

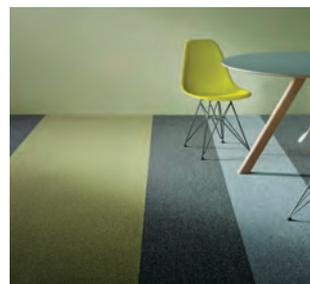
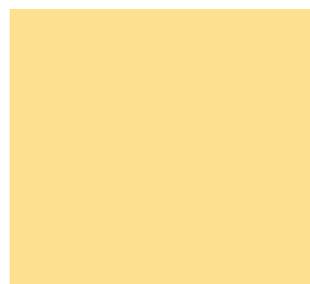


Public Sector National Flooring Supplies Framework

REF: CPC/DF/FLO/05

USER GUIDE

FEATURES
AND
BENEFITS



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1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Flooring Supplies reference CPC/DU/FLO/05 (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire requirement for Flooring Supplies and associated services. The framework runs from 1st May 2015 to 30th April 2018, with an option to extend (at the Contracting Authority's discretion) until 30th April 2019.

2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's flooring supplies and associated services requirements. A comprehensive suite of flooring supplies and associated services available over seven Lots.

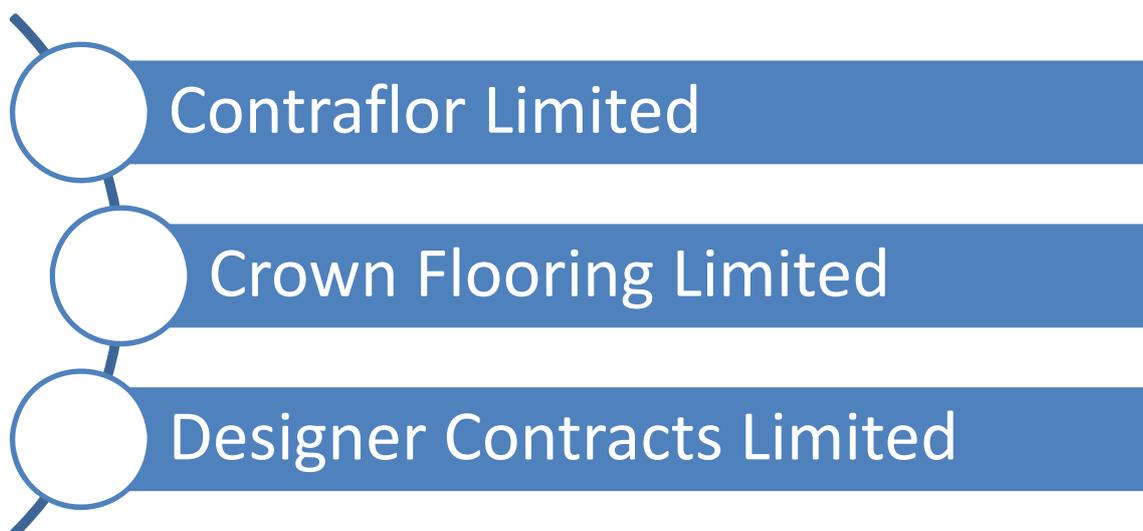
Lot 1 – Contract Carpets

This Lot is for the provision of Contract Carpets and associated services. This Lot provides access to a comprehensive range of Contract Carpets with a core list of popular contract carpets plus a wider catalogue of quality contract carpets available from four framework suppliers. All carpets are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

