**SPECIFICATION PART 1 - SERVICES**

**Service Specification**

This Service Specification sets out the characteristics of the deliverables that the Supplier Alliance Member shall be required to make available to Client and Additional Clients under this Crown Commercial Service (CCS) Building Materials and Equipment Framework Alliance Contract.

The Supplier Alliance Member is only able to provide the deliverables for the Lot(s) to which it has been appointed.

The scope for this CCS Building Materials and Equipment Framework Alliance Contract is for the supply, supply and installation and / or hire of a range of building materials and equipment as relevant to the Lot.

The Supplier Alliance Member shall have the ability to supply, supply & install and / or hire and erect a wide range of building materials and equipment consistent with the Lots in which it has a place.

This Framework Alliance Contract comprises of 9 lots as follows:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No | Lot Name | Supply Only | Supply & Install | Hire | National (N) or Regional (R) | Weightings | | |
| Price | | Quality (inc. Social Value) |
| 1 | Heavy Building Materials and 'One Stop Shop' | X |  | X | R | 40% | 60% | |
| 2 | Plumbing, Heating & Bathrooms | X |  |  | N | 60% | 40% | |
| 3 | Electrical Products | X |  |  | N | 60% | 40% | |
| 4 | Paints and Solvents | X |  |  | N | 60% | 40% | |
| 5 | Flooring | X | X |  | R | 60% | 40% | |
| 6 | Kitchens (Domestic) | X |  |  | N | 60% | 40% | |
| 7 | Personal Protective Equipment (Workwear, General and Specialist) | X |  |  | N | 60% | 40% | |
| 8 | Building and Construction Tools & Equipment – Purchase | X |  |  | N | 60% | 40% | |
| 9 | Building and Construction Tools & Equipment – Hire |  |  | X | R | 60% | 40% | |

**SERVICE SPECIFICATION**

**1. Legislation and Policy**

* 1. The Supplier Alliance Member shall be aware of and ensure compliance to all relevant current and future legislation, policy and standards including but not limited to:

1. **Legislation;**

ISO 9001 - Quality Management

ISO 10007:2017 - Quality management systems

ISO 14001 - Environmental Management

ISO 45001 - Occupational Health and Safety Management

Cyber Essentials or Equivalent

1. **Regulations;**

All Regulations reasonably relating to the supply, supply and installation and / or hire of the goods and / or services provided.

1. **Standards;**

All Regulations reasonably relating to the supply, supply and installation and / or hire of the goods and / or services provided.

1. **Policy;**

Building on the Government Construction Strategy 2016-2020, the Supplier Alliance Member shall follow the policies set out in The Construction Playbook. The Supplier Alliance Member shall support the adoption of measures aimed to improve efficiency and value for money to assist in the achievement of the targets set out in The Construction Playbook at both Framework Contract and Project Contract level.

The Construction Playbook has a number of key priorities. The *Supplier Alliance Member* shall provide support for committed to delivering better, faster and greener solutions that support and build the economy of the future while improving building and workplace safety, through measures such as;

