Framework Agreement for Supported Factories and Businesses

REFERENCE: SP-12-002

A Framework Agreement placed on behalf of the Scottish Public Sector by Scottish Procurement

Buyer's Guide

Version 4 - 10 January 2013
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1. **FOREWORD & ACKNOWLEDGEMENTS**

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achievable through effective collaboration throughout the procurement cycle.

Scottish Procurement would like to acknowledge the work, support and contribution from all sector representatives.

2. **INTRODUCTION**

This guide aims to assist Scottish public sector bodies with an overview of the new Framework for Supported Factories and Businesses.

3. **SUPPORTED BUSINESSES FRAMEWORK OVERVIEW**

Supported Factories and Businesses have a valuable role in assisting people with disabilities to integrate into the labour market and in helping to improve their overall independence and wellbeing, which is crucial in building a healthier and fairer Scotland.

Scottish Procurement, supported by the Supported Businesses Working Group, sector Centres of Expertise (CoEs), public sector organisations and key stakeholders including the British Association for Supported Employment (BASE), has awarded a multi lot / multi supplier Framework for Supported Factories and Businesses. The Framework will provide a range of products and services to the whole of the Scottish public sector.

**Start Date** - The framework agreement commenced on 12 September 2012 for a period of 2 years with the option to extend for a further 2 years.

**Contractors** - The framework agreement has been awarded to the following Supported Businesses:

**Lot 1 Furniture & Associated Products**
- Beltane Products
- Dovetail Enterprises
- Glencraft (Aberdeen) Limited
- Matrix (Fife)
- Palatine Beds
- Remploy Ltd (Furniture Group & Commercial Furniture)
- RSBi / City Building (Contracts) LLP

**Lot 2 Document Management**
- Redrock Document Processing Services Ltd
- RSBi / City Building (Contracts) LLP

**Lot 3 Textiles / Personal Protective Equipment (PPE)**
- Remploy Ltd (Frontline Textiles)

**Lot 4 Signage**
- The Sign Factory
The Contractors were selected following a robust procurement process in line with EU procurement regulations. The Contractors met all the minimum requirements and represent good value for money for the Scottish public sector.

**Scope**
The scope of the Framework Agreement is for the provision of:-

Lot 1 Furniture & Associated Products  
Lot 2 Document Management  
Lot 3 Textiles / Personal Protective Equipment  
Lot 4 Signage

For further details of the products and services available within each lot and the relevant Framework contractors, please refer to Annex A.

**Out of Scope**
The Framework for Supported Factories and Businesses does not include the following categories:

- Social Community Care
- Healthcare
- Human Resources
- Commemorative Poppies
- Laundry
- IT Recycling

**Who can access the Framework?**

The framework agreement is available to all Scottish public bodies including Central Government, Fire and Rescue, Local Authorities, Universities and Colleges, Police, National Health Services Scotland and Scottish Third sector bodies (e.g. registered charities and voluntary organisations).

**What is a Framework Agreement?**

“A Framework Agreement is an agreement or other arrangement between one or more contracting authorities and one or more economic operators which establishes the terms (in particular the terms as to price and, where appropriate, quantity) under which the economic operator will enter into one or more contracts with a contracting authority in the period during which the framework agreement applies.”

Scottish Procurement has entered into this Framework with multi suppliers and over multiple Lots. In establishing this Framework, Scottish Procurement carried out a competition in accordance with EU procurement regulations. Scottish Procurement reserved the procurement under Article 19 of the EU Consolidated Directive (Article 7 – Public Contracts Regulations). The Framework was awarded to the most economically advantageous Contractors.

Using a Framework saves time and money for organisations and ensures that the terms and conditions of their contract with the Contractor is robust and follow best practice.

Under the framework agreement and in accordance with EU procurement regulations organisations can purchase products and/or services over all 4 lots by using the call off
contract. For Lot 1 Furniture & Associated Products and Lot 4 Signage there will be the option to buy low value/low volume products direct from catalogues.

4. BENEFITS

The Framework for Supported Factories and Businesses realises the benefits of collaborative procurement for the Scottish public sector.