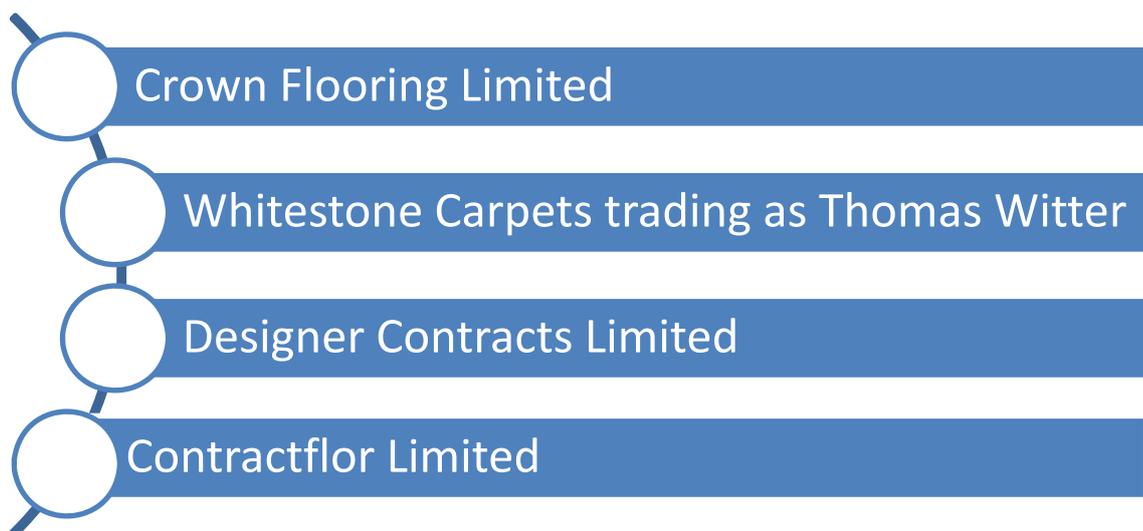
Lot 2 – Domestic Carpets

This Lot is for the provision of Domestic Grade Carpets and associated services. This Lot provides access to a comprehensive range of Domestic Grade Carpets with a core list of popular domestic grade carpets plus a wider catalogue of quality domestic carpets available from four framework suppliers. All carpets are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

Lot 3 – Wood Flooring (including Hardwood and Laminate)

This Lot is for the provision of Wood Flooring (including hardwood and laminate) supplies and associated services. This Lot provides access to a comprehensive range of wood flooring with a core list of popular wood flooring products plus a wider catalogue of wood flooring supplies available from two framework suppliers. All flooring supplies are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on this Lot are detailed below:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

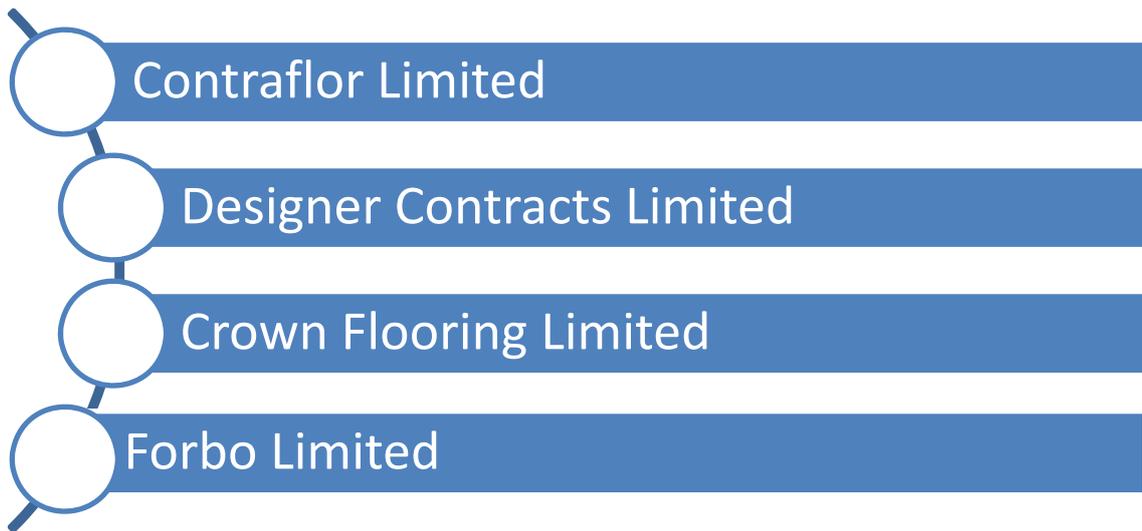
Lot 4 – Vinyl Flooring

This Lot is for the provision of Vinyl Flooring supplies and associated services. This Lot provides access to a comprehensive range of vinyl flooring with a core list of popular vinyl flooring products plus a wider catalogue of vinyl flooring supplies available from four framework suppliers. All vinyl flooring supplies are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on Lot 4 are detailed on the next page:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

