



Norfolk County Council

**A Framework for
Building Maintenance and Works
up to £500,000**





Contents

What is a framework agreement?	4
Why should I use this framework?	4
The main benefits	5
What services are covered by this framework?	6
Who are the founder members	8
How do I use the Framework?	8
How much does it cost to join?	11

What is a framework agreement?

Framework Agreements are widely used across the Public Sector. They are proven to be good for services that can be defined and can deliver considerable savings (both in time and resources).

A framework is an agreement put in place with a supplier or range of suppliers that enables purchasers to place orders with service providers without running a full tender exercise. Frameworks are based on large volume purchasing. Aggregating different purchasers' potential needs means individual purchasers can buy goods and services at prices below those normally charged, or with special added benefits and/or more advantageous conditions.

Framework benefits:

- Collaboration and partnership
- Flexibility
- Best practice procurement
- Agreed terms and conditions
- Efficiency
- Value for money
- Quality of service provision

Different types of frameworks

There are several different types of framework arrangements.

Single User – Single Lot

Multiple User – Single Lot

Single User – Multiple Lot

Multiple User – Multiple Lot

This Framework for Building Maintenance and Works is a multiple user, multiple lot framework. All bodies covered by public sector procurement regulations in Norfolk and adjoining counties can use the framework to procure Building Maintenance and Works services.

Why should I use this framework?

Procuring these types of services can take significant time and money, both for the awarding authority and service provider.

This Framework is fully compliant with the Public Contracts Regulations 2006. It reduces the time and costs associated with the procurement process by offering a facility that has already been competitively tendered. It aims to deliver access at the best possible price and knowing that the suitability of the contractor has already been checked and passed means that participating bodies will not have to duplicate this work.

The main benefits include:

Collaboration and partnership

The Framework was created in line with the Government's wish for Local Government to seek ways of extending joint working and collaboration. This will help realise potential efficiencies and give a clearer voice to the market place, along with helping to share knowledge, information, experience and best practice.

Flexibility

This Framework reduces the time and cost associated with a full OJEU procurement, which in turn allows you to be more flexible with the planning and running of any tender process via further competitions.

Best practice procurement

Each of the service providers on this Framework has been subject to a rigorous procurement process, ensuring they offer the scope and quality services you require. The pre-agreed terms and conditions offer you contractual safeguards.

Agreed terms and conditions

Terms and Conditions are already established and agreed for you and service providers. This removes the need to re-draft and/or renegotiate terms for each procurement you undertake. You have the right to refine, but not fundamentally alter, the Terms and Conditions to take into account any special requirements.

Efficiency

The framework removes the need for you to conduct full tender exercises or lengthy service provider evaluations, saving the time and costs associated with procurement exercises.

Value for money

To harness the opportunity to aggregate spend, ceiling prices with the facility to conduct Further Competition, along with collaborative rebates, ensure that value for money is consistently achieved.

Quality of service provision

The experience, expertise and commitment to quality of a service provider are assessed at the time of the initial competition. Your satisfaction with the service providers' performance is monitored on an ongoing basis.

Additional contract management activity

Norfolk County Council will manage and monitor this Framework on behalf of their user communities. Your views and requirements will be taken into account while the framework is monitored, as well as when they are reviewed and developed further.

Do I have to use a framework for all contracts I award?

There is no obligation to use a framework when your requirement is under the OJEU procurement limit. However the benefits of the Framework apply to all requirements and you must comply with your own local financial / procurement procedures.

What services are covered by this framework?



The Framework for Building Maintenance and Works provides access to the following services:

Asbestos Air Monitoring Contractors
Asbestos Surveying Contractors
Automated Doors Gates Barriers Shutters Contractors
BMS / Environmental Contractors
Catering Equipment Servicing Contractors
CCTV Installation Contractors
Cleaning Contractors
Cold Water Borehole & Sewage Pump Contractors
Door & Window Contractors
Drain Cleaning & Repair Contractors
Electrical Contractors
Fencing Contractors
Fire Alarm Contractors
Flat Roofing Contractors
Flooring Contractors
General Builders
Generator Maintenance Contractors
Glazing Contractors
Groundwork & Paving Contractors
Kiln Maintenance Contractors
Lightening Protection Contractors
Locksmith Contractors
Painters & Decorating Contractors
Pitched Roof Contractors
Plumbing & Mechanical Contractors
Refrigeration & Air Conditioning Contractors
Roller Shutter Door Contractors
Roof Access System Contractors
Security Alarm Contractors
Swimming Pool Filtration Contractors
Tensile Fabric Structures Contractors
Thermal Installation Contractors
Ventilation & Ductwork Contractors
Water Installations Contractors
Window Cleaning Contractors

How many providers are there on this framework?



This framework has a wide range of providers. Details can be found in the Service Provider Directory **Appendix 1**, which lists each service provider along with the service or services they offer.

In order to be appointed to this framework, providers have demonstrated they have the expertise and capacity to provide the services they applied for. They vary in size, capacity, locality and area of expertise. When calling off from the framework, it is important that you clearly define your requirement, so that through further competition you select the most appropriate provider.

What is the maximum length of contract that can be awarded under this Framework?

This Framework for Building Maintenance and Works commenced on 2nd February 2015 and is open for up to 4 years. Any contract awarded under this framework can be up to 2 years in duration.

Who are founder members of this framework?

Borough Council of King's Lynn & West Norfolk
Breckland District Council
Broadland District Council
Circle Housing Wherry
City Academy Norwich
City College Norwich
CWA Academy Trust
Great Yarmouth Borough Council
Great Yarmouth College
Norfolk Academies Trust
Norfolk Community Health and Care NHS Trust
Norfolk County Council
Norfolk Educational Services
North Norfolk District Council
Norwich City Council
South Norfolk District Council
Suffolk Coastal District Council
The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust
University of East Anglia
Waveney District Council

However, the framework agreement is open to other public sector bodies in Norfolk and bordering counties.