The framework has a number of key benefits as detailed below:

- This award follows a comprehensive tender exercise, under EU public procurement regulations.
- The Framework provides an easy route to market for contracting organisations in Scotland to buy from supported businesses.
- The Framework provides a diverse range of products and services to the whole of the Scottish public sector; furniture & associated products, document management, textiles / personal protective equipment and signage.
- Lot 1 Furniture and Associated Products is split into nine separate labels. This has allowed for between 2 and 6 supported businesses being awarded a place on the framework for any one specific label.
- For all 4 lots, contracting organisations can issue mini competitions for their requirements. There is also an option available for Lots 1 & 4 for contracting organisations to buy low volume/value products direct from catalogues.
- Increases opportunities for supported businesses and helps to grow their businesses.
- Addresses the Scottish Government’s aspirations with regards to ethical, social and sustainability issues.
- Competition has achieved good value for money for Scottish public sector organisations.
- The Framework duration of two (2) years with an option to extend annually for up to two (2) years will allow for the option to consider other categories in the future, for example IT Recycling.

5. FRAMEWORK PRODUCTS & SERVICES

Further information on the products and services available through the Framework for Supported Factories and Businesses is provided in Annex A.
6. **PRICING**

The pricing submitted during the tender process for the Framework for Supported Factories and Businesses can be obtained from our SharePoint site.

Lot 1 Furniture & Associated Products - Catalogue priced so can order direct from the framework suppliers for low value / low volume requirements OR can carry out a mini competition with all 7 framework suppliers to achieve even better VFM.

Lot 2 Document Management - The price will depend on the specific organisations’ requirement so a mini competition should be carried out with the 2 framework suppliers.

Lot 3 Textiles / PPE – The price will depend on the specific organisations’ requirement so a quote will be required from the framework supplier.

Lot 4 Signage – Catalogue priced so can order direct from the framework supplier for low value / low volume requirements OR for larger, more complex requirements, organisations can contact the supplier prior to order to try and negotiate further beneficial pricing.

To register on the SharePoint site, please contact our site administrator Jim Thomson at jim.thomson@scotland.gsi.gov.uk.

7. **PROCESS FOR CALL OFF CONTRACTS**

There are 2 call off forms which are detailed at Annex B;

**LOT 1 FURNITURE AND ASSOCIATED PRODUCTS**

*There are 2 options available – Direct Buy & Mini Competition.*

**Order Form 1 – Direct Buy**

The direct buy option allows buying organisations to purchase low value / low volume requirements direct from the contractors catalogues of standard products, without re-opening the competition.

The buying organisation should form a judgment from the catalogues as to which contractor can deliver the best value under the terms of the framework.

The direct buy option shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 - 1

**Order Form 2 – Mini Competition**

The framework agreement has been established to enable buying organisations to purchase products and services without having to undertake a full procurement tender exercise.
The 7 framework contractors for Lot 1 have been selected based on their proven record of delivering quality products and services; in addition all the suppliers have met the minimum standards set out in the framework. This means that buying organisations can focus their resources on the key criteria and deliverables for their individual requirements through a mini competition.

Buying organisations can use Order Form 2 to define their specific requirements for products and services and issue to the relevant framework contractors.

The buying organisation (the Client) must complete Part A of the Order Forms and send the electronic form by email to the relevant Contractor(s). Please refer to section 8 for a list of the suppliers contact information.

The “hard” signed copy of the Order Form must also be sent by post or email to the relevant Contractor.

The Contractor shall complete Part B of the Order Form and return the fully completed Order Form to the Client within 24 hours of receipt of the request from the Client. The Contractor shall also return the signed hard copy of the complete Order Form to the Client.

The Call Off Contract shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 – 1

**LOT 2 DOCUMENT MANAGEMENT**

*There is 1 option available – Mini Competition.*

**Order Form 2 – Mini Competition**

Buying organisations can use Order Form 2 to define their specific requirements for services and issue to the 2 framework contractors.

The buying organisation (the Client) must complete Part A of the Order Forms and send the electronic form by email to the relevant Contractor(s). Please refer to section 8 for a list of the suppliers contact information.

The “hard” signed copy of the Order Form must also be sent by post or email to the relevant Contractor.

The Contractor shall complete Part B of the Order Form and return the fully completed Order Form to the Client within 24 hours of receipt of the request from the Client. The Contractor shall also return the signed hard copy of the complete Order Form to the Client.