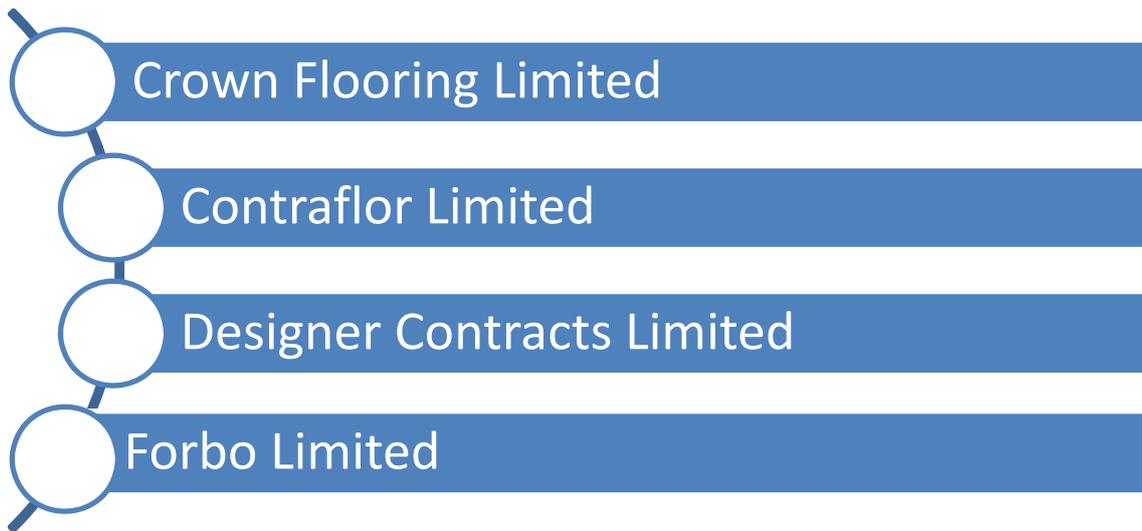
Lot 5 – Hygiene Treated Carpets and Tiles

This Lot is for the provision of Hygiene Treated Carpets and Tiles and associated services. This Lot provides access to a comprehensive range of hygiene treated carpets and tiles with a core list of popular hygiene treated carpets and tiles products plus a wider catalogue of hygiene treated carpet and tiles available from four framework suppliers. All flooring supplies are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on Lot 5 are detailed on the next page:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

