

Southern Coastal Group and SCOPAC

COASTAL, FLOOD & INFRASTRUCTURE

Professional Services Framework

User Guide v1.2



Key Framework Details

<u>Key Framework Details</u>	Framework Administrator Contact Details
Term: Four years End Date: 14th March 2026 Extension Option: None Find-a-Tender Notice: 2021/S 000-011304 Find-a-Tender Award Notice: TBC Maximum framework value: £50,000,000 Users: Public bodies in England	coastal.team@havant.gov.uk

Version control

This table documents the latest amends made to the User Guide to help direct frequent users of the framework to any amends in operation since last using it.

Version	Date	Description of change
1.1	21/07/2022	Minor amend – clarification on role of Framework Advisor
1.2	11/11/2022	Provision of clarity on access fees

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Executive Summary

This Professional Services Framework, 'the Framework', has been established by Portsmouth City Council on behalf of the Southern Coastal Group (SCG) and SCOPAC, and is managed on behalf of the group by Coastal Partners.

The four-year, multi-supplier Framework provides a wide range of professional services in respect of coastal, flood and infrastructure projects and schemes to public bodies across England and consists of six ranked Suppliers, split across two Tiers;

Delivery Tier	
Ranked 1 st	
Ranked 2 nd	
Ranked 3 rd	
Ranked 4 th	 <small>Member of the SNC-Lavalin Group</small>
Reserve Tier	
Ranked 5 th	
Ranked 6 th	

Mini-competitions run under the Framework must invite all Suppliers on the Delivery Tier, with Reserve Tier Suppliers providing contingency resource as required. Direct Awards can be made to the Supplier ranked first on the Framework. Under certain circumstances and conditions, it is also possible to directly award contracts to any Supplier on the Framework, regardless of which Tier or position they hold.

The Framework operates under NEC4 contract terms and conditions, and all call-off contracts must use either the NEC4 Professional Services Contract or the Professional Services Short Contract.

Access to the Framework is included as part of the membership rights for Full and Associate SCG/SCOPAC Members. Outside of this SCG/SCOPAC membership, all public bodies across England can access the Framework, subject to a proportionate access fee.

Whilst individual call-off contracts are estimated to be in the region of £150K to £500K, there are no upper or lower limits imposed on Contracting Authorities, provided the Framework does not exceed a total value of £50million across its four-year term.

The Framework is accessible for a four-year term up to 14th March 2026, with no option to extend.

Please take the time to read this User Guide fully. It provides key information about the Framework and practical guidance on how to use it. Together with its appendices, users should have everything they need to make a call-off from the Framework.

Any further questions that cannot be answered here should be directed to the Framework Administrator at coastal.team@havant.gov.uk, or your designated Framework Advisor, if you have one.

1. Framework Overview

Framework Scope

The Framework offers a wide range of services relating to many aspects of coastal, flood and infrastructure projects, either delivered directly by the named Supplier or via their established supply chain partners.

Whilst all the services listed below are within the scope of the Framework, they are divided between core and non-core services.

Core services	Non-core services
<ul style="list-style-type: none"> • Flood and Coastal Erosion Risk Management • Flood Risk Modelling • Coastal Engineering • Coastal Processes • Fluvial and Pluvial Flooding • Surface Water Management • Drainage Engineering • Groundwater Flooding • Highway Engineering • Structural Engineering • Geotechnical Engineering • Landscape Architecture and Design • Port, Harbour and Maritime Engineering and Infrastructure • Civil and Infrastructure Engineering 	<ul style="list-style-type: none"> • Stakeholder Engagement • Quantity Survey / Cost Consultancy • Ground and Site Investigations • Health and Safety Consultancy • Economic Appraisal, Business Case Preparation and Funding Application • Contaminated Land Consultancy • Master Planning • Planning and Regeneration Consultancy • Environmental Engineering, Management and Consultancy

Core services:

All framework Suppliers can support appraisal, technical engineering, design, project management, consultancy support and staff secondment in relation to all core services. The Suppliers' ability to deliver these services was tested in detail during procurement of the Framework.

Non-core services:

These services are available under the Framework but were not mandatory for entry and, as such, not all suppliers can provide a full range of these services. Contracting Authorities are advised to test the ability of a Supplier before awarding a contract for these services.