1. Setting clear and appropriate outcome based specifications that are designed to drive continuous improvement and innovation
2. Standardising designs, components and interfaces
3. Driving innovation and Modern Methods of Construction
4. Advancing digital and data capability;
5. Creating sustainable, win-win contracting arrangements that incentivise better outcomes
6. Strengthening the financial assessment of suppliers and prepare for the rare occasions when things go wrong
7. Increasing the speed of end-to-end project and programme delivery
8. Improving building and workplace safety
9. Taking strides towards 2050 net zero commitment and focus on a whole life carbon approach
10. Promoting social value
    1. **Insurance**
       1. Supplier Alliance Members should refer to Clause 12 of the Building Materials and Equipment Framework Alliance Contract.
11. **Orders and Pre Contract Activities**
    1. The Supplier Alliance Member shall provide, implement, operate and maintain a clearly defined process for the management of estimating service enquires, mini competition tendering, purchase orders, complaints, and requests for advice at Project Contract Level.
12. **Customer Service Function**
    1. The Supplier Alliance Member shall manage and maintain a customer service function to address and respond to any orders, enquiries, complaints and request for advice from the following parties, but not limited to:
       * + 1. Client
           2. Additional Clients
    2. The Supplier Alliance Member shall ensure the customer service function supports the management of Additional Client orders, enquiries, complaints, and requests for advice through all means of communication, including but not limited to:
       * + 1. Online catalogue systems
           2. email
           3. letter
           4. telephone
       1. The Supplier Alliance Member shall not supply goods to an Additional Client without an official Purchase Order unless payment is made via a Public Sector Card (PSC).
    3. The Supplier Alliance Member shall ensure all telephone calls are charged at no more than a standard call rate (no premium rate telephone numbers are permitted). Standard rate in the UK means calls to local and national numbers beginning 01, 02 and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and all premium rate services.
    4. The Supplier Alliance Member shall ensure that the employees within its customer service function, including branch managers, have the relevant skills and knowledge of the Deliverables, Additional Clients relations and relevant technology, to address and resolve all enquiries, complaints and advice and support requests to the satisfaction of the Additional Client.
       1. The Supplier Alliance Member shall provide and maintain an appropriate level of customer service to comply with the Project Contract.
       2. The customer service function shall be staffed and operational from Monday to Friday (excluding Bank Holidays) inclusive, between the hours of 09:00 hrs to 17:00 hrs as a minimum. Additional Clients who may require extended operational hours will specify their requirement within the Project Brief and Project Contract.
       3. The Supplier Alliance Member shall provide an automated system out of these hours through a dedicated phone number and/or email address.
       4. The Supplier Alliance Member shall ensure all queries received are acknowledged within 2 working days.
       5. Supplier Alliance Members on Lot 1, Lot 8 and Lot 9 are required to supply a contact list for each of their branches. This must include a telephone number and email address for each branch & branch manager.
       6. Supplier Alliance Members on Lot 1, Lot 8 and Lot 9 shall ensure appropriate training & knowledge requirements are given to Branch Managers & key staff to ensure the smooth working of the framework.
    5. **Complaints Handling** 
       1. The Supplier Alliance Member shall have an established and auditable complaints handling procedure. This procedure shall include but not limited to
13. logging,
14. investigating,
15. managing,
16. escalating and
17. resolving complaints.
    * 1. The Supplier Alliance Member shall review and monitor the quality of the complaints handling procedure and shall introduce improvements to the procedure based on such reviews as part of continuous improvement.
      2. If requested by the Client and/or the Additional Client, the Supplier Alliance Member shall provide visibility of its complaints handling systems and shall provide a summary report on complaints received in line with agreed timescales.
      3. The Supplier Alliance Member shall log and respond to acknowledge each complaint within 2 working days of receipt.
      4. The Supplier Alliance Member shall resolve each complaint within the agreed number of working days of the complaint being raised and shall notify the Additional Clients if the complaint has not been resolved within this timescale.
      5. The Supplier Alliance Member shall ensure that increases in demand are managed effectively to safeguard capacity in order to protect the Additional Clients requirements throughout the procurement cycle, this includes but is not limited to ensuring the quality of the product and/or service is not compromised.
      6. The Supplier Alliance Member shall provide a consistent high level of service to each Additional Client, irrespective of size and scope of the Project Contract
    1. **Account Management**
       1. The Supplier Alliance Member shall identify and appoint a suitably qualified nominated contact (the “Framework Manager”) , as well as a suitably qualified deputy to act in their absence, within five (5) working days of the commencement of a Project Contract
       2. The Supplier Alliance Member shall send the Additional Client the contact details (name, email and telephone) of the designated Framework Manager for each Project Contract
       3. The deputy account manager shall have the same powers, authority and discretion as the Framework Manager to avoid any interruptions to the compliance with the Project Brief.
       4. The customer service function shall liaise with the Framework Manager to ensure a comprehensive handover, including the Form of Order in Appendix 3 of Framework Alliance Contract-1 is complete together with the relevant Project Contract.
       5. The Framework Manager shall be responsible for ensuring Additional Client satisfaction is maintained for the duration of the Project Contract and work collaboratively with the Additional Client to resolve issues which may affect satisfaction.
       6. The Supplier Alliance Member shall monitor and record the performance of the Framework Manager for the duration of each Project Contract, and shall identify areas for performance improvement including any training needs.
18. **Supply Chain**
    1. The Supplier Alliance Member shall ensure the coordination of all outputs provided by its supply chain in achieving the Deliverables, and shall effectively manage all interface risks to provide a seamless service for all Project Contracts for Additional Clients.
    2. The Supplier Alliance Member shall manage its Supply Chain to ensure that the required provision of the deliverables are consistently achieved.
    3. The Supplier Alliance Member is required to evidence its use of small and medium enterprises (SMEs) and Supported Factories in their supply chain and should indicate in their tender response how they plan to increase the use of SMEs throughout their supply chain where applicable and will be measured through the management of the framework.
19. **Pricing Structure, Fluctuations and Catalogue Requirements**
    1. The pricing structure for all lots 1 to 9 in this Framework Alliance Contract will comprise of two (2) elements:
20. **Core List:** Core list is defined as the items submitted by the Supplier Alliance Member as part of its bid submission.
21. **Non-Core List:** The Non-Core List is defined as products and services that an Additional Client may require over the duration of the Framework Alliance Contract and are not included within the Core List but are included within the scope of the Lot.The Non-Core List of discount rates and charges for services will not be evaluated at Framework level.
    * 1. The products and services listed in “*Framework Prices*” shall become the Core List and Non-Core List for each of the Lots.
      2. The Supplier Alliance Member shall:
         1. work with the Client to ensure that all products in the Core List for each Lot are available from the Framework Alliance Contract Start Date, and throughout the Framework Alliance Contract Period.
         2. work with the Client to review the Core List for each Lot to ensure it continually reflects the highest volume items purchased by the Additional Client or that are no longer relevant to Additional Clients or the market, and that should be considered for removal from the Core List.
         3. reviews will take place in accordance with Framework Schedule 7 (Framework Management).
         4. work with the Client to identify further opportunities to rationalise and standardise the products included those in the Core List for each Lot. This should be captured via the Framework Schedule 7 (Framework Management) and this information shared with the Client and the Additional Client on a 6 monthly basis.
         5. offer new, innovative and cost effective products to be considered for inclusion in the Core List as a result of developments in the market. The Client will, at its complete discretion, approve or reject all proposed changes. Any accepted changes shall be made in accordance with Schedule 6 - Special Term 7 (Variations) of the Framework Alliance Contract.
    1. **General Pricing Provisions**
       1. The Framework Prices set out in the Framework Proposals (Pricing Matrix) are the maximum that the Supplier Alliance Member may charge pursuant to any Project Contract.
       2. The Supplier Alliance Member acknowledges and agrees that any prices submitted in relation to a Project Brief shall be equal to or lower than the Framework Prices.
       3. The Supplier Alliance Member acknowledges and agrees that the Framework Prices cannot be increased during the Framework Period other than in the situations described in paragraph 5.2.1.
    2. **Adjustment Of The Framework Prices**
       1. The Framework Prices shall only be varied:
          1. due to a Specific Change in Law in relation to which the Alliance Members agree that a change is required to all or part of the Framework Prices in accordance with Clause 8.2 (Legislative Change);
          2. where all or part of the Framework Prices are reviewed and reduced in accordance with the Continuous Improvement Plan;
          3. where all or part of the Framework Prices are reviewed and reduced in accordance with Supplier Alliance Member periodic assessment of Framework Prices; or
          4. where Framework Prices or any component amounts or sums thereof are identified in paragraph 6 below as being subject to increase by way of Indexation.
          5. the Framework Prices will remain fixed for the first one (1) Contract Year.
          6. Percentage Fees, percentage additions (e.g. in respect of Profit) and percentage adjustments (e.g. in respect of regional or complexity adjustments) shall remain fixed for the duration of the Framework Period and not subject to increase by way of indexation under any circumstances.
    3. **Supplier Alliance Member Periodic Assessment Of Framework Prices**
       1. Every six (6) Months during the Framework Period, the Supplier Alliance Member shall assess the level of the Framework Prices to consider whether it is able to reduce them.
       2. Such assessments by the Supplier Alliance Member shall be carried out on 1 June and 1 January in each Contract Year (or in the event that such dates do not, in any contract year, fall on a working day, on the next working day following such dates). To the extent that the Supplier Alliance Member is able to decrease all or part of the Framework Prices it shall promptly notify the Client in writing and such reduction shall be implemented in accordance with paragraph 7.1.2 below.
    4. **Indexation** *(meaning the adjustment of an amount or sum in accordance with paragraph 5.5)*
       1. The following maximum Framework Prices are subject to increase by way of Indexation:
          1. The Core List and Non-Core List of prices for additional services.
          2. for the avoidance of doubt, any Framework Prices not specifically listed in this paragraph 5.4.1 shall remain fixed for the duration of the Framework Period and shall not be subject to increase, by way of indexation or otherwise, under any circumstances.
          3. Where the Framework Prices are identified in paragraph 5.4 as being subject to increase by way of Indexation, the following provisions shall apply:
          4. all Framework Prices will remain fixed for the first one (1) Contract Year.
          5. the first Indexation Adjustment Date shall be two Contract Years after the Framework Commencement Date.
          6. subsequent Indexation Adjustment Date(s) shall be at the expiry of each subsequent Contract Year.
          7. the Indexation adjustment shall be determined by multiplying the relevant Framework Price by the percentage increase or decrease in the Consumer Price Index (CPI) published for the twelve (12) months ended on the month immediately preceding the relevant Indexation Adjustment Date, as per the following formula:

First Indexation Adjustment Date = October 2022

[Consumer Price Index Inflation January 2021](https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/consumerpriceinflation/january2021)

CPI Index data is published monthly by the Office for National Statistics ([www.ons.gov.uk](http://www.ons.gov.uk/)).