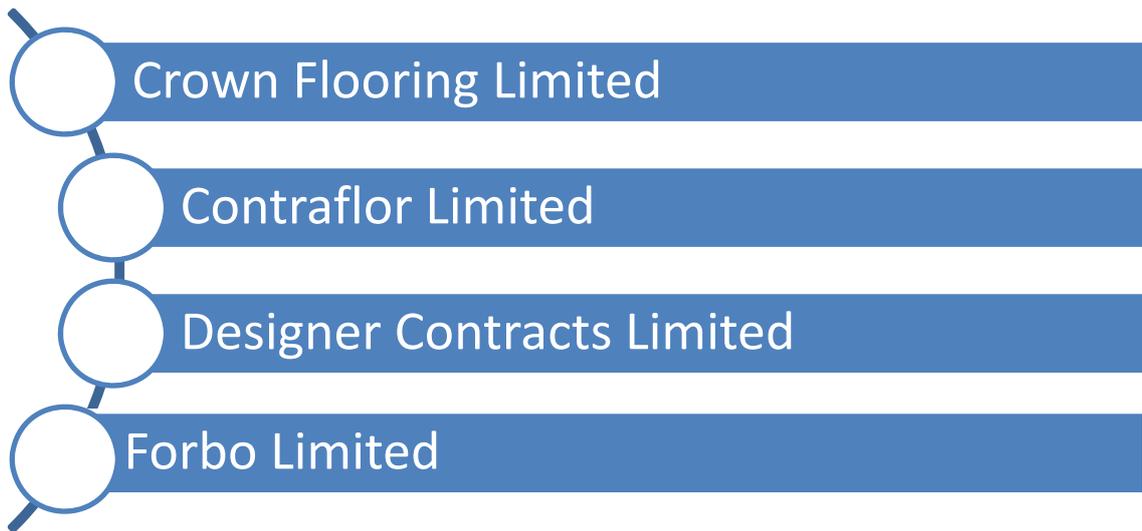
Lot 6 – Carpet Tiles

This Lot is for the provision of Carpet Tiles and associated services. This Lot provides access to a comprehensive range of carpet tiles with a core list of popular carpet tiles plus a wider catalogue of carpet tiles available from four framework suppliers. All flooring supplies are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on Lot 6 are detailed on the next page:



Access to the suppliers' product range and pricing is available via the CPC website

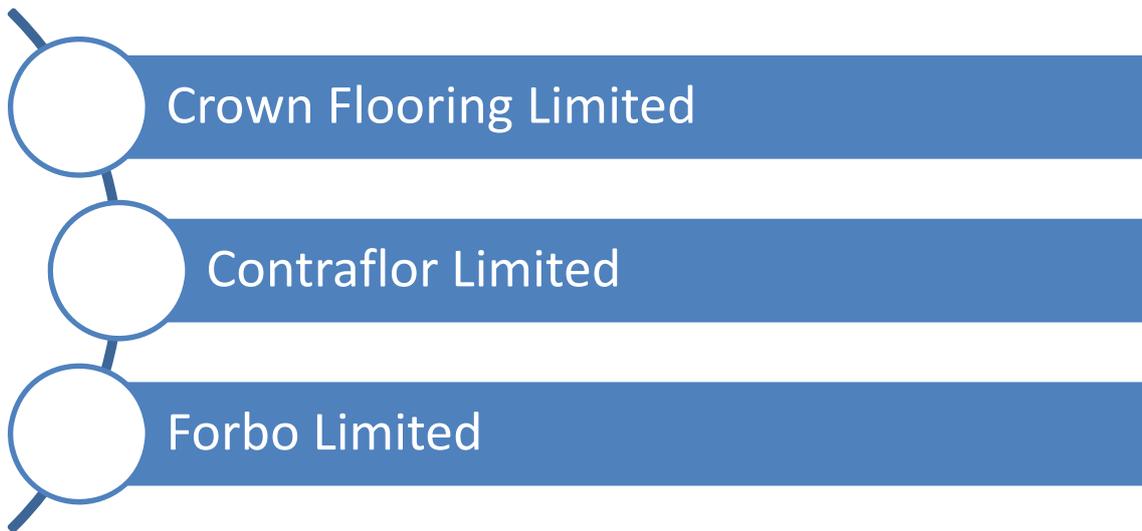
Lot 7 – Entrance Matting

This Lot is for the provision of Entrance Matting supplies and associated services. This Lot provides access to a comprehensive range of entrance matting with a core list of entrance matting products plus a wider catalogue of entrance matting available from three framework suppliers. All flooring supplies are supplied with appropriate warranties.

Other key features include:

- Access to expert product advice and guidance support from each manufacturer
- Excellent Service
- Access to free samples
- Fast efficient delivery

Suppliers awarded a place on Lot 7 are detailed on the next page:



Access to the suppliers' product range and pricing is available direct from a contractor or via the NPG website

Fitting and Installation services are available from the majority of framework suppliers. Fitting Services may be procured from framework suppliers if required, or products can be fitted and installed by your local fitter or installer. Customers should note that where fitting services are procured from the chosen supplier they are not covered by the terms and conditions of the framework but instead are subject to the suppliers own terms and conditions of business.