A comprehensive list of what each Supplier can deliver and how they may be supported by named supply chain partners, is provided in Appendix A - Supplier Services and Partners.

Framework Value

Although there is no commitment or guarantee of usage, the value of the Framework is estimated to be in the region of £5million over the four-year term. This is based on the likely requirements of SCG and SCOPAC members.

However, to allow for sufficient headroom on the Framework should it prove popular with additional users, the total value of the Framework was advertised up to £50million.

Call-off values

The Framework does not set any upper or lower limits as to the value of call-off contracts. This is the case for all call-off contracts, regardless of the mechanism used, i.e. mini-competition or direct award.

As part of the tender, Suppliers were advised that the average value of commissions would likely range from £150K and £500K but there would likely be frequent commissions below £50K, and on occasion commissions above £1million.

Whilst the Framework does not impose limits on call-off values, some Contracting Authorities may have policies that impose restrictions on call-off values and/or may require additional authorisations. Users are advised to check with the Contracting Authority's Legal and/or Procurement teams for advice before proceeding.

Who can use the Framework?

The Framework is accessible to:

- All Contracting Authorities with SCG and/or SCOPAC membership, and
- All other public bodies in **England** that are Contracting Authorities under the Public Contracts Regulations 2015

Please note that economic operators within SCG and/or SCOPAC cannot access the Framework. It is only for Contracting Authorities as per the Public Contracts Regulations 2015.

Current SCOPAC/SCG membership can be found at:

<https://southerncoastalgroup-scopac.org.uk/about/membership/>

The Framework will be accessible to any future iterations of the SCG/SCOPAC groups, which may include changes in existing member status and/or addition of new members over the term of the Framework.



Accessing the Framework

To access full Framework documentation, including the Price List, and before using the Framework, an Access Agreement must be signed by **all** Contracting Authorities, regardless of SCG/SCOPAC membership.

Two versions of the Agreement are provided as Appendix B.1 and B.2 for SCG/SCOPAC and Non-Members respectively. You may have also received a copy from the Framework Administrator when registering interest in the Framework.

If, after reading this User Guide, you wish to proceed with using the Framework, please complete and return a signed copy to the Framework Administrator.

Access Fees

The Framework is free to access for all Contracting Authorities with Full or Associate SGC/SCOPAC membership, as part of their membership rights.

For Corresponding SCG/SCOPAC Members and all other Contracting Authorities in England outside of SCG/SCOPAC membership, a rebate fee will apply. This will be due at the time of executing a call-off contract. There are two options for Contracting Authorities to choose from depending on their anticipated usage of the Framework:

Contracting Authority	Access Fee
<p>Option 1: Unlimited Access. Onetime payment for unlimited number and value of Work Orders for the duration of the Framework.</p>	<p>£5,000.00</p>
<p>Option 2: Single Work Order Fee payable for each and every Work Order called off from the Framework.</p>	<p>Fee equivalent to 1.0% of the tendered Total of the Prices. Subject to a minimum Fee of £500.00 and a maximum Fee of £2,500.00</p>

Framework duration & right to extend

The Framework has a four-year term and will be in place until 14th March 2026, with no options to extend.

Call-off contracts let via the Framework may overrun the term of the Framework, as long as the award process is completed before the term of the Framework expires, and the length of the call-off contract is reasonable and proportionate to how the Framework has operated during its term.

2. Supplier Information

Supplier names and ranked position

Each Supplier on the Framework has a ranked position in accordance with the scores awarded at tender and any subsequent KPI performance and re-ranking procedure, as set out in Appendix C - Framework Information. The highest scoring Supplier ranks first, the second highest scoring Supplier ranks second and so on, to the lowest scoring Supplier ranks last.

Based on their ranked position, the Framework divides Suppliers between two Tiers, a Delivery Tier and Reserve Tier, as shown in the table below:

Delivery Tier	
Ranked 1st	AECOM Ltd
Ranked 2nd	JBA Consulting
Ranked 3rd	HaskoningDHV UK Ltd
Ranked 4th	Atkins Ltd
Reserve Tier	
Ranked 5th	Binnies UK Ltd
Ranked 6th	Sweco UK Ltd

Delivery Tier Suppliers are eligible for call-offs from the Framework under any of the mini-competition or direct award mechanisms.