The Call Off Contract shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 – 2
LOT 3 TEXTILES / PERSONAL PROTECTIVE EQUIPMENT

There is 1 option available – Call off Contract

Order Form 2

For Lot 3 there is only 1 contractor. This means that a contracting organisation can place an order directly with the supplier for their specific requirements.

A contracting organisation can complete Order Form 2 with their specific requirements and issue to the supplier to provide their response. The contracting organisation should consider the suppliers submission and if it meets their requirements, they can place a call-off contract.

The Call Off Contract shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 – 3

LOT 4 SIGNAGE

There are 2 options available – Direct Buy & Call off Contract.

Order Form 1 – Direct Buy

The direct buy option allows buying organisations to purchase low value / low volume requirements direct from the contractor’s catalogues of standard products, without re-opening the competition.

The direct buy option shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 - 4

Order Form 2

For Lot 4 there is only 1 contractor. This means that a contracting organisation can place an order directly with the supplier for their specific requirements.

A contracting organisation can complete Order Form 2 with their specific requirements and issue to the supplier to provide their response. The contracting organisation should consider the suppliers submission and if it meets their requirements, they can place a call-off contract.

The Call Off Contract shall be subject to the Framework Terms and Conditions for Supported Businesses, Reference SP-12-002 – 4

A copy of the Call off terms and conditions can be obtained from our SharePoint site. 
https://npcoe.pgworksite.org.uk/default.aspx
To register please contact our site administrator Jim Thomson at jim.thomson@scotland.gsi.gov.uk. Alternatively, please contact the Portfolio Specialist, Paul Packett at paul.packett@scotland.gsi.gov.uk.
8. CONTACTS

8.1 Contractor Contact details

The framework contractors contact details are as follows:

Lot 1 Furniture & Associated Products

<table>
<thead>
<tr>
<th>Supported Business</th>
<th>Key Contact</th>
<th>Tel No.</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beltane Products</td>
<td>George McLean</td>
<td>01698 274 444</td>
<td><a href="mailto:mcleang@northlan.gov.uk">mcleang@northlan.gov.uk</a></td>
</tr>
<tr>
<td>Dovetail Enterprises</td>
<td>Jill Rettie</td>
<td>01382 810 099</td>
<td><a href="mailto:j.rettie@dovetailenterprises.co.uk">j.rettie@dovetailenterprises.co.uk</a></td>
</tr>
<tr>
<td>Glencraft Aberdeen</td>
<td>Carl Hodson</td>
<td>01224 873 366</td>
<td><a href="mailto:Carl.hodson@glencraft.co.uk">Carl.hodson@glencraft.co.uk</a></td>
</tr>
<tr>
<td>Matrix Fife</td>
<td>Iris Kernaghan</td>
<td>01383 602 217</td>
<td><a href="mailto:Iris.kernaghan@fife.gov.uk">Iris.kernaghan@fife.gov.uk</a></td>
</tr>
<tr>
<td>Palatine Beds</td>
<td>Jason Wylie</td>
<td>0191 277 2557</td>
<td><a href="mailto:Jason.wylie@yhn.org.uk">Jason.wylie@yhn.org.uk</a></td>
</tr>
<tr>
<td>Remploy Ltd (Furniture Group)</td>
<td>Christine Bowns</td>
<td>01639 824 629</td>
<td><a href="mailto:Christine.bowns@remploy.co.uk">Christine.bowns@remploy.co.uk</a></td>
</tr>
<tr>
<td>RSBi/City Building (Contracts) LLP</td>
<td>Steve McNamee</td>
<td>0141 287 2307</td>
<td><a href="mailto:Steve.mcnamee@citybuildingglasgow.co.uk">Steve.mcnamee@citybuildingglasgow.co.uk</a></td>
</tr>
</tbody>
</table>

Lot 2 Document Management

<table>
<thead>
<tr>
<th>Supported Business</th>
<th>Key Contact</th>
<th>Tel No.</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redrock Document Processing Services Ltd</td>
<td>Philip Hubbard</td>
<td>07977 436 270</td>
<td><a href="mailto:Philip.Hubbard@redrock.co.uk">Philip.Hubbard@redrock.co.uk</a></td>
</tr>
<tr>
<td>RSBi/City Building (Contracts) LLP</td>
<td>Sandra McCorquodale</td>
<td>0141 287 2307</td>
<td><a href="mailto:sandra.mccorquodale@citybuildingglasgow.co.uk">sandra.mccorquodale@citybuildingglasgow.co.uk</a></td>
</tr>
</tbody>
</table>