3 Buying from the Framework

3.1 Direct Award

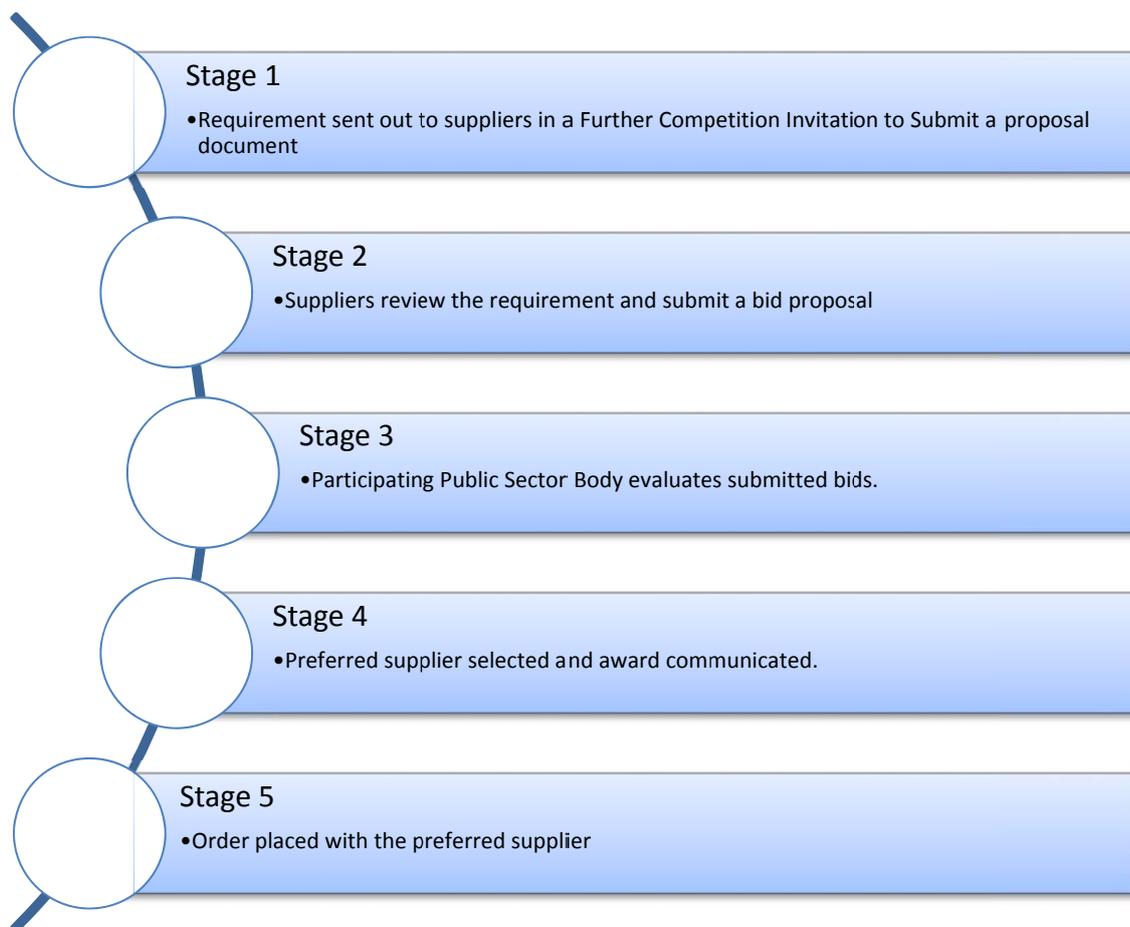
Customers are able to buy direct from any of the framework suppliers without the need for further competition. Details of all the Flooring Supplies and Associated Services are available by contacting the supplier direct contact the Contract Manager or on the NPG Website www.npg-ltd.com. Customers can simply select the Flooring product 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.

An example of a traditional further competition process (for illustrative purpose only) is detailed overleaf.



If conducting your own further competition exercise customers 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 D](#).