Reserve Tier Suppliers are only eligible for call-offs from the Framework under the specific provisions set out in mechanisms for 'Direct Award 1 – Ranked Basis' and 'Direct Award 2 - Work Development Basis', under normal circumstances.

However, if a sufficient number of Delivery Tier Suppliers decline to bid for a mini-competition, Reserve Tier bidders can be invited on a ranked basis, to a maximum bidding ratio of 1:4.

Full details on Framework tiering and call-off mechanisms are located within Appendix D - Selection Procedure.

The Framework Manager will maintain a live register of Supplier ranking throughout the Framework term. Any Contracting Authority seeking to use the Framework should ensure they refer to the latest User Guide and register of Supplier ranking before making a call-off.

Supplier contact details

Full and up-to-date contact details for each named Supplier on the Framework are provided as Appendix E - Supplier Contacts.

This Appendix will be released after a signed Access Agreement has been received by a Contracting Authority.

Supplier Insurances & Liabilities

Any contract awarded under the Framework will have the following minimum insurances as standard:

- **Employer's Liability Insurance:**
£5million in respect of each event without limit to the number of events
- **Public / Products Liability Insurance:**
£5million in respect of each event without limit to the number of events
- **Professional Indemnity Insurance:**
The sum equivalent to 10 (ten) x the total of the Prices in respect of each claim, without limit to the number of claims

While the Framework Management team will check on an annual basis that Suppliers maintain the required minimum level of insurances it is the Contracting Authorities responsibility to ensure that all insurances are in place and meet their requirements.

As standard, the following clause is included in all contracts called-off under the Framework regarding Supplier liabilities:

- “The *Consultant's* total liability to the *Client* for all matters arising under or in connection with the contract, other than the excluded matters, is limited to the sum equivalent to ten times the total of the Prices.”

Contracting Authorities should be aware that deviation from these insurance or liability standards could impact People Rates or a Supplier's willingness to quote.

3. Pricing Information

Price List

The People Rates applicable to all contracts and the relevant NEC4 fee percentage applicable to each type of call off contract are provided in Appendix F – Price List.

Appendix F will only be released to Contracting Authorities once the relevant Access Agreement has been signed, due to it containing commercially sensitive information.

Please note that these prices were tendered as part of the Framework based on the Contract Data contained within the template Work Orders (Appendices J and K). Variation from the mandatory entries identified in the Work Order templates may result in a positive or negative risk price adjustment by the Supplier to reflect the changes made.

Pricing Details

For full details on how pricing is managed on the Framework, please refer to Appendix G – Quotation Information. The key points of which are:

- The People Rates set the maximum hourly rate for each grade and will be applied on a meet or beat basis to each call-off contract
- The People Rates will remain valid for the Framework term unless as adjusted in accordance with the provisions set out in the Quotation Information
- The tendered fee percentages are fixed for the duration of the Framework term, with no provision for adjustment
- Any changes to the Price List will trigger the Framework Manager to issue the latest version. Contracting Authorities should check they have the latest Price List when making a call-off from the framework.
- Quotes from Suppliers for all call-off contracts must use the People Rates valid at the time of submitting the quotation and will be fixed for the duration of the call-off contract. Unless the call-off contract contains its own price adjustment clause.

4. How to use this Framework

Framework Contract

By signing a framework contract, Suppliers agree to abide by certain overarching terms and conditions and rates that will apply to all individual Framework call-off contracts.

The contract applicable to this Framework Agreement is the NEC4 Framework Contract, June 2017 edition, incorporating additional conditions of contract, known as 'Z' clauses. Contract details specific to this framework, and the additional 'Z' clauses are detailed in Appendix H – Framework Contract Data.

In addition to the NEC4 Framework Contract, Suppliers have signed a Form of Agreement, provided as Appendix I, clarifying party responsibilities and framework set-up.

On receipt of a signed Access Agreement from a Contracting Authority the Framework Manager will release fully signed Framework Agreements for each of the Suppliers.

Call-off contracts / Work Orders

NEC language uses the term “Work Orders” for call-off contracts from the Framework. These terms are essentially the same thing but using different terminology.

All call-off contracts entered into under the Framework must use either:



- NEC4 Professional Services Contract, utilising either option A, C or E, or
- NEC4 Professional Services Short Contract

No other forms of call-off contract can be used under the Framework.

