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Attachment 9 – Framework Schedule 1 Specification

RM6234 Medals and Insignia

1. **Background** 
   1. Crown Commercial Service are acting on behalf of Central Chancery of the Orders of Knighthood (CCOK) and Cabinet Office, who will be referred to in this document as the Buyer.
   2. CCOK is the department within The Queen’s Household which is responsible for state Medals and Insignia.
   3. This specification, which will form part of the Framework Agreement, sets out the Buyers requirements for the supply of Medals and Insignia which are presented by, or on behalf of The Queen at various times throughout the year.
   4. Up to 30 investitures are held annually at Buckingham Palace, in Edinburgh or Windsor Castle; approximately 65-100 people attend to receive their Medals and Insignia on each occasion. Some Medals and Insignia are awarded locally either by Lord Lieutenants or Departments.
   5. CCOK and Cabinet Office does not guarantee to place orders for work with particular Suppliers, but as an indication of the likely amount of work involved, average yearly requirement for purchasing Medals and Insignia awarded in recent years is attached at Appendix A.
   6. Detailed specifications for each Medal and Insignia have been provided. These specifications are definitive.
2. **Scope**
   1. The Supplier shall provide a cost-effective, flexible, high quality and value for money service, capable of fulfilling a broad range of Buyer requirements.
   2. The core requirements of the Framework Agreement shall include the following:
      1. Provision of high quality Medals and Insignia, including ribbons, boxes and anything else specified in this Specification, including the relevant Lot attachments that form part of this specification;
      2. Management of appropriate quality control procedures, including defect and repair procedures throughout the lifetime of the Framework Agreement;
      3. Management and resolution of all Buyer queries
      4. Management of the supply chain associated with this Framework Agreement;
      5. Provision of Management Information and reporting on spend and Buyer behaviour.
3. **The Requirement** 
   1. The Supplier shall be required to supply, Medals and Insignia, ribbons, boxes and anything else specified in this Specification, including the relevant Lot attachments that form part of this specification.
   2. The Supplier shall be required to receive and complete all orders received within the timescales agreed with the Buyer.
   3. **Order and Timescales**
      1. A main order of Medals and Insignia is placed each year by CCOK. This order will be placed towards the end of a calendar year for completion within approximately 6 weeks of the beginning of the following financial year.
      2. In addition to the main order placed by CCOK, the Supplier shall be required to receive and complete other orders for Medals and Insignia on an ad hoc basis. Timelines are to be agreed with the Buyer when placing the order.
      3. The Supplier shall ensure that an efficient order placement process is established, to allow Buyers to easily issue orders for their requirements.
      4. The Supplier shall ensure that they quote lead times for each order. These lead times shall be achievable ensuring that the required quality of Medals and Insignia is not compromised.
      5. The Supplier shall have contingencies in place to mitigate against delays to any lead times quoted.
   4. **Delivery and Ownership** 
      1. The Supplier shall ensure that a full UK national delivery service is provided (including Northern Ireland, Scotland and Wales).
      2. The Supplier shall ensure appropriate secure controls are established for the secure transportation and delivery of Medals and Insignia.
      3. All deliveries must be in sound condition, securely packaged and display the full address of the recipient of the order.
      4. The Supplier shall ensure that Buyers receive at least two working days’ notice of the delivery date prior to any delivery being made.
      5. Any special requirements relating to acceptance of a delivery of an order will be advised by the Buyer.
      6. The Supplier shall have contingencies in place for the delivery of Medals and Insignia to mitigate against any unforeseen delays.
      7. Ownership of the Medals and Insignia will not pass to CCOK until they have been delivered and accepted by an authorised member of CCOK.
      8. All new dies will remain the property of the Royal Household.
      9. The Supplier shall ensure that dies are held in a secure location to prevent unauthorised use.
   5. **Quality and Resource**
      1. The Supplier shall ensure that working methods and controls are documented and enforced to provide confidence that the Medals and Insignia meet the required standards specified in this Specification and the relevant Lot attachments that form part of this specification.
      2. The Supplier shall ensure that they have procedures in place to allow for early indication for defective and non-conforming products.
      3. The Supplier shall be required to provide samples, upon request by the Buyer, prior to an order being placed.
      4. Samples when requested must meet the specification within the tolerances allowed. Items that do not conform will be rejected.
      5. The Supplier shall use materials of high quality so that Medals, Insignia and associated products do not fade or tarnish, other than is reasonably expected of such materials, over its lifetime.
      6. The Buyer reserves the right to carry out random tests of materials used and where not to specification these items shall be returned to the Supplier and may result in any contract being revoked.