How do I use this Framework?

The framework has been let in 3 lots which are as follows:

Lot A

Lot A is for responsive maintenance carried out on a day work basis up to a value of £5,000.00 in each of seven district, city and borough council areas across the county for general builders, plumbing and mechanical engineers, electrical engineers and painting & decorating contractors. There are also sub-lots for Specialists to cover the whole county.

Call-off Process

The contractor with the lowest day rate is not automatically allocated all of the work within any specific Area or discipline. The Authority retains the right to use any of the contractors on the Framework Agreement and choice will depend upon an estimate of total cost (based on location/time of day and any additional charges), availability of operatives in a given timescale and capability/expertise in the type of work.

The contractors may be asked to provide a quote for works for minor improvement projects up to a maximum value of £5,000.00 to provide an efficient, reliable, competitive and good quality service to our existing client base where cost certainty is required. Any quotation submitted must show a detailed breakdown as to the number of hours with associated rates expected to be incurred together with full details of materials, plant and sub-contractors to be used with their appropriate percentages added. The Building Surveyor/Engineer/Client can then consider whether or not the quote is reasonable for the work requested before authority to proceed is sought and an order is placed. Quotations without this breakdown, i.e. with a simple lump sum, will not be accepted.

Travelling Time

Contractors may charge for the time taken for the operative or operatives to travel from their location when the order is received to the place where the work needs to be carried out. The charge can only be levied for the operatives that will carry out the work on the order. If for example two operatives are travelling together on a job and an order is received for an urgent repair elsewhere that only requires one operative, only the time for that one operative can be charged. If two operatives are required to carry out safely the required works then two operatives travelling time may be charged. Return journeys cannot be claimed. Time taken to travel to merchants to collect materials for the repair in hand can be claimed only with client approval.

Lot B

This lot is for planned works up to the value of £100,000.

Participating bodies will issue a brief of the works to be carried out to all companies listed in the appropriate sub-lot (i.e. invitation to participate in a further competition). This could be a programme of works over a specified period. Participating bodies will evaluate the responses and award a contract to the most economically advantaged bidder.

Lot C

This lot is for planned works up to the value of £500,000.

As with lot B Participating bodies will issue a brief of the works to be carried out to all companies listed in the appropriate sub-lot (i.e. invitation to participate in a further competition). This could be a programme of works over a specified period. Participating bodies will evaluate the responses and award to the most economically advantaged bidder.

Below is a table showing typical timings for the procurement process

OJEU	Framework
<u>Pre-Qualification</u> Selection evaluation Financial evaluation Track record	<u>Further Competition</u> Refine requirement & evaluation criteria Tender Evaluate and award
<u>Tender</u> Capacity and expertise Knowledge and understanding Organisation and people Ceiling prices Terms and conditions	
<u>Select and award</u> Evaluate and award	
Time required for process 6 – 9 months Without framework	Time required for process 2 – 4 weeks

Define your specific additional requirements

You will need to clearly set out your requirements.

Define any special terms

You can set out any variations to the agreed terms and conditions which, subject to any procurement law constraints, may relate to any refinements to reflect particular circumstances that it was not possible to set down when the framework was established.

Set your evaluation criteria

You are able to refine, but not fundamentally alter, the call-off criteria specified in the Framework which was set at 60% price and 40% quality for Lots B and C.

You can decide what percentage of marks you want to allocate to each of the evaluation Sub-criteria (within the minimum and maximum amounts allowed).

Consider your timescales

You will need to set out how long the further competition process will take.

Consider your current arrangements and the need to inform existing clients/service providers.

Think about whether you need internal agreement and sign-off.

You may also need to identify someone to run the contract after it has been awarded.

Invite service providers to tender against your requirement

All service providers on this Framework capable of meeting the requirement should be invited to further competition. Invitations should specify a fixed time-frame for proposal submissions, taking into account factors such as the complexity of the requirement and the time needed to compile.

Evaluate further competition responses

Responses need to be evaluated against the criteria you set at the preparation stage. It is best

practice to not look at any responses until after the given closing date. All potential service providers should be treated fairly and equally without discrimination and proposals must remain confidential until the time limit has expired.

Select winning bid and notify service providers of results

Once you have selected the winning bid from your evaluation, you need to notify the successful contractor. It is best practice to provide feedback to all service providers, both successful and unsuccessful.

'10 day Standstill Period' (optional but best practice for large awards)

It is recommended that you observe a formal standstill period, although this is not a requirement. Standstill starts the day after you send out your notification and is for a minimum of 10 days (if you notify by post it may be longer). Voluntarily applying a standstill period and debriefing unsuccessful service providers generally represents good practice and should improve the quality of tenders received in response to future tender exercises. It is important that all further competitions are properly undertaken, in order to reduce or avoid the risk of any challenge to the award process.

What will it cost to join this framework?

There is no cost to join this framework. However, please note that Norfolk County Council has agreed a cost recovery with the contractors of 0.5% on lots B&C only.

This will be detailed on your quotations and the council will recoup this rebate directly from the contractor against the final bill for completed works.

Rate reviews

The day-work rates established at the start of the framework will remain fixed for twelve months and then increased in accordance with the BCIS indices for day work rates for the appropriate discipline. Up to date rates will be hosted on the Build Norfolk web site, please see www.buildnorfolk.co.uk

Framework monitoring

Norfolk County Council will manage and monitor the framework on behalf of its user community.

Your views and requirements are important and will be taken into account while the framework is monitored, as well as when they it is reviewed and developed further.

If you have any comments, please contact us by emailing

buildingmaintenance@norfolk.gov.uk