Work Order templates are provided for both the NEC4 PSC and PSSC contracts and must be used by Contracting Authorities to generate a call-off contract from the Framework.

The templates include all the essential terms and conditions of the Framework and use a colour code system to guide Contracting Authorities what additional information needs to be provided.

Please note that Framework Advisors are not permitted to advise on NEC contract matters.

The Work Order templates are provided in Appendix J – PSC Work Order Template and Appendix K – PSSC Work Order Template.

Part One - Data Provided by the Client		Completion of the data in full, according to the Options chosen, is essential to create a complete contract	
1 General			
The conditions of contract are the core clauses and the clauses for the following main Option, the Option for resolving and avoiding disputes and secondary Options of the NEC4 Professional Service Contract June 2017 (with amendments October 2020)			
Main Option	A, C, or E (new name) clauses	Option for resolving and avoiding disputes	W2
Secondary Options	X2, X9, X11, X16, Y(UK)2 and Z		
	X1, X3, X4, X5, X6, X7, X8, X10, X12, X13, X20, Y(UK)1, Y(UK)3		or, date
The service is			
The Client is			
Name			
Address for communications			
Address for electronic communications			
The Service Manager is			
Name			
Address for communications			
Address for electronic communications			
The Scope is in			
The language of the contract is English			
The law of the contract is the law of England and Wales subject to the jurisdiction of the courts of England and Wales			
The period for reply is			
except that			
• The period for reply for			
• The period for reply for			
The period for retention is			
year(s) following Completion or earlier termination			
The currency of the contract is the			
The assessment interest is			
The expenses stated by the Client are			
The deductibles are			
(1) Insurance agents			
Minimum amount of cover			
The deductibles are			
Client's liabilities			
(1)			
(2)			
(3)			
The minimum amount of cover and the periods for which the Consultant maintains insurance are			

Using NEC Contracts

The New Engineering Contract (NEC) is an industry standard contract and can be used across a wide range of contracts for goods, works and services. NEC is now in its fourth iteration and the Framework is using the latest NEC4 versions of the contracts.

Each Contracting Authority will need its own copy of the contract to be able to manage it. Although NEC contracts are written in plain English and in a way that is more user-friendly than many other contracts, the NEC provides user guides to support project managers unfamiliar with preparing and/or managing NEC contracts.

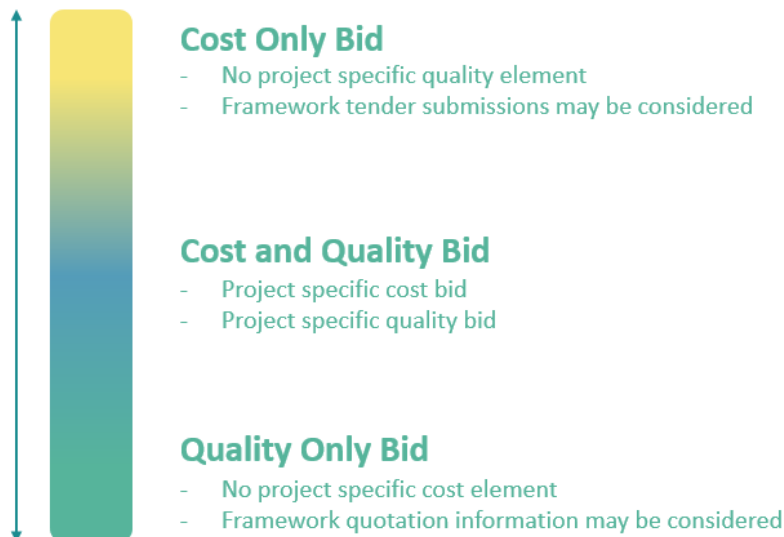
If you do not already own or have access to a copy of the contract you wish to use or require further guidance on how to prepare or manage an NEC contract, please visit necontract.com.

Call-off mechanisms

Appendix D – Selection Procedure provides full details on each mechanism and how they can be used, a summary of which is provided in this section.

Call-off contracts can be let via the Framework using either a direct award or mini-competition process, with multiple options under each one:

Mini-Competition



Mini-competitions are for Delivery Tier Suppliers Only, unless a number of Delivery Tier Suppliers decline to bid, so that the Client will not receive enough bids to comply with their financial regulations, then the mini- competition will be opened to Reserve Tier Suppliers on a ranked basis to a maximum bidding ratio of 1:4.