* + - 1. where the published CPI Index figure at the relevant Indexation Adjustment Date is stated to be a provisional figure or is subsequently amended, that figure shall apply as ultimately confirmed or amended unless the Client and the Supplier Alliance Member shall agree otherwise.
      2. if the CPI Index is no longer published, the Client and the Supplier Alliance Member shall agree a fair and reasonable adjustment to that index (taking account of relevant contemporary data) or, if appropriate, shall agree a revised formula that in either event will have substantially the same effect as that specified.
      3. For the avoidance of doubt, except as set out in this Paragraph 5, neither the Framework Prices nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier Alliance Member or Supply Chain members of the performance of their obligations and any Project Contract.
  1. **Implementation of Adjusted Framework Prices**
     1. Variations in accordance with the provisions of this Schedule 12 to all or part of the Framework Prices (as the case may be) shall be made by the Client to take effect:
        1. in accordance with Clause 8.2 (Legislative Change) where an adjustment to the Framework Prices is made in the Framework Brief;
        2. on 1 July for assessments made on 1 June and on 1 February for assessments made on 1 January where an adjustment to the Framework Prices is made;
        3. on the review adjustment date where an adjustment to the Framework Prices is made;

or

* + - 1. on the Indexation Adjustment Date where an adjustment to the Framework Prices and the Alliance Members shall amend the Framework Prices to reflect such variations.
  1. **Charges Under Project Contract Agreements**
     1. For the avoidance of doubt any change to the Framework Prices implemented pursuant to the Framework Alliance Contract are made independently of, and, subject always to the Framework Alliance Contract and shall not affect the Framework Prices payable by an Additional Client under a Project Contract in force at the time a change to the Framework Prices is implemented.
     2. Any variation to the Framework Prices payable under a Project Contract must be agreed between the Supplier Alliance Member and the Additional Client and implemented in accordance with the provisions applicable to the Project Contract.
  2. **E-Commerce Transactions With Central Government Bodies**
     1. The Supplier Alliance Member acknowledges and agrees that the Government’s wide strategy of ‘Digital by Default’(https://www.gov.uk/government/publications/government-digital-strategy) endorses a commitment to implement e-commerce systems, including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government’s purchasing transactions.
     2. The intent is to migrate, wherever practically possible, all Government’s purchasing to an e-commerce environment.
     3. The Supplier Alliance Member acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier Alliance Member shall be required to comply with the relevant requirements set out by the relevant Central Government Body in their Statement of Requirements during the Competitive Award Procedure and/or terms of the relevant Project Contract.
  3. **Non-Core List**
     1. In addition to the Core List, the Supplier Alliance Member shall make available to the Additional Client(s) additional goods and services. These products and services shall be known as the Non-Core List. With Client approval, products in high demand may be transferred to the Core List in accordance with Paragraph 5.1.2 above.
     2. Products and services contained within the Non-Core List are to be charged to the Additional Client by:
        1. Minimum discount off the list price, as per the Non-Core List in “*Framework Prices”* and
        2. Open Book Costing – All Lots.
  4. The Core List must be made available via the Government eMarketplace (or replacement) by the Supplier Alliance Member.
  5. Where the Core List Framework Proposals points to specific products please note equal or approved shall be satisfactory.
  6. The Core List must also be made available via any other catalogue offering that the Client wishes to make available to Additional Clients during the course of the Framework Alliance Contract. The Supplier Alliance Member shall as required from time to time provide additional catalogue content/ information/ functionality at the request of the Client or Additional Client as any catalogue platform may develop over the term of this Framework Alliance Contract.
  7. The Client shall allocate a machine readable coding system to be applied to all Core List Products (CCS Item code) during the mobilisation period and prior to uploading into any on-line catalogue purchasing system that the Client has developed.
  8. The Construction Products Digital Object Identifier (CPDOI) is provided by BSI & NBS and supported by the Construction Products Association. The CPDOIs can be used across the supply chain to ensure traceability, maintainability and accuracy of their product data. It will allow all those involved in the supply, specification, use and maintenance of construction products to always access a set of controlled, standardised and up-to-date product information, through a simple digital identifier.

Following the award notification and during the mobilisation period of the Framework Alliance Contract the Supplier Alliance Member shall provide CPDOI against the Core List for each of their registered products (in the form of a digital object identifier)

* 1. The catalogues mentioned in 5.9 and 5.11 above provide a list of Goods which will be required by Additional Clients during the Framework Alliance Contract Period. The Supplier Alliance Member shall ensure that the products are listed in “*Framework Prices”* and shall be comprised of **Core List items only**.
     1. The catalogues shall include all of the individual products specified in the Core List detailed in “*Framework Prices”*.
     2. The Supplier’s prices will be fixed at point of customer order (checkout) or system generated quote (for subsequent input to customer P2P/Enterprise Resource Planning (ERP) systems for authorisation and purchase order production) and must be honoured for a period of up to thirty (30) days to allow for Buyer authorisation processes.
     3. The Supplier Alliance Member may be required to provide Government Department landing pages to support the Additional Clients. The catalogue structure for the Government eMarketplace (or replacement) will require the completion of a catalogue builder file by the Supplier Alliance Member. The Supplier Alliance Member shall ensure current available stock is included in the online catalogue and should be update every 24 hours through the term of the Framework Alliance Contract.
     4. The Supplier Alliance Member must be responsible for the provision and support of the necessary infrastructure required to implement the on-line solution for the Additional Client and for any associated running costs throughout the Framework Alliance Contract Period.
     5. The Client recognises that from time to time there will also be a requirement to order goods and additional services which are not included in the Framework Core List. This route will be defined as the Non-Core List and will be managed in accordance with Schedule 4 (Award Procedure) and Schedule 5 (Template Project Documents), of the Framework Alliance Contract. Non-Core List products will be actively monitored by the Client and by Supplier Alliance Members.
     6. The Supplier Alliance Member will be required to provide a consistently high level of availability for Goods on the catalogue.
     7. The Supplier Alliance Members should also support the Client to identify further opportunities to rationalise and standardise the goods included in the Core List Catalogue, in addition to suggesting additional items to be considered for inclusion due to developments within the market.
     8. The Supplier Alliance Member must implement any agreed changes to the Core List Catalogue within two working days of any such amendment being agreed by the Client and the Supplier Alliance Member.
     9. The Supplier Alliance Member may be requested to create catalogues for individual Additional Clients in an Online Form. This is to be determined between the Additional Client and the Supplier Alliance Member at Project Contract Stage.
     10. The Additional Client may request the Supplier Alliance Member to create electronic catalogues in line with their own systems and processes, or hard copy catalogues. This will be determined by the Additional Client and the Supplier Alliance Member at Project Contract Stage.
     11. The following information, as a minimum, shall be included in the catalogue:

1. In respect of the individual product items:
2. A photographic image or other appropriate representation where required
3. A short to long description (including product specification and dimensions);
4. The name of the manufacturer (where appropriate);
5. Contract reference;
6. Key word;
7. Lead time;
8. Name;
9. Unit of measure;
10. Unit of purchase quantity
11. The product code number
12. The denomination of quantity
13. Minimum Order quantity
14. UNSPSC
15. The price of the product excluding VAT
16. NATO Stock Code or CCS item code
17. ISO/BS accreditations
18. Recycled material content
19. Recyclability of product %
20. Sustainable product alternative;
21. Identify Government Buying Standard Compliance;
22. Identify an Ecolabel, where applicable;
23. Safety Information data sheet where applicable, this may include but is not limited to COSHH or Material Safety Data Sheet and safe usage instructions;
24. k) Provide Technical Data Sheet with products where applicable;
25. Identify WRAS approved products, if applicable.
    1. Additional Clients shall Direct Award in accordance with Schedule 4 (Award Procedure) and Schedule 5 (Template Project Documents), Award Criteria of the Framework Alliance Contract.
    2. The “*Framework Prices”* incorporated in shall incorporate a minimum percentage discount which is applied at Project Contract. Additional Clients may receive further percentage discount subject to the Competitive Award procedure.
    3. The Supplier Alliance Member shall continually seek to offer Additional Clients best Value for Money. (Please refer to Framework Alliance Contract, Cl. 6.1.2, Continuous Improvement Plan).
    4. Additional Clients may wish to apply a pricing structure that varies from that applied at appointment to the Framework Alliance Contract. This may include but is not limited to price breaks and volume discounts which shall be applied by the Additional Client at Project Contract stage.
    5. The Supplier Alliance Member is required and shall offer price promotions to Additional Clients that are not less than the minimum discount offered on their Core Lists at intervals specified by the Additional Client.
    6. **Additional Services**
       1. Additional Clients may require additional services which will be determined at the Project Contract stage. The scope of additional services is, but not limited to, as follows:
26. Imprest van stock
27. Dedicated counter service at a local branch
28. Managed Stores solution
29. On Site Stores solution
30. Measuring Service
31. Samples
32. Installation and Fitting Service
    * 1. The Supplier Alliance Member may be requested to provide an out of hour’s service to the Additional Client. This out of hour’s service must be made available to the Additional Client and accessible 24 hours a day, 7 days a week. This will be determined by the Additional Client at the Project Contract stage.
33. **Minimum Order Quantities**
    1. Goods supplied under this Framework Alliance Contract to Additional Clients will not be subject to minimum order quantities. In the case of plant hire and equipment, minimum durations shall be one day.
34. **Economic Order Quantities**
    1. At Project Contract stage, the Supplier Alliance Member shall notify Additional Clients of the most economical way to acquire the quantity of Goods they require, given consideration to the Economic Order Quantity. For the purpose of this Framework Alliance Contract Economic Order Quantity is defined as the ‘most cost effective way for an Additional Client to order Goods taking into consideration quantities ordered and/or frequency of deliveries’.
35. **Delivery**
    1. The Supplier Alliance Member’s delivery obligations must be in accordance with the Additional Client’s requirements as communicated at Project Contract stage.
    2. The Supplier Alliance Members on Lots 2,3,4,6,7 and 8 shall provide a full UK delivery service, including Northern Ireland and offshore Islands. UK Standard Delivery is included within the “*Framework Prices*”.
    3. The Supplier Alliance Members on Lots 1,5 and 9 shall provide a delivery and/or Additional Client collection service as applicable. Standard UK Delivery is included within the “*Framework Prices*”.
       1. Standard UK Non-Mainland Delivery is an option for Additional Clients included within the “*Framework Prices*” which is non-evaluated.
       2. UK Mainland Next Day delivery is an option for Additional Clients included within the “*Framework Prices*” which is non-evaluated.
    4. The Supplier Alliance Member shall facilitate overseas delivery for Additional Clients, which will be determined by the Additional Client at Project Contract stage.
    5. Items shipped outside of the UK mainland (not including Northern Ireland and offshore Islands) shall be shipped at cost. The Additional Client will require full transparency of any supplementary shipping or transport costs. The Supplier Alliance Member shall be responsible for arranging any relevant duties and export (DDP) in line with UK Government export procedures where applicable.
    6. Unless agreed by the Additional Client at Project Contract stage, part delivery will not be acceptable.
    7. In the pursuit of general sustainability good practice the Supplier Alliance Member shall endeavour, directly and through their supply chain and other partners, utilise the most carbon efficient means of transporting goods to site from their source, in an effort to reduce the carbon impact of transportation.
    8. The goods and/or services, when delivered, must be accompanied by an advice note showing; purchase contract number, date of delivery, quantity and full description of the goods. The Supplier Alliance Member shall obtain a signature from an authorised signatory of the Additional Client.
36. **Packaging**
    1. The Supplier Alliance Member should take all steps to ensure that all packaging should be minimised, recycled and recyclable where applicable. The Client will be seeking Supplier Alliance Members to continuously improve on the packaging materials used over the duration of the Framework Alliance Contract.
    2. The Supplier Alliance Member shall provide all packaging in conformance with The Packaging (Essential Requirements) Regulations 2015 (SI 2015/1640) (“the Regulations”) as further amended. Information with regards to the Packaging Regulations can be found at:

[Environmental management : Waste - detailed information](https://www.gov.uk/environmental-regulations)

1. **Product Labels** 
   1. All Goods shall be labelled with the following:

|  |  |
| --- | --- |
| 1 | Item Description |
| 2 | Package Quantity |
| 3 | Weight of package (Kg) |
| 4 | Supplier Alliance Members Name |
| 5 | **Contract Number** |
| 6 | Order Number |
| 7 | **Customer Reference** |
| 8 | Date of supply |
| 9 | Chain of Custody number (if applicable) |
| 10\* | Item Identification |

\* Item Identification relates only to Lot 9- Building and Construction Equipment – Hire.

* 1. The Ministry of Defence (MOD) have their own packaging requirements which will be determined and agreed with the Supplier Alliance Member at the Project Contract stage. Examples of these specific requirements include barcode labelling in a specified format and NATO Stock Numbers.
  2. At Project Contract stage the Additional Client may request the Supplier Alliance Member to issue Dispatch notes.