Lot 3 Textiles / Personal Protective Equipment (PPE)

<table>
<thead>
<tr>
<th>Supported Business</th>
<th>Key Contact</th>
<th>Tel No.</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remploy Ltd (Frontline Textiles)</td>
<td>Jamie Lawson</td>
<td>07971 507 211</td>
<td><a href="mailto:Jamie.lawson@remploy.co.uk">Jamie.lawson@remploy.co.uk</a></td>
</tr>
</tbody>
</table>

Lot 4 Signage

<table>
<thead>
<tr>
<th>Supported Business</th>
<th>Key Contact</th>
<th>Tel No.</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Sign Factory</td>
<td>Sandra Murphy</td>
<td>01324 501950</td>
<td><a href="mailto:Sandra.murphy@falkirk.gov.uk">Sandra.murphy@falkirk.gov.uk</a></td>
</tr>
</tbody>
</table>
8.2 Sector Centre of Expertise Contact details

Organisations can also contact their Sector CoE. Those organisations not affiliated with a Sector CoE should contact Scottish Procurement directly:

<table>
<thead>
<tr>
<th>COE</th>
<th>Contact</th>
<th>Tel Number</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scottish Procurement</td>
<td>Paul Packett</td>
<td>0141 242 5505</td>
<td><a href="mailto:paul.packett@scotland.gsi.gov.uk">paul.packett@scotland.gsi.gov.uk</a></td>
</tr>
<tr>
<td>Scottish Procurement</td>
<td>Iain Murphy</td>
<td>0141 242 0216</td>
<td><a href="mailto:iain.murphy@scotland.gsi.gov.uk">iain.murphy@scotland.gsi.gov.uk</a></td>
</tr>
<tr>
<td>NHSS</td>
<td>Gavin Armstrong</td>
<td>0131 275 7499</td>
<td><a href="mailto:gavin.armstrong@nhs.net">gavin.armstrong@nhs.net</a></td>
</tr>
<tr>
<td>Scotland Excel</td>
<td>Maureen Robertson</td>
<td>0141 842 6642</td>
<td><a href="mailto:maureen.robertson@scotland-excel.org.uk">maureen.robertson@scotland-excel.org.uk</a></td>
</tr>
<tr>
<td>APUC</td>
<td>Stephen Connor</td>
<td>0131 442 8954</td>
<td><a href="mailto:sconnor@apuc-scot.ac.uk">sconnor@apuc-scot.ac.uk</a></td>
</tr>
<tr>
<td>Police</td>
<td>Colin Heppenstall</td>
<td>01224 305 261</td>
<td><a href="mailto:Colin.heppenstall@grampian.pnn.police.uk">Colin.heppenstall@grampian.pnn.police.uk</a></td>
</tr>
<tr>
<td>Fire &amp; Rescue</td>
<td>Lynne Robertson</td>
<td>01382 322222</td>
<td><a href="mailto:Lynne.robertson@taysidefire.gov.uk">Lynne.robertson@taysidefire.gov.uk</a></td>
</tr>
</tbody>
</table>
Annex A – Framework Matrix

The following matrix details the main products and services available within each framework lot and the relevant framework suppliers.