Direct Award



Ranked Basis

- Direct award to the highest ranked Supplier
- If Supplier declines or parties are unable to agree terms; award to the second highest ranked Supplier and so on until successful award.
- Delivery Tier and Reserve Tier are eligible.



Work Development Basis

- Continuation of work on the same project
i.e. Feasibility Study to Design Commission
- Delivery Tier and Reserve Tier are eligible



Repeat Work Basis

- Clear evidence of experience and satisfactory performance in delivering directly comparable services
- Delivery Tier Suppliers only

Direct Award options can be used regardless of cost, complexity, or the subject of a Work Order and are used at the sole discretion of the Contracting Authority.

Please refer to Appendix D – Selection Procedure for further details and criteria for using these mechanisms.

Whilst all these options are legally available under the Framework, some Contracting Authorities may have policies that could restrict the use of some of these mechanisms or require additional authorisations. Users are advised to check with the Contracting Authority's Legal and/or Procurement teams for advice before proceeding.

Please also note that Framework Advisors are allocated to provide guidance to Contracting Authorities on the processes involved in using the Framework but are not able to advise on individual procurement strategies or documentation.

[How to call-off \(step-by-step\)](#)

Please ensure you have read Appendix D – Selection Procedure before proceeding with a call-off from the Framework. Whilst the below step-by-step guide provides practical guidance, the Selection Procedure forms part of the Framework contract and provides additional information that may not be covered here.

Step 1 – Right to access and latest documentation

- Ensure the Contracting Authority has signed the Framework Access Agreement and has a signed copy returned by the Framework Manager.
- Ensure you have the latest version of the User Guide. If you are unsure, please email the Framework Administrator for the latest version.

Step 2 – Intention to use

- Provide notification to the Framework Administrator via email that you intend to use the Framework. Within your email please include:
 - Title of anticipated work
 - Overview of scope
 - Estimated value
 - Estimated contract start date and duration
- You need to do this regardless of SCG/SCOPAC membership and/or employment by Coastal Partners
- You will be allocated a Framework Advisor with a direct email address, to provide advice on framework process during the call-off process.
- If time allows, the relevant Suppliers should be notified of the upcoming opportunity. This not only gives Suppliers advanced warning and time to register on e-sourcing systems, if applicable, but also enables you to invite different or more Supplier/s if who you intend to invite declines to participate.

Step 3 – Prepare documentation

- Complete either PSC or PSSC Works Order template, provided as Appendix J and K. This is the Contract Data.
- If using PSC, write a separate scope – this details the work the Supplier is to do – no template is provided but NEC guidance is available. Scope is included in PSSC Works Order template.
- Prepare any quality questions you want the Suppliers to answer as part of their bid and detail how they will be evaluated.
- Provide a short overarching document telling suppliers what they need to do to return a bid and by when. This document does not need to duplicate information already provided elsewhere.
- Gain any internal approvals required by the Contracting Authority.

Step 4 – Supplier selection

Communication with Suppliers and the platform used for issuing documentation should be managed in accordance with the preference of the Contracting Authority. This could be via email or may require Suppliers to be registered on an e-sourcing portal. The Contracting Authority's procurement team should be able to advise which platform to use.

- Mini-competition
 - Issue documentation to all four Suppliers on the Delivery Tier
 - Set a reasonable time for returns to be submitted – there is no prescribed time by the Framework, but it should be proportionate to the scale of work required for a Supplier to respond and take account of any holiday periods the return period may fall over. Recommended to be approximately 2-3 weeks.
 - Evaluate returns and identify the winning Supplier

- Direct Award
 - Liaise directly with the chosen Supplier to confirm suitability and capacity to undertake the work
 - Issue documentation with a return date to the chosen Supplier
 - Review return and either:
 - Accept return
 - Reject return and source another Supplier
 - Liaise further directly with the Supplier until acceptable

Step 5 – Contract Award

- Before informing Suppliers of the outcome, ensure all approvals and/or relevant permissions have been gained from the Contracting Authority to allow a contract to be entered into with the selected Supplier
- Inform Supplier/s of the award decision
- A standstill period is not legally required for framework call-offs but can be voluntarily included at the discretion of the Contracting Authority
- Enter into contract with the selected Supplier
 - There isn't anywhere to physically sign the NEC4 PCS or PSSC contract and therefore a cover sheet should be provided by the Contracting Authority's legal team to allow for this
 - Ensure that it is made clear within the contract that it is a call-off from this Framework
- If applicable, the Access Fee for using the Framework is now due – please contact the Framework Administrator to arrange payment