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

4 Placing an order

Having selected your chosen supplies and services, orders should be placed with the supplier using your preferred method of order placement. You **MUST** ensure the supplier is aware that you are ordering under the framework, so please be sure to quote both the framework reference number – CPC/DU/FLO/05 and the framework title. Failure to do so may result in you not benefitting from the excellent pricing, support services and terms and conditions supporting the framework. A sample order form is attached in [Appendix C](#)

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

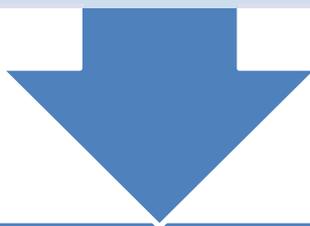
T. 07957883925 Email: f.gourley@npg-ltd.com

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 f.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
Crown Flooring Limited	Paul Drury	01925 229772	p.drury@crownflooring.co.uk
Contraflor Limited	John Edwards	07794 941582	john.edwards@contraflor.co.uk
Designer Contracts Limited	Louise Abbott	01246 854577	louise.abbott@designercontracts.com
Forbo Limited	Martin Cotterill	07817 762151	martin.cotterill@forbo.com
Whitestone Holdings t/a Thomas Witter	Ged Ainscow	07815 806783	ged@thomaswitter.com

9 APPENDIX B – Further Competition Template

APPENDIX B IS ATTACHED AS A SEPARATE FILE

10 APPENDIX C – Example Framework Order Form

Provision of Flooring Supplies Framework Order Form

Purchase Order Number: []

CONTRACT No CPC/DU/FLO/05

Contract for the Provision of Flooring Supplies as detailed below:

This Purchase Order is for the Provision of Flooring Supplies as detailed below in accordance with the Terms & Conditions of the above contract as agreed between [] (insert Buyer's name) & [] (insert Supplier's Name)

Item Code	Size	Description	Per Mtr/Roll Cost	Total Purchase Price
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
_____	_____	_____	£ _____	£ _____
		DELIVERY CHARGE (where applicable)		£ _____
			TOTAL	£ _____

Purchase will be invoiced on shipment unless otherwise agreed

Please note all prices quoted should be quoted exclusive of VAT.

Name of Establishment (The Customer) _____

Delivery/Invoice Address _____

_____ Post Code _____

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

Tel No: _____ Fax No: _____

Email: _____

Delivery Date preference _____

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

Sheet ___ of ___

11 APPENDIX D – 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 framework users in determining their further competition evaluation criteria and associated weighting. Framework users 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 users' 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
Flooring Supplies and Services	20
Warranty and Maintenance	9
Delivery	9
Order Process	2
Account Management	5
Marketing	5
Sustainability	3

[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*

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 12:00 pm on xx xxxxxx 201x. **LATE SUBMISSIONS WILL NOT BE ACCEPTED.**
- 2.3 Please study the documentation carefully. If you are in any doubt as to any aspect 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. .

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

- 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 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.
- 3.4 The organisation will endeavour to reach a decision by *[date]*. However, the organisation is not bound to accept any quote submitted.
- 3.5 Resulting contracts will be subject to the terms and conditions of contract for the Crescent Purchasing Consortium Flooring Supplies framework agreement – CPC/DU/FLO/05 Contract for the Provision of Flooring Supplies. Please note these Terms and Conditions are already contracted and are non-negotiable.

4. SPECIFICATION

- 4.1 The specification is detailed in Appendix 1.

5. PRICE SCHEDULE

5.1 *[insert the pricing methodology]*

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.

6. DECLARATION

I/We hereby offer to provide the services as specified in xxxxxxxxxxxxxx in accordance with the Conditions of Contract governing the CPC/DU/FLO/05 Contract for the Provision of Flooring Supplies.

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

Nature of Required Flooring Requirements

Details of the flooring requirements required by the organisation.

Service Delivery Requirement

Consider delivery requirements including when and where the supplies are to be delivered. Include Delivery Time from Order Required and to/not include all delivery costs.

Account Administration

Consider account administration requirements, including monthly invoices.

Account/Contract Management

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

- *Pre meetings with supplier*
- *Technical Advice*
- *Product Demonstration/Samples*
- *A designated account manager*
- *Management information*
- *Customer services/escalation details*

APPENDIX 2 – PRICING SCHEDULE

Insert the pricing schedule here

APPENDIX 3 – THRESHOLD REQUIREMENTS

Insert any threshold requirements here