1. **Availability of Goods**
   1. In the event of Core List Goods items being unavailable, the Supplier Alliance Member is expected to notify the Additional Client on the same day or within 24 hours (4 hours in the case of Building and Construction Equipment - Hire Lot 9) of a purchase order being received by the Supplier Alliance Member, the Supplier Alliance Member shall offer equivalent Goods or Goods of a higher specification at the same price unless otherwise agreed with the Additional Client at the Project Contract stage.
   2. The Additional Client reserves the right to cancel any order where the Supplier Alliance Member is unable to offer a suitable alternative.
2. **Cancellation Policy**
   1. The Client requires the Supplier Alliance Member to provide a free of charge cancellation policy for any items cancelled by the Additional Client.
   2. The free of charge cancellation policy will apply to all orders which have not been dispatched by the Supplier Alliance Member to the Additional Client.
   3. Where the Supplier Alliance Member has dispatched Goods, all returns will be subject to the Returns Policy (13)
3. **Returns Policy** 
   1. The Supplier Alliance Member will accept returns within 28 days of the delivery date where items are returned by the Additional Client unused, in a saleable condition, with their original packaging and with all component parts and any promotional items. Any refunds are to issued to the Additional Client’s account. It should be acknowledged that some items will have a re-stocking charge payable by the Additional Client and this should be agreed at Project Contract stage.
   2. The Supplier Alliance Member may be requested to offer a buy back service to Additional Clients for occasions where delivered goods are in excess of the Additional Client’s final requirements. This shall be determined by the Additional Client and the Supplier Alliance Member at Project Contract stage.
4. **Faulty Goods**
   1. Where the Supplier Alliance Member issues a faulty or inaccurate product, the Supplier Alliance Member shall provide the Additional Client with a full refund or replacement goods within 48 hours, or as agreed with the Additional Client.
   2. The Supplier Alliance Member shall provide replacement Goods and delivery as per the Project Contract free of charge.
5. **Quality** 
   1. The Supplier Alliance Member shall ensure that all Goods provided on the Core and Non-Core List are of a quality that meets the relevant statutory legislation e.g. all relevant British, European Standards or other International Standards where applicable (including CE marking). Applicable standards can be found online at:

[BSI: Standards, Training, Testing, Assessment and Certification](http://www.bsigroup.com/en-GB/)

[ISO - International Organization for Standardization](http://www.iso.org/iso/home.htm)

* 1. The Supplier Alliance Member shall operate a Quality Management System that is relevant to the parts of the organisation that will deliver the requirement applicable to this Framework Alliance Contract which is based on the principles of ISO 9001 or the European Foundation for Quality Management EFQM Excellence Model criteria, or equivalent.
  2. The Supplier Alliance Member shall be accredited to ISO 9001 or equivalent at award of the Framework Alliance Contract.

1. **Construction Products Regulator**
   1. Supplier Alliance Members shall engage and comply with the newly formed Construction Products Regulator.

Including participation in the Code for Construction Products Information (CCPI) when marketing and describing the performance of a product

* 1. Where a manufacturer places a construction product on the market and that product is covered by a harmonised standard or a European Technical Assessment has been issued for it, the manufacturer must draw up a Declaration of Performance which must contain:
* Product reference
* Systems of assessment and verification or consistency of product performance
* Reference of the applicable harmonised standard or European Technical Assessment
* Intended use or uses for the product
* Declared performance based on the assessment according to the applicable harmonised standard or European Technical Assessment
  1. Supplier Alliance Members shall keep abreast with the Construction Products Association ensuring that any new policies, solutions or recommendations are considered and incorporated where necessary.
  2. Following the Declaration of Performance the manufacturer shall affix a CE marking to the product.
  3. Obligations of manufacturers, importers and distributors
     1. Manufacturers must:
* prepare technical documentation and on its basis draw up a Declaration of Performance and affix CE marking to the product.
* ensure that the product maintains its conformity with the Declaration of Performance. Where manufacturers consider that the product no longer conforms with the Declaration of Performance, they must immediately take the necessary corrective measures or withdraw or recall the product from the market.
  + 1. Importers must:
* ensure that the product bears CE marking and is accompanied by the required documentation;
* avoid placing the product on the market if they consider it is not in conformity with the Declaration of Performance;
* ensure that the product maintains its conformity with the Declaration of Performance and that its transport or storage do not jeopardise its performance. Where a product does not conform with the Declaration of Performance, importers must immediately take the necessary corrective measures or withdraw or recall the product from the market.
  + 1. Obligations of distributors include:
* ensuring that the product bears CE marking and that it is accompanied by the required documentation;
* not making the product available on the market if they consider it does not conform with the Declaration of Performance, until it is brought into conformity or until the Declaration of Performance is corrected;
* ensuring that the product’s transport or storage do not jeopardise its performance. Where a product does not conform with its Declaration of Performance, distributors must ensure the necessary corrective measures are taken, or that the product is withdrawn or recalled from the market.
  1. Harmonised technical specifications
     1. Harmonised technical specifications include **harmonised standards** and **European Assessment Documents**. Harmonised standards are drawn up by European standardisation bodies ([European Committee for Standardization](http://www.cen.eu/Pages/default.aspx) or [European Committee for Electrotechnical Standardization](http://www.cenelec.eu/)) on the basis of requests issued by the [European Commission](http://eur-lex.europa.eu/summary/glossary/european_commission.html). Harmonised standards define the **methods and the criteria** for assessing the performance of construction products.
     2. If a construction product is not covered or not fully covered by a harmonised standard, manufacturers may request a **European Technical Assessment**, issued by one of the Technical Assessment Bodies on the basis of a European Assessment Document developed by the [European Organisation for Technical Assessment](http://www.eota.eu/en-GB/content/who-we-are/33/).The European Technical Assessment is a documented assessment of the performance of a construction product, in relation to its essential characteristics.
     3. Harmonised standards and European Technical Assessments create a common technical language used by all players in the construction sector and enable manufacturers to draw up the Declaration of Performance and affix the CE marking. References of harmonised standards and of European Assessment Documents are published in the *Official Journal of the European Union*.

[EU Construction Products Regulation and CE marking, including UK product contact point for construction products](https://www.gov.uk/guidance/eu-construction-products-regulation-and-ce-marking-including-uk-product-contact-point-for-construction-products)

1. **Guarantees and Warranties**
   1. The Supplier Alliance Member shall provide manufacturers free standard guarantees on all Goods supplied to Additional Clients.
   2. The Supplier Alliance Member may be requested to provide additional Warranty Periods which shall be agreed between the Supplier Alliance Member and the Additional Client at the Project Contract stage.
2. **Goods Compatibility**
   1. The Additional Client may require the Supplier Alliance Member to provide Goods which are compatible with the Additional Client’s existing Goods. These Goods will be specified by the Additional Client at Project Contract stage.
3. **Operational Support**
   1. **Installation, operating and maintenance instructions**
      1. Installation, operating and maintenance instructions shall be supplied with all Goods as appropriate, and will give clear and precise instructions on how the Goods are to be installed, operated, maintained and cleaned safely.
      2. Operator safety instructions shall be provided with the Goods (where applicable).
      3. The Supplier Alliance Member shall ensure compliance with the Provision and Use of Work Equipment Regulations (PUWER) 1998 or PUWER Northern Ireland 1999 where applicable for any supplied equipment.
      4. See para 34: **Building Information Modelling (BIM)**
4. **Management Information**
   1. The Supplier Alliance Member provides management information in accordance with Framework Schedule 7 (Management).
5. **Business Continuity**
   1. The Supplier Alliance Member shall have both a business continuity plan and a crisis management plan in place that are sufficiently robust to enable the Supplier Alliance Member to continue to achieve the Deliverables in all circumstances.
   2. The business continuity plan and crisis management plan shall be reviewed annually as a minimum and after any incident experienced by the Supplier Alliance Member and / or the Additional Client that has had an adverse impact on its ability to achieve the Deliverables.
6. **Prompt Payment**
   1. The Supplier Alliance Member shall pay any undisputed invoices to its supply chain within 30 days in line with the Public Contract Regulations 2015 and in line with PPN 07/20:

[Procurement Policy Note 07/20 - Taking account of a bidder's approach to payment in the procurement of major government contracts](https://www.gov.uk/government/publications/procurement-policy-note-0720-taking-account-of-a-bidders-approach-to-payment-in-the-procurement-of-major-government-contracts)

* 1. **Fair Treatment of Suppliers**
     1. Public sector clients should pay promptly all monies properly due and in any event within the contractually required timescales. In scope public sector clients are required to pay valid and undisputed invoices within 30 days and shall make sure these terms are passed down the supply chain.
     2. Length of contracts and notice period are agreed fairly with suppliers.

1. **Health and Safety**
   1. The Supplier Alliance Member shall have a process for providing employees with health and safety training and any other information appropriate to the activities likely to take place, and ensuring the on-site welfare of all employees in compliance with all health and safety and welfare regulations.
   2. The Supplier Alliance Member shall regularly check, review and where necessary improve health and safety performance.
   3. The Supplier Alliance Member shall fully understand their duties under Construction (Design and Management) Regulations 2015 must be able to and must discharge these duties accordingly.
   4. Application of Construction (Design and Management) Regulations 2015 will be identified for each Project Contract the requirements of which the Supplier Alliance Member shall implement accordingly.
   5. The Supplier Alliance Member shall manage health and safety in line with the requirements for Project Contracts that may include but is not limited to:
      1. undertaking, managing and monitoring risk assessments;
      2. the provision of safe systems of work, including risk assessments, method statements and permits to work;
      3. applying for permits to work;
      4. monitoring site works to ensure compliance with legal requirements at all times;
      5. ensuring that all relevant documentation is available on site at all times;
      6. conducting regular site inspections;
      7. reporting of hazards and risks;
      8. monitoring, following up and reporting on corrective actions and non-conformances as they are identified;
      9. monitoring and reviewing incident reports, third-party reports (i.e. HSE) and complaints;
      10. holding regular health and safety meetings with all relevant Alliance Members as required.
      11. ensuring that adequate resources are available to undertake works in compliance with all Law and the Client and Additional Clients health and safety policies;
      12. ensuring that all of their employees have the correct training, knowledge and equipment to carry out the works safely (including relevant induction);
      13. ensuring that its supply chain has the correct training, knowledge and equipment to carry out the Deliverables safely (including relevant induction);
      14. conducting and reporting on regular safety inspections as required;
   6. The Supplier Alliance Member shall be accredited with or willing to work towards with ISO 45001 Occupational Health and Safety Management or equivalent certification or statement at award of the Framework Alliance Contract.
2. **Continuous Improvement and Continuous Improvement Plan**
   1. The Supplier Alliance Member shall have an effective process for identifying potential issues and faults to Deliverables.
   2. The Supplier Alliance Member shall continuously monitor the performance of its own Account Management function and shall have an appropriate system in place to identify any issues in the supply of Deliverables enabling prompt mitigation measures to be carried out.
   3. The Supplier Alliance Member shall make all reasonable efforts to identify changes to enhance efficiency, accelerate the delivery schedule, reduce the cost or achieve alternative benefits through continuous improvement plans. The Supplier Alliance Member shall propose such changes to the Additional Client and implement any agreed changes to the works schedule.
   4. The Supplier Alliance Member shall establish suitable benchmarks to monitor and measure its performance when providing the Deliverables under this Framework Alliance Contract to identify areas for improvement and development.
   5. When implementing continuous improvement plans, initiatives or innovation, the Supplier Alliance Member shall have an established change management procedure, including project management, communications plans, training requirements, contingency planning and subsequent lessons learnt activities, to ensure the effective delivery of customer requirements with minimal disruption.
   6. The Supplier Alliance Member shall produce a Continuous Improvement Plan in accordance with Clause 6 of the Framework Alliance Contract as the start of each contract year.
3. **Data and Security Personnel**
   1. The Supplier Alliance Member shall comply with Government Data Protection Regulations 2016 (GDPR) and the Government Security Classification 2018, which may be accessed using the link below:

[Government Security Classifications](https://www.gov.uk/government/publications/government-security-classifications)

* 1. The Supplier Alliance Member shall recognise that some data provided under the Framework Alliance Contract and in Project Contracts will be protectively marked and/or may contain potentially sensitive information. The Supplier Alliance Member shall protect such data in accordance with the security classification and shall also ensure that GDPR compliant data management systems are in place.  Further information and/or requirements in respect of sensitive data will be provided in Project Contracts.
  2. The data security classification for this Framework Alliance Contract shall be OFFICIAL TIER.
  3. If Project Contracts require a security classification in excess of OFFICIAL TIER, this will be specified within the Project Contract.

1. **Cyber Essentials**
   1. The Supplier Alliance Member shall demonstrate that they meet the technical requirements prescribed by the Cyber Essentials Scheme. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a basic level of assurance which is known as Cyber Essentials and a more advanced level of assurance known as "Cyber Essentials Plus" (see Non-Standard requirements). With regard to the Deliverables, Suppliers Alliance Members shall demonstrate that they have achieved the minimum level of assurance known as “Cyber Essentials” by providing an up-to-date certification or alternative equivalent standard. Alternative certification standard offering a similar level of assurance and scope may be acceptable subject to review.
   2. Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link:

[Cyber Aware - NCSC.GOV.UK](https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf)

* 1. For some Projects Contracts, Cyber Essential Plus is the minimum certification that may be required and this will be noted in the Project Brief.  In such cases a Cyber Essentials Plus Certificate will need to be obtained and maintained all as set out above in respect of Cyber Essentials as may be required in the Project Brief. Alternative equivalent certification standard offering a similar level of assurance and scope may be acceptable subject to review.
  2. The Supplier Alliance Member shall ensure their supply chain has Cyber Essentials as a minimum level of certification.

