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1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Musical Instruments reference CPC/DU/MUS/04 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire requirement for Musical Instruments. The framework runs from 1st August 2014 to 31st July 2017, with an option to extend (at the Contracting Authority's discretion) until 31st July 2018.

2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's musical instrument requirements. A comprehensive suite of musical instruments and accessories is available over six Lots.

Lot 1 – Brass Instruments

This Lot is for the provision of Brass Instruments. This Lot provides access to a comprehensive range of Brass Instruments. The lot provides a core list of popular instruments with discounts off all other Brass Instruments available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support
- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

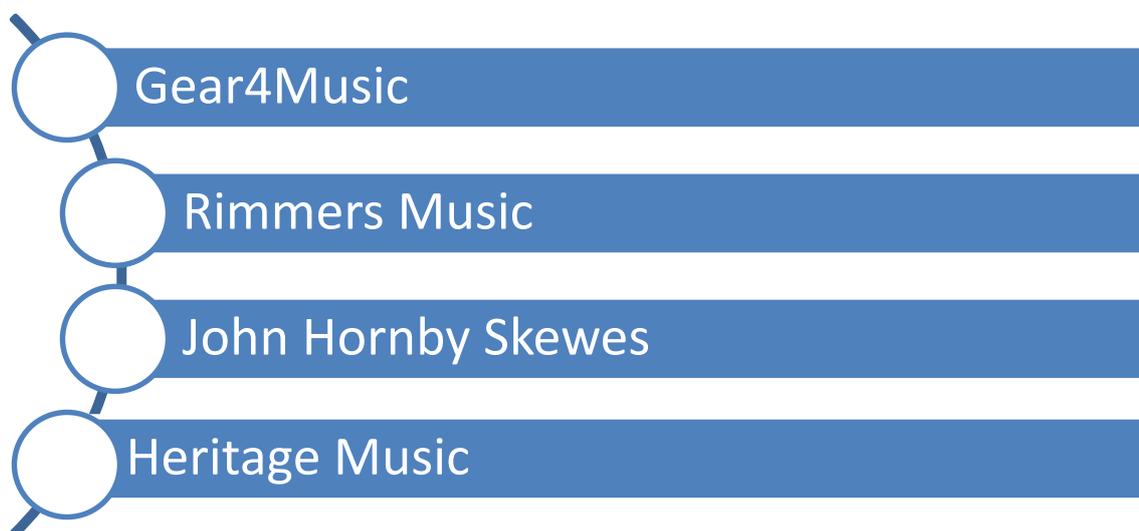
Lot 2 – Woodwind Instruments

This Lot is for the provision of Woodwind Instruments. This Lot provides access to a comprehensive range of Woodwind Instruments. The lot provides a core list of popular instruments with discounts off all other Woodwind Instruments available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support
- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

Lot 3 – String Instruments

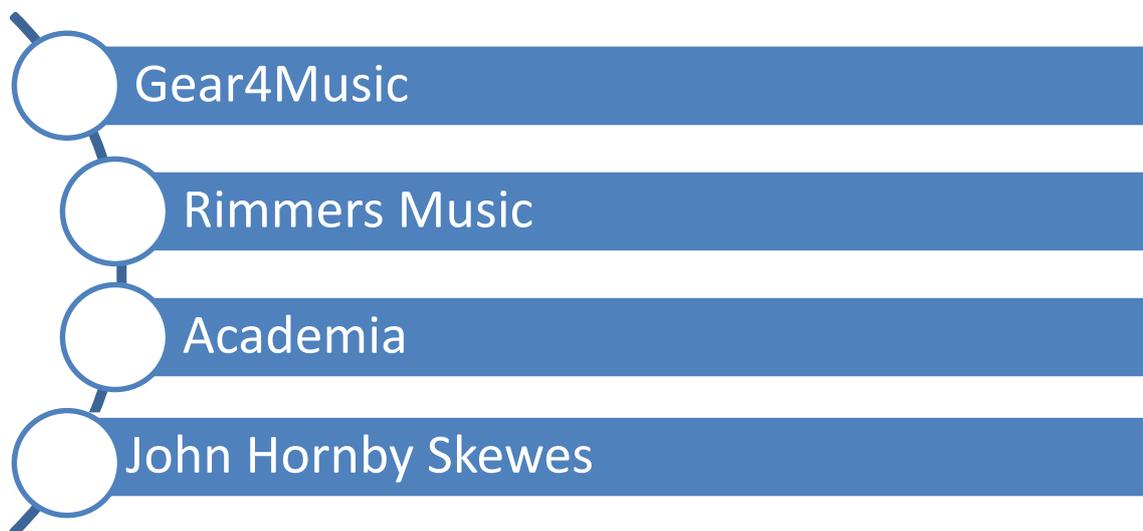
This Lot is for the provision of String Instruments. This Lot provides access to a comprehensive range of String Instruments. The lot provides a core list of popular instruments with discounts off all other String Instruments available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support

- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

Lot 4 – Percussion Instruments (including Drums)

This Lot is for the provision of Percussion Instruments (including Drums). This Lot provides access to a comprehensive range of Percussion Instruments (including Drums). The lot provides a core list of popular instruments with discounts off all other Percussion Instruments (including Drums) available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support
- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

Lot 5 – Guitar Instruments

This Lot is for the provision of Guitar Instruments. This Lot provides access to a comprehensive range of Guitar Instruments. The lot provides a core list of popular instruments with discounts off all other Guitar Instruments available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support
- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

Lot 6 – Keyboard and Piano Instruments

This Lot is for the provision of Keyboard and Piano Instruments. This Lot provides access to a comprehensive range of Keyboard and Piano Instruments. The lot provides a core list of popular instruments with discounts off all other Keyboard and Piano Instruments available from the framework suppliers. All instruments are supported by a minimum 12 month warranty provision.

Other key features include:

- Access to free of charge loan instruments (subject to individual supplier requirements and terms)
- Excellent Service and Maintenance support
- Musical Instrument Set Up Services, providing users with, for example, instrument unboxing, checking and tuning prior to delivery and/or post delivery
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available via the framework website pages at (insert NPG website page address)

3 Buying from the Framework

How do customers buy from the framework?

3.1 Direct Award

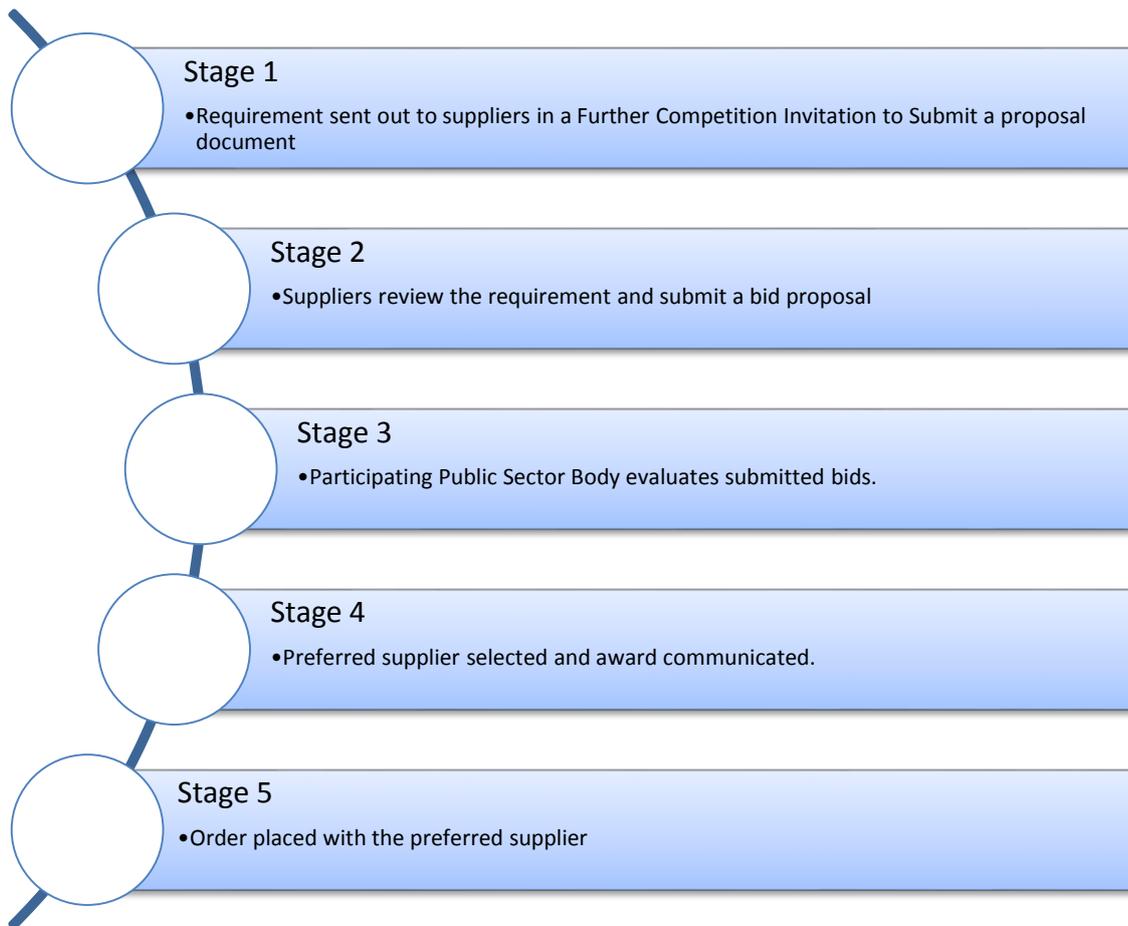
Customers are able to buy direct from any of the framework suppliers without the need for further competition. Details of all the instruments and associated services are available from the supplier catalogues and customers can simply select the instrument they require and proceed to purchase it. Customers are reminded that they should inform the supplier that the purchase is being made under the framework in order to benefit from the excellent pricing, support services and terms and conditions.