      7. The Supplier shall have processes in place to manage fluctuations in demand, ensuring that key supply chain dependencies are continuously monitored to ensure continuity of supply throughout the duration of the Framework Agreement.
      8. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that the service is not compromised during periods of peak demand.
      9. The Supplier shall have processes in place to ensure that their staff have the required quality and technical capability to enable Medals and Insignia to be provided in line with the needs of this Framework Agreement.
      10. The Supplier shall ensure that they have documented processes for the recruitment of staff who have the required capability, ensuring service quality is maintained.
      11. The Supplier shall have processes in place for the retention of appropriately skilled and qualified staff.
   6. **Defect Arrangements**
      1. The Supplier shall be responsible for the management and resolution of all issues and complaints associated with the provision of the Medals and Insignia. This shall include management of complaints regarding, for example, quality or delivery issues.
      2. The Supplier shall provide an escalation route for any complaints that have not been resolved within the specified timescales.
      3. Should the standard of Medals and Insignia, in the opinion of the Buyer not be to the standard specified in Schedule 1 Specification, the relevant Supplier will be informed and given the opportunity to rectify the defect as per the Specifications.
      4. Where there is a defect the Supplier shall bear the costs for any amendments required.
      5. If the Supplier incorrectly fulfils an order by sending faulty, non-conforming, incorrect or the wrong quantity of Goods, then the Buyer shall not be required to pay for those Goods. If the Supplier wishes to retrieve such Goods, the Supplier shall do so at their own expense and at a time suitable to the Buyer.
   7. **Repairs** 
      1. The Supplier shall provide any repairs to the Medal and or Insignia they produced upon request by the Buyer. Any Medal and or Insignia that has a fault within 2-3 years of delivery will be repaired free of charge by the Supplier.
      2. The Supplier shall inform the Buyer of any associated costings that fall outside of this period prior to commencing repair.
   8. **Framework / Contract Management**
      1. The Supplier shall provide details of named contacts within their organisation who will be responsible for and have the appropriate authority to deal with any problems / issues related to the production / delivery of Insignia and or Medals. These include issues such as (but not limited to) defective Insignia and or Medals, delivery etc.
      2. The Supplier shall provide a suitably qualified nominated contact (the "Supplier Framework Manager") who will take overall responsibility for delivering the Goods and/or Services required within this Framework Agreement, as well as a suitably qualified deputy to act in their absence.
      3. The Supplier Account Manager’s details shall be provided within five (5) working days of signing the Framework Agreement. The account manager shall have a minimum of two years relevant industry experience.
      4. The Framework Agreement will be managed by CCOK via a combination of reviews of the Supplier’s performance against the Performance Indicators, and via discussions and information-sharing on a regular basis between CCOK and the Supplier.
      5. The form and frequency of such discussions between CCOK and the Supplier shall be established during the initial six (6) Months of the Framework Agreement Period.
      6. This will be subject to review on an ongoing basis, to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.
   9. **Business Continuity and Disaster Recovery**
      1. Within thirty (30) days of the go-live, the Supplier shall establish appropriate Business Continuity and Disaster Recovery (BCDR) plans which shall cover appropriate measures and arrangements, to ensure continuity of the Services in the event of the failure or disruption to the Supplier’s systems, data, or workplace facilities.
      2. The Supplier shall ensure that:
         1. The Disaster Recovery Plan is comprehensive and details the processes by which significant disruptions will be managed to support Buyers in the event of any disruptions of significant scale and impact;
         2. The details of the Supplier’s process for the management of the potential emergency is clearly defined in the Business Continuity and Disaster Recovery Plan.
      3. In the event of an emergency or crisis management situation, the Supplier shall notify CCS and the Buyer immediately, and no later than 4 hours.
      4. The Supplier shall ensure that in the event of the failure or disruption to the Supplier’s normal working practices (systems, supply chain access and workplace facilities), the measures in place will ensure continuity of the Services.
   10. **Payments Terms** 
       1. The Supplier shall invoice for the main order via the stated procedures at the time when the purchase order is issued.
       2. For smaller orders the Supplier shall invoice CCOK within 30 days of delivery, giving details of the items supplied, their unit costs, total costs, any other costs and VAT as appropriate.
       3. CCOK will pay within 30 days of receipt of valid invoices, which has been agreed by the Budget Authoriser as being legitimate providing the goods are in a satisfactory condition.
       4. Invoices should be sent to CCOK at the address below:

**The Secretary**Central Chancery of the Orders of Knighthood  
St James’s Palace   
London   
SW1A 1BH

**Appendix A**

**Average Yearly Requirement for medals and insignia**

**Please note:** where the figure is 0 it does not mean that it will always be this level and small quantities of those items may be required during this contract.

|  |  |
| --- | --- |
| **Insignia / Medal** | **Av Yearly requirement** |
| **Garter Insignia: including Collar, Garter (Lady Companion) Garter (Knight Companion), Greater George, Ribbon, Lesser George and Garter Star** | There is likely to be a requirement for at least one set of Garter insignia. |
| **GCB Military Badge & Star (Gent)** | 2 |
| **GCB Military Badge & Star (Lady)** | 0 |
| **GCB Collar Military (Lady)** | 0 |
| **DCB Military Badge & Star** | 1 |
| **KCB Military Badge & Star** | 5 |
| **CB Military Badge (Gent)** | 25 |
| **CB Military Badge (Lady)** | 2 |
| **GCB Collar with Badge Appendant Civil (Gent)** | 1 |
| **GCB Collar with Badge Appendant Civil (Lady)** | 1 |
| **GCB Civil Badge & Star (Gent)** | 3 |
| **GCB Civil Badge & Star (Lady)** | 1 |
| **DCB Civil Badge & Star** | 3 |
| **KCB Civil Badge & Star** | 5 |
| **CB Civil Badge (Lady)** | 8 |
| **CB Civil Badge (Gent)** | 13 |
| **GCMG Collar (Lady)** | 2 |
| **GCMG Collar (Gent)** | 2 |
| **GCMG Badge & Star (Lady)** | 2 |
| **GCMG Badge & Star (Gent)** | 2 |
| **DCMG Badge & Star** | 4 |
| **KCMG Badge & Star** | 8 |
| **CMG Badge (Lady)** | 7 |
| **CMG Badge (Gent)** | 20 |
| **GCVO Badge & Star (Lady)** | 1 |
| **GCVO Badge & Star (Gent)** | 5 |
| **DCVO Badge & Star** | 6 |
| **KCVO Badge & Star** | 10 |
| **CVO Badge (Lady)** | 10 |
| **CVO Badge (Gent)** | 20 |
| **LVO Badge (Lady)** | 10 |
| **LVO Badge (Gent)** | 15 |
| **MVO Badge (Lady)** | 25 |
| **MVO Badge (Gent)** | 30 |
| **RVM Gold (Lady)** | 1 |
| **RVM Gold (Gent)** | 3 |
| **RVM Silver (Lady)** | 10 |
| **RVM Silver (Gent)** | 20 |
| **Honorary RVM Gold (Lady)** | 0 |
| **Honorary RVM Gold (Gent)** | 0 |
| **Honorary RVM Silver (Lady)** | 0 |
| **Honorary RVM Silver (Gent)** | 0 |
| **Bar to the Royal Victorian Medal** | 5 |
| **RVC (Lady)** | 0 |
| **RVC (Gent)** | 0 |
| **GBE Military Badge & Star (Gent)** | 2 |
| **GBE Military Badge & Star (Lady)** | 0 |
| **DBE Military Badge & Star** | 1 |
| **KBE Military Badge & Star** | 4 |
| **CBE Military Badge (Lady)** | 3 |
| **CBE Military Badge (Gent)** | 30 |
| **OBE Military (Gent)** | 60 |
| **MBE Military (Gent)** | 150 |
| **BEM Military (Gent)** | 10 |
| **GBE Civil Badge & Star (Gent)** | 4 |
| **GBE Civil Badge & Star (Lady)** | 2 |
| **DBE Civil Badge & Star** | 40 |
| **KBE Civil Badge & Star** | 20 |
| **CBE Civil Badge (Lady)** | 90 |
| **CBE Civil Badge (Gent)** | 200 |
| **OBE Civil Badge (Gent)** | 240 |
| **OBE Civil Badge (Lady)** | 200 |
| **MBE Civil Badge (Lady)** | 420 |
| **MBE Civil Badge (Gent)** | 490 |
| **BEM Civil (Lady)** | 450 |
| **BEM Civil (Gent)** | 380 |
| **CH Badge (Lady)** | 2 |
| **CH Badge (Gent)** | 3 |
| **Knight Bachelor’s Badge** | 60 |
| **DSO Badge** | 0 |
| **Queen’s Gallantry Medal (Lady)** | 1 |
| **Queen’s Gallantry Medal (Gent)** | 7 |
| **George Cross (Lady)** | 0 |
| **George Cross (Gent)** | 0 |
| **George Medal (Lady)** | 1 |
| **George Medal (Gent)** | 3 |
| **Imperial Service Medal** | 900 |
| **Queen’s Fire Service Medal** | 16 |
| **Queen’s Police Medal** | 60 |
| **Queen’s Ambulance Medal** | 14 |
| **Queen’s Commendation for Bravery** | 10 |
| **Ad hoc** | As required. |