1. **Personnel Security**
   1. The Supplier Alliance Member shall ensure all personnel for all Project Contracts will have Basic Personnel Security Standard (BPSS) clearance. Security Clearance (SC) and/or detailed vetting (DV) may be required for some Project Contracts.
   2. If required by the Additional Client, the Supplier Alliance Member shall ensure that its personnel undertake and comply with all personal security clearance vetting prior to the receipt of ‘Official – Sensitive’ or higher security classified documentation.
   3. The Supplier Alliance Member shall remove any personnel who fail the security vetting from the provision of the Project Contracts until such time as the conditions no longer exist that resulted in the failure. Such personnel will then be eligible for a re-application for security clearance vetting.
2. **Risk Management**
   1. The Supplier Alliance Member shall work with its supply chain to proactively manage Project Contract risks, and undertake value engineering and value management, to deliver mutual benefits and the most successful outcome for the Project Contract.
   2. The Supplier Alliance Member shall work with its supply chain to identify and rank the risks identified, agree a risk management strategy and prepare a risk register for each Project Contract, which reflects the risk allocation to be utilised within the Project Contract and the roles and responsibilities set out therein.
   3. The Supplier Alliance Member shall review and update the risk register with its supply chain on not less than a monthly basis or as otherwise set out in the Project Contract.
3. **Employment policies and practices**
   1. The government is committed to the delivery of high quality public services, and recognises that this is critically dependent on a workforce that is diverse, well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development and engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
   2. The Supplier Alliance Member shall take a similar approach through measures including but not limited to:
   3. A fair and equal 'pay policy' that includes a commitment to supporting the Living Wage, including, for example being a 'Living Wage Accredited Employer';
   4. Clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK’s young workforce;
   5. Promoting equality of opportunity and developing a workforce which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
   6. Support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts;
   7. Flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working conditions and wider work life balance; and
   8. Support for progressive workforce engagement, for example Trade Union recognition and representation or other alternative arrangements to give staff an effective voice.

## **Social Value**

## Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of Contracts. General information on The Social Value Act can be found at:

## [The Social Value Act](https://www.legislation.gov.uk/ukpga/2012/3/contents); the [Procurement Reform Scotland Act](https://www.legislation.gov.uk/asp/2014/12/contents) and the guidance in the [Welsh Community Benefits guidance](https://gov.wales/topics/improvingservices/bettervfm/publications/community-benefits-2014/?lang=en)

## [VCSEs: A guide to working with government](https://www.gov.uk/government/publications/social-value-act-introductory-guide)

Recently updated social value themes for public bodies can be found on this link:

## [Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts)

## These Social Value priorities are intrinsic to the Specification for this Framework Alliance Contract:

**TACKLING ECONOMIC INEQUALITY** – See Paragraph 30.2.1 (i) below

* **Create new businesses, new jobs and new skills** – See Paragraph 30.2.1 (i) below
* **Increase supply chain resilience and capacity** –See Paragraph 30.2.1 (ii) below

**EQUAL OPPORTUNITY** – See Paragraph 30.2.2 below

* Tackling workforce inequality reducing modern slavery risks –See Paragraph 30.2.2 (i) below

**FIGHTING CLIMATE CHANGE** – See Paragraph 30.2.3 below

* **Effective Stewardship of the Environment** – See Paragraph 30.2.3 (i) below

**WELLBEING** – See Paragraph 30.2.4 below

**COVID-19 RECOVERY** – See Paragraph 30.2.5 below

Additional Clients may identify further specific Social Value priorities based on the updated social value themes during their Project Contract Procedure.

* + 1. **TACKLING ECONOMIC INEQUALITY**
       - 1. **Create new businesses, new jobs and new skills**

The Client and Additional Clients consider the delivery of high quality public services to be critically dependent on a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.

All organisations with 250 or more employees must publish and report specific figures about their gender pay gap, and we expect Supplier Alliance Members to progress towards equalising this.

The Client expects its Supplier Alliance Members and subsequent Supply Chains to support and encourage employment and skills development opportunities through the performance of this Framework Alliance Contract, with a specific focus on opportunities for priority groups, including (but not limited to):

* people with disabilities;
* Ex-offenders (see paragraph 33);
* BAME;
* long-term unemployed.

This support may be through various activities. For example:

* Apprenticeship and work experience placements;
* Part-time and full-time employment and flexible working opportunities;
* Providing stable employment and hours of work, and avoiding exploitative employment practices including, for example, no inappropriate use of zero hour contracts or other forms of demand driven contracts;
* Supporting individuals to fulfil their potential with further education, employment or training e.g. coaching, mentoring, CV and interview skills;
* Providing funded training and professional development opportunities for existing employees;
* Providing funded training opportunities (for individuals not employed by Supplier);
* Fair and equal pay policy;
* Offering a range of employee assistance schemes;
* Supporting individuals and/or groups affected by the COVID-19 pandemic.

Additional Clients may test Supplier Alliance Member’s proposed methods for delivering skills development within the local community and monitor performance as relevant to their specific requirements as part of the Project Contract Award Procedure.

* + - * 1. **Increase supply chain resilience and capacity**

The Client and Additional Clients want to ensure a diverse base of Supplier Alliance Members and resilient supply chains. We require the Supplier Alliance Members to support the deliver of this through activities such as:

* + - * + Enabling Accessibility through promotion of supply chain opportunities with SMEs & Social Enterprises. We expect our Supplier Alliance Members to support and build supply chain diversity through:
        + Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs)
        + Subcontracting opportunities are open to Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs).
        + Cascading prompt payment throughout Supplier Alliance Member supply chains as per paragraph 22: Prompt Payment.
        + Growth & Development through provision of advice and support to SMEs & SEs to develop resilient local supply chains.
    1. **EQUAL OPPORTUNITY** 
       - 1. **Tackling workforce inequality - reducing modern slavery risks**

The Client and Additional Clients have an important role to ensure the Supplier Alliance Members - including supply chain - with whom we do business comply with the provisions of the Modern Slavery Act 2015, understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks. Where a Supplier has a turnover of £36 million (or more) they must publish a statement in accordance with [Section 54 of the Modern Slavery Act (2015)](http://www.legislation.gov.uk/ukpga/2015/30/section/54/enacted)**.** The Client will require Suppliers to comply with this provision and to demonstrate compliance throughout the term of the Framework Alliance Contract.

Supplier Alliance Members will be required to comply with the provisions of the [Supplier Code of Conduct](https://www.gov.uk/government/publications/supplier-code-of-conduct).

Specific risks exist for the construction sector with the manufacturing and sourcing of building materials and equipment. Where Supplier Alliance Members sell or hire building materials and equipment as part of the Project Contract, the Client and Additional Clients expect that Supplier Alliance Members will address these known risks within the supply chain through supplier annual slavery and human trafficking report. The Client may provide the reports to Additional Client as part of their Project Contact Procedure.

Supplier Alliance Members must provide a slavery and human trafficking report to the Client on an annual basis.

All Supplier Alliance Members (irrespective of Lots) will be required to commit to undertake the Modern Slavery Assessment Tool (MSAT) following Framework Award and prior to Mobilisation. The results from the MSAT will be included within the Framework Alliance Contract as the basis for each suppliers’ Modern Slavery Success Measure within the Framework Alliance Contract. Supplier Alliance Members will be obligated to work collaboratively with the Client toward developing their current working and operational practices and implement effective risk mitigation plans to address the risk of modern slavery in their supply chains and periodically update their MSAT results.