3.2 Further Competition

Customers may decide to seek additional value by engaging in a further competition. All framework suppliers within the respective Lot must be given the opportunity to engage in a further competition unless there is an aspect of your requirement which cannot be met by all, in which case only those capable of meeting this requirement need be invited to bid. 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.

A further competition can be conducted in one of two ways; a traditional further competition process or via a capability assessment route.

The following is an example of a traditional further competition process (for illustrative purpose only):



If conducting your own further competition exercise members should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in [Appendix F](#).

A standard further competition template for use in a traditional further competition is attached in [Appendix C](#) for Members wishing to undertake their own further competition exercise.

4 Placing an order

Having selected your chosen instrument and this supplier, orders should be placed with the supplier using your preferred method of order placement. A Framework Order Form is detailed in [Appendix E](#), which may be used to order your instruments. If not using the framework order form, you **MUST** ensure the supplier is aware that you are ordering under the framework. Failure to do so may result in you not benefitting from the excellent pricing, support services and terms and conditions supporting the framework.

5 Contract Management Support

Should experience any problems in accessing the framework, or have any questions about the framework and its' operation, please do not hesitate to contact the framework Account Manager:

Frank Gourley

Contract Manager

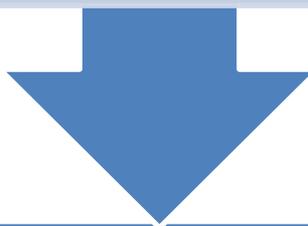
07957883925

6 Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. 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

Please raise your complaint with the the Framework Contract Manager, Frank Gourley via frank.gourley@npg-ltd.com t: 07957 883925. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.



Step 2

Escalation to the Director of Procurement, Steve Davies. Steve can be contacted by email on steve.davies@npg-ltd.com, by t: 07966 040564.

7 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 Contract Manager.

