not bound to accept any quote submitted.

3.8 Resulting contracts will be subject to the terms and conditions of contract for the National Public Sector Framework agreement – CPC/DU/FURN/01 Contract for the provision of School Furniture and Associated Services.

Please note these Terms and Conditions are already contracted and are non-negotiable

4. SPECIFICATION

- 4.1 The organisations require a range of furniture and associated services as detailed in Appendix 1. It should be noted that the specification detailed in Appendix 1 is representative of the organisations' requirements and this may be changed following award of contract.

5. PRICE SCHEDULE

- 5.1 *[Insert the pricing methodology including]*
- 5.2 Suppliers are required to complete the Pricing Schedule (Appendix 2)
- 5.3 The pricing will be held for the duration of the contract/ agreement.

6. SITE VISIT

- 6.1 *(Insert details of a supplier site visit if one is being offered to suppliers during the further competition process)*

6. DECLARATION

I/We hereby offer to provide the services as specified in xxxxxxxxxxxx in accordance with the Conditions of Contract governing the CPC/DU/FURN/01 Contract for the provision of School Furniture and Associated Services.

Signed

Name (Block Capitals)

Designation

For and on behalf of

..... Tel.

Fax.....

E-mail address

APPENDIX 1 - SPECIFICATION

[Insert the specification in Appendix 1. The following issues are examples that may wish to be considered within the specification. The list is not exhaustive and is only series of examples

Technical Requirements

Delivery of Consumables

Training

Should training be provided at point of installation or at a later point? May not be necessary for standard products.

Delivery Requirement

Consider delivery requirements including locations and timescales.

Sustainability

Consider sustainability requirements.

Account Administration

Consider account administration requirements, including invoices.

Account/Contract Management

Consider the nature of your account/contract management regime. For example, will you require:

- regular quarterly supplier review meetings*
- a designated account manager*
- management information – including the regularity of such information?*

Project Management

Implementation Schedule

APPENDIX 2 – PRICING SCHEDULE

(Insert the pricing schedule here)

APPENDIX 3 – THRESHOLD REQUIREMENTS

(Insert any threshold requirements here)

APPENDIX 4 – SUPPLIER RESPONSE SCHEDULE

(Insert questions to be asked of the suppliers in respect of the Specification)

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@dukefieldprocurement.co.uk 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:



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

NATIONAL EDUCATION SCHOOL AND ACADEMIES FURNITURE AND ASSOCIATED SERVICES

PURCHASE ORDER FORM

CONTRACT No CPC/DU/FURN/01

Tel: 07957883925

[] wishes to order the below mentioned supplies and/or services.

This Purchase Order is for the supplies and/or services detailed below in accordance with the Terms & Conditions of the above framework as agreed between _____ (the suppliers) and _____ (the framework user)

Item Code	Description	Sum
(Framework Users should append additional sheets detailing services being procured where relevant		
*Total Purchase Price £ _____ excl VAT		
Name of Establishment (The Customer)		
Invoice Address	Site Address (if different)	
Post Code	Post Code	
Contact Name (PRINT) (Mr/Mrs/Miss/Ms)		
Tel No	Email:	

Name (Print)	Position
Signature (Customer)	Date:

14 APPENDIX E – Optional Access Agreement

Access Agreement for Utilisation of the National Education School and Academies Furniture and Associated Services

This is a confirmation of access to the **National Education School and Academies Furniture and Associated Services** and an agreement of commitment to use said Framework.

OJEU Reference Number: 2020/S 197-478512	Contract Number: CPC/DU/FURN/01
Framework User Contact : Name: Email: Tel:	Supplier Contact: Name: Email: Tel:

Framework Start Date **22nd March 2021**,

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 join the Framework as a **compliant body** nominated in the above referenced OJEU notice. Signature of this form constitutes acceptance of the Framework Agreement 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 “**xx**” months/years (delete as applicable).

On behalf of the supplier: [enter supplier name]

Contact Name:	
Telephone number:	
Email Address:	
Signature:	
Date:	

On behalf of [enter Framework User name]

Contact Name:	
Telephone number:	
Email Address:	
Signature:	
Date:	