<table>
<thead>
<tr>
<th>FRAMEWORK SUPPLIERS</th>
<th>Beltane Products</th>
<th>Dovetail Enterprises</th>
<th>Glencraft (Aberdeen) Limited</th>
<th>Matrix (Fife)</th>
<th>Palatine Beds</th>
<th>Remploy Limited</th>
<th>RSBi / City Building (Contracts) LLP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 1 Furniture &amp; Associated Products</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Bedroom Furniture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>b) Office Furniture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>c) Educational / Laboratory Furniture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>d) Conference Furniture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>e) Café/restaurant Furniture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>f) Kitchen Units</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>g) Furnished &amp; Student accommodation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>h) Beds &amp; mattresses</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>i) Soft Furnishings &amp; Upholstery</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FRAMEWORK SUPPLIERS</th>
<th>Redrock Fulfilment</th>
<th>RSBi / City Building (Contracts) LLP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 2 Document Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document Scanning, Handling &amp; Archiving</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Secure Document Handling &amp; Storage</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Printing &amp; Design Services</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Mailing &amp; Fulfilment</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Document Management Solutions</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FRAMEWORK SUPPLIER</th>
<th>Remploy Frontline Textiles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 3 Textiles / Personal Protective Equipment</strong></td>
<td></td>
</tr>
<tr>
<td>Specialist Workwear, uniforms &amp; Safety clothing</td>
<td>✓</td>
</tr>
<tr>
<td>Marine, Leisure &amp; Commercial clothing</td>
<td>✓</td>
</tr>
<tr>
<td>Bespoke PPE</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FRAMEWORK SUPPLIER</th>
<th>The Sign Factory</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 4 Signage</strong></td>
<td></td>
</tr>
<tr>
<td>Signs (H&amp;S, Road signs, street name plates etc)</td>
<td>✓</td>
</tr>
<tr>
<td>Displays / Banners, screen printing</td>
<td>✓</td>
</tr>
<tr>
<td>Flat cut &amp; Fabricated Letters, nameplates</td>
<td>✓</td>
</tr>
<tr>
<td>Engraving, graphics, vehicle livery</td>
<td>✓</td>
</tr>
</tbody>
</table>
ORDER FORM 1 – DIRECT BUYING

SCOTTISH PROCUREMENT – FRAMEWORK AGREEMENT FOR SUPPORTED FACTORIES AND BUSINESSES

Lots 1 & 4 only

NOTE: Goods and/or Services other than those set out in the Catalogue(s) MUST be ordered using Order Form 2 for Mini Competitions.

PART A

<table>
<thead>
<tr>
<th>Framework Agreement Reference Number</th>
<th>SP-12-002-1 or SP-12-002-4 (delete as appropriate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td></td>
</tr>
<tr>
<td>Contractor</td>
<td></td>
</tr>
<tr>
<td>Contract Manager and address for Notices</td>
<td>Name: Address: Tel: Fax: Email:</td>
</tr>
<tr>
<td>Invoice Address (if different)</td>
<td></td>
</tr>
<tr>
<td>Single point of contact</td>
<td></td>
</tr>
<tr>
<td>Order Date</td>
<td></td>
</tr>
</tbody>
</table>

REQUIREMENTS

Commencement Date:

Details of the Goods and/or Services required as set out in the Catalogue(s), together with quantity:

Delivery Date(s) and Time(s) and any particular delivery requirements (see clause 9 Standard Terms of Supply but please take account of delivery timescales in the Catalogue(s)):

Premises for delivery and installation:

Acceptance Test Criteria and Acceptance Test Period (optional):

Milestones (including dates for Completion) (optional):
Service Levels (refinement of Key Performance Indicators) (optional):

8.5 Working Hours (optional, if not 0900 hours to 1730 hours):

Completion Date:

Invoicing frequency (if different from clause 23.1, Standard Terms of Supply):

For and on behalf of the Client:

<table>
<thead>
<tr>
<th>Name and Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**PART B**

<table>
<thead>
<tr>
<th>Contract Manager and address for Notices</th>
<th>Name:</th>
<th>Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tel:</td>
<td>Fax:</td>
</tr>
<tr>
<td></td>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

| Order / Reference Number |          |              |

**Contractor’s Response**

For and on behalf of the Contractor:

<table>
<thead>
<tr>
<th>Name and Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
ORDER FORM 2 – MINI COMPETITIONS / CALL OFF CONTRACTS

SCOTTISH PROCUREMENT – FRAMEWORK AGREEMENT FOR SUPPORTED FACTORIES AND BUSINESSES

Lots 1, 2, 3 & 4

PART A

| Framework Agreement Reference Number | SP-12-002-1  
| Or SP-12-002-2  
| Or SP-12-002-3  
| Or SP-12-002-4  
| (delete as appropriate) |

| Client |  |
| Contract Manager and address for Notices | Name:  
| Address:  
| Tel:  
| Fax:  
| Email:  |

| Invoice Address (if different) |  |

| Single point of contact |  |

| Order Date |  |

| Last date and time for receipt of responses |  |

**REQUIREMENTS**

Commencement Date:

Requirement for goods and/or services:

Delivery Date(s) and Time(s) and any particular delivery requirements (see clause 9 Standard Terms of Supply):

Premises for delivery and installation:

Commencement Date:

Potential for pre-award site survey or samples:
Acceptance Test Criteria and Acceptance Test Period (optional):

Milestones (including dates for Completion) (optional):

Service Levels (refinement of Key Performance Indicators) (optional):

8.5 Working Hours (optional, if not 0900 hours to 1730 hours):

Completion Date:

Award Criteria Weightings:

Whether an electronic auction will be used and, if so, the information required by regulation 21 of the Public Contracts (Scotland) Regulations 2006:

Invoicing frequency (if different from clause 23.1, Standard Terms of Supply):

<table>
<thead>
<tr>
<th>For and on behalf of the Client:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and Title</td>
</tr>
<tr>
<td>Signature</td>
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<tr>
<td>Date</td>
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</tbody>
</table>

**PART B**

<table>
<thead>
<tr>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Manager and address for Notices</td>
</tr>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Tel:</td>
</tr>
<tr>
<td>Fax:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order / Reference Number</th>
</tr>
</thead>
</table>

**Contractor's Response**

Goods and/or services offered:

Price:

Sub-contractors:

<table>
<thead>
<tr>
<th>For and on behalf of the Contractor:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and Title</td>
</tr>
<tr>
<td>Signature</td>
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<tr>
<td>Date</td>
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Annex C – Frequently Asked Questions

Frequently Asked Questions with Answers

1. What is the Framework Agreement start date and what is the duration?
The Framework commenced on the 12 September 2012. The duration of the Framework is 2 years, with the option to extend for a further 2 x 1 year options.

2. What is a Supported Factory or Business?
A Supported Factory or Business as defined in regulation 7 of the Public Contracts (Scotland) Regulations 2012 and Article 19 of Directive 2004/18/EC is,
“A service or an establishment where more than 50% of the workers are disabled persons who by reason of the nature or severity of their disability are unable to take up work in the open labour market”.

3. Which Scottish public sectors can use the framework?
- Central Government
- Fire
- Health
- Local authorities
- Police
- Universities and Colleges
- Third Sector
- Other Public Bodies

**Note:** It is the responsibility of any buying organisation wishing to use the Framework Agreement to satisfy itself that it is eligible to do so. Entitlement can be established from the terms of the OJEU advert and guidance on this can be found in Annex A of Scottish Government Guidance on Framework Agreements. If there is any doubt, legal advice should be sought.

4. Are the Framework terms and conditions subject to Scottish Law?
Yes.

5. Can I view the terms and conditions relating to the Framework?
Yes, the terms and conditions are available to access via the Scottish Procurement’s SharePoint Site. To register, please contact jim.thomson@scotland.gsi.gov.uk

6. Are there performance related criteria in the new Framework?
As part of the overarching terms and conditions, Key Performance Indicators (KPI) have been agreed and Scottish Procurement will work with the Framework contractors to define acceptable targets and measure these on an on-going basis.

7. What are the Contract Management provisions?
The framework will be managed overall by Scottish Procurement, who will be responsible for regular Contractor review meetings covering escalated issues, KPIs, benchmarking and innovation. Organisations will be required to manage the day-to-day operational aspects of their contract with the Contractor.
8. How long can I have a contract within the framework with a Contractor?

The Framework Agreement is initially for two years with options for a further two years. Organisations should specify the duration on the order form. Clients are reminded to consider the commercial viability prior to committing to a longer term contract.

9. Will Management Information be provided by the Contractor as part of the Framework?

Yes, Management Information will be provided by the Contractor throughout the lifetime of the agreement. Management information will be provided to both the contracting organisation and Scottish Procurement on a quarterly basis or as specified.

10. How long is pricing held for?

Framework pricing is fixed through the initial 1 year duration. Pricing will be reviewed 12 months from the commencement date. Benchmarking has been incorporated into the Framework terms & conditions to allow the Client to establish that the goods and services being provided offer best value.

11. Will organisations carry out mini competitions against the Framework to establish their preferred supplier(s) and how will organisations select their preferred supplier(s)?

Each individual contracting organisation will carry out their own mini competitions to select the supplier that offers the best value for money option to meet their specific requirements. The award criteria and percentage weightings will be determined by the individual contracting organisations.