Step 6 – Confirmation of award

- Inform the Framework Administrator that you have awarded a contract under the Framework. Within your email please include:
 - Title of Work
 - Selected Supplier
 - Call-off mechanism used (Direct Award or Mini-Competition)
 - Call-off contract used (PSC Option A, C or E or PSSC)
 - If any Suppliers declined to quote, and if so, who and why?
 - Any changes to original estimates of scope, cost and duration of works
 - Any issues to note with call-off process or Supplier service

Managing a call-off contract

Once a call-off contract has been awarded under the Framework, it becomes a contract in its own right and should be managed by the Contracting Authority, as any other contract would be by that Contracting Authority.

Please see 'Using an NEC Contract' section of this User Guide if you are unfamiliar managing NEC contracts.

Any performance issues during the contract term should be managed between the Contracting Authority and the Supplier directly in the first instance, in an attempt to resolve the issue. If the matter cannot be resolved, and you consider the Supplier's performance to be a breach of the requirements of the call-off contract, a Low Performance Notice (LPN) can be raised to the Framework Manager for investigation and assistance in finding a resolution.

Full details of LPNs as part of 'KPI3 – Service Performance' can be found under 5.5 of Appendix C – Framework Information.

Completion of a call-off contract

Upon completion of a call-off contract, the Supplier should issue the Contracting Authority with Appendix L - Completion and Client Feedback Form.

This can be completed and returned via email as directed in the form. Or alternatively, the form can be completed and submitted online using the web address link in Appendix L.

The completed form must be returned, or submitted, within two months of completion of a call-off contract.

Client feedback is a crucial part of KPI monitoring for the Framework and can have implications on Supplier rankings. Please see the KPI section of this User Guide for more information.

5. Framework Management

Framework Team & Responsibilities

To optimise the efficiency, effectiveness and economy of the Framework it will be managed by a Framework Team at Coastal Partners on behalf of SCG/SCOPAC and Portsmouth City Council.

The Team consists of:

- **Framework Manager** – maintains overall responsibility for the Framework and is responsible for tasks allocated to the *client representative* under the Framework contract
- **Framework Advisors** – responsible for tasks as delegated by the Framework Manager; primarily providing advice on Framework process to Contracting Authorities as required to a maximum time of 1 hour. Additional support beyond this would be subject to a separate agreement and reimbursement of staff time.
- **Framework Administrator** – primarily managing access to the Framework and monitoring usage, as well as any other administrative task as delegated by the Framework Manager

Full details of how the Framework will be managed is provided in Appendix C – Framework Information, key highlights of which are provided within this section.

The role of the Framework Team is to:

- Control and administer access to the Framework
- Perform at least annual due diligence checks on Suppliers, ensuring they meet the minimum operating requirements of the Framework for its duration
- Monitor Framework use to ensure it remains within its remit in terms of value and scope
- Performance manage the Framework Suppliers through KPIs

Contracting Authority Responsibilities

Once a call-off contract under the Framework is awarded, that Contracting Authority will be responsible for the day-to-day management of that contract, including monitoring of the work and any specific contract KPIs set.

To enable the Framework to be managed successfully, all Contracting Authorities must ensure that they:

- Sign the Access Agreement before using the Framework
- Provide notification to the Framework Team at key points of using the Framework, as per the 'How to call-off (step-by-step)' section of this User Guide:
 - Intention to use
 - Contract award
 - Contract completion
- Engage the Framework Manager if any significant problems occur with Supplier performance during the call-off contract term
- Provide Client Feedback when the call-off contract is complete

KPI Information

The Framework will operate a series of Key Performance Indicators (KPI's) to ensure it continues to achieve value for money, high quality of delivery and provide an efficient procurement route for anyone using it.

The KPIs for the Framework are:

- **KPI 1** – Client Feedback
- **KPI 2** – Participation
- **KPI 3** – Service Performance
- **KPI 4** – Minimum Operating Requirements

The table below provides an overview of how these KPIs are measured and what it might mean for Suppliers if they fail to meet set parameters, as set out in Section 5 of the 'Framework Information V2.0' document.