8 APPENDIX A – Supplier Contact Details

Supplier	Contact Name	Telephone Number	Email Address
Academia	Matt Ainsworth	01992 703 900	matt.ainsworth@academia.co.uk
Haydock Music	Alistair Haydock	0141 955 1812	info@haydockmusic.co.uk
Heritage Music	Alistair Tunley	01280 703 111	amt@heritagemusic.org.uk
John Hornby Skewes	Alan Smith	0113 286 5381	Alan.smith@jhs.co.uk
Red Submarine t/a Gear4music	Dave Stuart	0843 155 0800	dave@gear4music.com
Rimmers Music	Graham Blackledge	01772 622 111	graham@rimmersmusic.co.uk

9 APPENDIX C – Further Competition Template

APPENDIX C IS ATTACHED AS A SEPARATE FILE

10 APPENDIX C – Example Framework Order Form



CRESCENT PURCHASING CONSORTIUM ORDER FORM

PLEASE PROCESS THIS ORDER WITH LOCATION NUMBER **CPC**

CONTRACT No CPC/DU/MFD/01 – FOR THE PROVISION OF MULTI-FUNCTIONAL AND REPROGRAPHIC DEVICES AND ASSOCIATED PRINT SERVICES, RECYCLED / REFURBISHED TECHNOLOGIES AND MANAGED PRINT SERVICES
Tel: 08450 179908 Fax: 08450 179907

Please order on Outright Purchase / Lease for a Minimum Period of _____ Months

This order is for the rental of the equipment detailed below in accordance with the Terms & Conditions of the above contract as agreed between Crescent Purchasing Consortium & Supplier.

Item Code	Description	Quarterly Rental/Purchase
Model _____	_____	£ _____
Optional _____	_____	£ _____
Accessories _____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____

*Total lease rental payable quarterly in advance or Purchase Price £ _____ excl VAT
 Rentals are payable quarterly in advance from installation date, cost per copy costs are fixed for the duration of the lease period and will be invoiced quarterly in arrears.
 Purchase will be invoiced on shipment cost per copy will be fixed for five years from purchase date and will be invoiced quarterly in arrears.

Colour Cost _____ p BW Cost per A4 and A3 copy _____ p
 Staples NOT CHARGEABLE
 My quarterly copy volume is _____ *All prices are exclusive of VAT*

Name of Establishment (The Customer) _____	
Delivery Address _____	Invoice Address (If different) _____
_____	_____
_____	Postcode _____
Postcode _____	School District/No _____
Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev) _____	
Tel No.: _____	Fax No.: _____
E mail.: _____	

Delivery Date preference _____ * This replaces my existing copier,

Model _____ Location No Expiry Date _____

Signature (Customer) _____	Date _____
Name (PRINT) _____	Position _____



CONTRACT No CPC/DU/MFD/01 – FOR THE PROVISION OF MULTI-FUNCTIONAL AND REPROGRAPHIC DEVICES AND ASSOCIATED PRINT SERVICES, RECYCLED / REFURBISHED TECHNOLOGIES AND MANAGED PRINT SERVICES

PLEASE PROCESS THIS ORDER WITH LOCATION NUMBER **CPC**

For office use only:

Cust.A/C No: _____ New Customer Ship to No: _____
Cust Hierarchy: _____ Cust.Body Definition: _____
Order Acceptance Signature: _____
Print Name: _____
Position: _____
Date: ____ / ____ / ____ Tel: _____ Fax: _____
Official order No: _____

Contact Details:

Supplier

For relocations, replacements and any other enquires: Tel: 08450 179908 Fax: 08450 179907

11 APPENDIX F – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed on a Lot by Lot basis and is provided for information purposes to assist Members in determining their further competition evaluation criteria and associated weighting. Members are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a Members' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

All Lots

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Method Statement	7
Music Instrument Accessories and Maintenance	20
Instrument Warranty and Maintenance	11
Delivery	7
Order Process	2
Account Management	5
Marketing	5
Sustainability	3