12. Do I need to run a mini competition whenever I want to purchase any products?

Primarily, the majority of contracts within the framework agreement will be carried out using the mini competition route as this will offer organisations the potential to achieve improved value for money, bespoke products and services to suit their specific requirements. However, organisations can call off directly from the framework, without re-opening the competition for Lot 1 & 4. Organisations should form a judgement from the catalogues as to which supplier can deliver the best value under the terms of the framework.

13. Do I need to issue a mini competition to all the framework suppliers?

**Lot 1 Furniture & Associated Products**

There are 7 suppliers on this lot who can provide a range of furniture and associated products. The suppliers are as follows:-

- Beltane Products
- Dovetail Enterprises
- Glencraft (Aberdeen) Limited
- Matrix (Fife)
- Palatine Beds
- Remploy Ltd (Furniture Group & Commercial Furniture)
- RSBi / City Building (Contracts) LLP

**Lot 1 has been split into 9 labels; a) Bedroom Furniture, b) Office Furniture, c) Educational/Laboratory Furniture, d) Conference Furniture,**
e) Café/Restaurant Furniture, f) Kitchen units, g) Furnished & Student accommodation, h) Beds & Mattresses and i) Soft Furnishings & Upholstery.

Annex A provides details of which framework suppliers can provide which labels (products).

**Example 1:**
A contracting organisation has a requirement for kitchen units.

The contracting organisation should complete Order Form 2 with their specific requirements and issue their mini competition to Remploy Ltd and RSBi/City Building. Each supplier should complete and issue their response by the nominated due date & time. The contracting organisation will evaluate the responses and by application of the award criteria and weightings specified in the Order Form for mini competition, select a single supplier to supply the goods and/or services.

**Example 2:**
A contracting organisation has a requirement for Beds & Mattresses.

The contracting organisation should complete Order Form 2 with their specific requirements and issue their mini competition to Beltane Products, Dovetail Enterprises, Glencraft Limited, Palatine Beds, Remploy Ltd and RSBi/City Building. As above, each supplier should complete and issue their response by the nominated due date & time. The contracting organisation will evaluate the responses and by application of the award criteria and weightings specified in the Order Form for mini competition, select a single supplier to supply the goods and/or services.

**Lot 2 Document Management**
There are 2 suppliers on this lot. The suppliers are as follows:-

Redrock Ltd
RSBi/City Building

A contracting organisation should complete Order Form 2 with their specific requirements and issue their mini competition to both suppliers. Each supplier should complete and issue their response by the nominated due date & time. The contracting organisation will evaluate the responses and by application of the award criteria and weightings specified in the Order Form for mini competition, select a single supplier to supply the good and/or services.

**Lot 3 Textiles/PPE**
There is 1 supplier on this lot:-

Remploy Ltd
A contracting organisation should complete Order Form 2 with their specific requirements and issue to the supplier to provide their response. The contracting organisation should consider the suppliers submission and if it meets their requirements, they can place a call-off contract.
**Lot 4 Signage**
There is 1 supplier on this lot:

The Sign Factory

A contracting organisation should complete Order Form 2 with their specific requirements and issue to the supplier to provide their response. The contracting organisation should consider the suppliers submission and if it meets their requirements, they can place a call-off contract.

14. Who is responsible for running a mini competition?
   The individual organisation will be responsible for running the mini competition, although Scottish Procurement can provide guidance if requested.

15. Is there a process for providing feedback back to Scottish Procurement on issues and the supplier’s performance?
   Scottish Procurement is committed to managing, monitoring and developing supplier performance and understanding whether our contracts are delivering and meeting the needs of our customers, and customer feedback is an essential part of the process. The majority of problems relating to purchase orders, deliveries and invoice payments should be managed by the organisation. However, there may be occasions where an issue should be escalated to Scottish Procurement.
Annex D – Useful Links

Scottish Procurement website
http://www.scotland.gov.uk/Topics/Government/Procurement/directory/frameworksupportedfactbus

The British Association of Supported Employment (BASE) provides an online supported business directory and guidance at http://base-uk.org/procurement

Public Contract Scotland website
http://www.publiccontractsscotland.gov.uk

Scottish Procurement SharePoint site
https://npcoe.sgworksite.org.uk/default.aspx