KPI	How measured	Implications
KPI 1 – Client Feedback	Based on scores provided in Client Feedback form relating to works delivered	Poor performance may result in demotion through ranks and/or Tiers Can be used by a Contracting Authority when looking to award work using mini-competition or Direct Award Can be used as part of a re-ranking procedure
KPI 2 – Participation	Data gathered from Confirmation of Award form relating to Suppliers failing to participate in qualifying mini-competitions or Direct Awards when requested	Poor performance may result in demotion through ranks and/or Tiers
KPI 3 – Service Performance	Number of Low Performance Notices (LPN) issued to the Framework Manager by a Contracting Authority during call-off contract	From temporary Framework suspension to permanent placement at bottom ranked position on the Framework
KPI 4 – Minimum Operating Requirements	If at any time during the Framework term a Supplier is unable to fulfil any of the minimum operating requirements of the Framework contract	Temporary Framework suspension

Client Feedback

Data for KPI 1 – Client Feedback is gathered using the ‘Completion and Client Feedback’ forms received from Contracting Authorities within two months of completion of a call-off contract.

Client Feedback is required against four independent metrics: quality, cost, programme, and collaboration. The questions associated to each metric are provided in Appendix L - Completion and Client Feedback Form along with the scoring criteria.

As described in the table above, and in the Framework Information document, it is important that the feedback form is completed accurately and fairly as the data can affect a Supplier’s ranked position on the Framework.

Supplier Performance

It is the responsibility of the Contracting Authority to manage Supplier performance on individual call-off contracts. However, if a performance issue cannot be resolved to the satisfaction of the Contracting Authority, then a Low Performance Notice (LPN) can be raised to the Framework Manager. They will then investigate the issue and assist in reaching a resolution where possible.

Please refer to section 5.5 of Appendix C - Framework Information for full details.

Re-ranking of Suppliers

To maintain competitiveness of the Framework, and at the Framework Manager’s sole discretion, a re-ranking procedure may be undertaken at any time (but limited to twice during the Framework term) to re-establish the ranking. The re-ranking procedure is not mandatory and may, or may not, be enacted during the Framework term.

The re-ranking procedure could result in Suppliers moving between the Delivery Tier and the Reserve Tier, as well as changing relative position within the Tiers. Where a Supplier’s ranking position within the Framework changes, the User Guide will be updated accordingly.

Please refer to section 6 of Appendix C - Framework Information for full details on how and why a re-ranking procedure may take place.

6. Background to Procurement

How the Framework was established

Contract Notice (2021/S 000-011304) was published on Find-a-Tender on 21st May 2021, inviting expressions of interest from potential Suppliers. The corresponding award notice is to follow.

The procurement process followed a Restricted tendering procedure as detailed in the Public Contracts Directive 20014/24/EU.

A shortlisting Supplier Selection stage was undertaken, resulting in 7 shortlisted Suppliers. Of these 7 Suppliers, 6 tenders were received. A detailed and thorough evaluation of the 6 tenders was undertaken by Coastal Partners and officers of Portsmouth City Council. The objective of the Framework was to establish a primary ranked Tier of 4 Suppliers and a reserve Tier of 2 Suppliers, which was met.

Framework documentation

If you wish to see copies of any of the tender documents used in setting up the Framework, please email your request to the Framework Administrator or liaise directly with your appointed Framework Advisor.

7. APPENDICES

The following appendices accompany the User Guide in a zip file.

- Appendix A - Supplier Services and Partners_v1.0
- Appendix B.1 – SCG Member Framework Access Agreement_v1.0
- Appendix B.2 – Non-Member Framework Access Agreement_v1.0
- Appendix C - Framework Information_v3.0
- Appendix D - Selection Procedure_v3.0
- Appendix E - Supplier Contacts_v1.0 (Issued after signed Access Agreement)
- Appendix F – Price List_v1.0 (Issued after signed Access Agreement)
- Appendix G – Quotation Information
- Appendix H - Framework Contract Data_v3.0
- Appendix I - Form of Agreement v3.0
- Appendix J - NEC4 PSC Work Order_v3.0
- Appendix K - NEC4 PSSC Work Order_v3.0
- Appendix L - Completion and Client Feedback Form