* + 1. **FIGHTING CLIMATE CHANGE**

**(i) Effective Stewardship of the Environment**

Environmental Sustainability in support of the Government’s 25 Year Environment Plan

The 25 Year Environment Plan sets out what the Government intends to do to improve the environment: [UK government's 25 Year Environment Plan](https://www.gov.uk/government/publications/25-year-environment-plan).

Supplier Alliance Members will be expected to demonstrate understanding of the negative impacts of their industry and how they are addressed, through action, supply chain collaboration and innovation.

All Government Departments are mandated to buy in line with the Government Buying Standards (GBS) which set minimum mandatory buying standards for certain goods and services, including Building Materials and Equipment. Supplier Alliance Members will be expected to support the delivery of the Government’s targets for eliminating the use of single use plastics, ensuring the safe disposal of waste, tackling climate change and cutting greenhouse gases.

Additional Clients may test Supplier Alliance Member’s approaches to supporting environmental sustainability, where relevant to their specific requirements as part of the Project Contract Award Procedure.

* + 1. **WELLBEING**

The Client expects Supplier Alliance Members to make a positive impact on individual wellbeing and contribute to transforming our local communities in a real and sustainable manner.

Ways in which the Supplier Alliance Member may be able to support wellbeing and community benefits include (but are not limited to):

* Supporting local businesses (not currently part of the existing supply chain) e.g. SMEs & VCSE,s
* Improving the experience of Additional Clients with specific diversity profiles or needs e.g. ensuring accessibility, undertaking staff sensitivity training, fostering a culture of respect for Additional Clients of diverse profiles;
* Creating cohesive communities: initiatives to support vulnerable people and address social issues such as homelessness, loneliness such as (but not limited to) donations to charities, staff volunteering, fundraising activities, befriending schemes etc;
* Staff wellbeing e.g. promoting awareness about mental health, substance misuse, domestic abuse, first aid training, anti-bullying campaigns, gender equality and diversity training etc.

It is expected that Additional Clients may have different wellbeing and community benefits priorities specific to their local communities, and that they may therefore test Supplier Alliance Member’s proposed methods for delivering wellbeing and community benefits as relevant to these specific requirements as part of the Project Contract Award Procedure.

* + 1. **COVID-19 RECOVERY**

In practical ways, COVID-19 recovery means conducting or enabling contributions and activities that:

* support people at work or in the wider community to recover from COVID-19, for example by prompting effective social distancing, remote working where feasible, and sustainable travel solutions.
* provide protections for people who are at risk of being worse affected, who are shielding or are experiencing mental and psychological challenges to their wellbeing
* tackle inequalities through upskilling and supporting people to be successful in employment, especially those from vulnerable or disadvantaged groups.
* pay people fairly for the work they do and work with other companies with similar values and policies.
* create new and innovative ways of delivering value when providing services.
  1. **Social Value reporting requirements**

The Client will expect Supplier Alliance Members to be prepared to:

* provide delivery plans and reporting of impacts and performance of social value to Additional Client (e.g. method statements and Success Measures), as may be required at Project Contract level.
* provide delivery plans and reporting of impacts and performance of social value to the Client covering one or more Project Contracts throughout the life of this contract as part of the Framework Alliance Contract management process.
* measure and report (when requested) the number, value and % of total contract spend of opportunities awarded to: SMEs, VCSEs, Mutuals where applicable.
* The Supplier Alliance Member shall provide evidence that waste package recycling is taking place and provide statistics on waste package recycling.
* The Supplier Alliance Member to provide evidence of the source of the timber supplied over the duration of this Framework Alliance Contract in accordance with CPET timber evidence categorisations.

1. **Sustainability** 
   1. The UK Government is committed to sustainability and places great importance on working with suppliers to deliver works and services with sustainability embedded. The Client is committed to optimising the positive impact of construction activities and minimising any adverse impacts that construction has on the environment. The Supplier Alliance Member shall support the Client, and specific Additional Client requirements, in achieving these goals across the life-cycle of the project through the design process, materials selection, construction techniques and construction methods implemented.
   2. The Supplier Alliance Member shall ensure that it adheres to Government guidance and best practice and provide support to a number of strategic priorities related to the environment within wider government policy (such as the Greening Government Commitments).
   3. The Supplier Alliance Member shall work proactively with its supply chain to help quantify and reduce the environmental impacts of the Deliverables. When requested by the Client or Additional Client, the Supplier Alliance Member shall communicate annually on progress and reductions made on the environmental impact of the Deliverables the Supplier Alliance Member has undertaken under the Framework Alliance Contract. The Supplier Alliance Member may also be required to report on other specific achievements the detail of which will be noted in the Project Contract.
2. **Environmental Management**
   1. The Supplier Alliance Member shall operate an Environmental Management System to control and mitigate the environmental impact of operations.
   2. The Supplier Alliance Member shall be accredited or willing to work towards ISO14001 or equivalent accreditation or statement at award of the Framework Alliance Contract.
3. **Working to Deliver Rehabilitative work**
   1. In order to support the rehabilitation of offenders and reduce the likelihood of reoffending, the government wishes to see more prisoners working, and working longer hours, where work can be recognised as productive and is delivered in an ‘employment like’ atmosphere. Working gives prisoners the opportunity to learn new skills and prepare for employment on release.
   2. Supplier Alliance Members are encouraged to consider whether they can subcontract elements of their provision to prisons via appropriate agencies, including, but not limited to, New Future Network which is accessible online at:

[Offender Employment – Guidance for businesses on the benefits and processes of offering employment and training opportunities to offenders in prison and on release.](http://www.one3one.justice.gov.uk/)

1. **Building Information Modelling (BIM)**
   1. The Supplier Alliance Member shall be responsibility for providing true and accurate product information subject to the Code of Construction Products Information in a format requested in the Project Contract
   2. Under this Framework Contract, the Client aspires to integrate BIM / information management throughout the project lifecycle. This includes future developments including those put forward in the Digital Built Britain strategy, for the integration of technologies to transform approaches to building and infrastructure design, development and construction. As such, the Client anticipates that during the Framework Contract Period the level of Supplier Alliance Member compliance with BIM standards shall increase in Government.
   3. Specific BIM requirements shall be set out in each Project Brief. The roles and responsibilities of the Supplier Alliance Member in respect of the BIM / information management requirements will be specified in the Project Brief.
   4. The Exchange (Additional Client) Information Requirements (EIR) will be defined in each Project Brief. The Supplier Alliance Member will be issued with the EIR and Project Information Requirements (PIR). When these documents are not issued in the Project Brief and, where specified in the Project Brief, the Supplier Alliance Member shall liaise with the Additional Client to develop an EIR.
   5. The following will be developed and implemented (for clarity, the roles and responsibilities of the Supplier Alliance Member in the development and implementation of the following will be set out in the Project Brief):

* Project BIM Execution Plan (BEP) – pre- and post-contract.
* Task and Master Information Delivery Plan (TIDP / MIDP) - with detail aligning to required data exchange points to agreed level of detail and information;
* Construction Operations Building Information Exchange (i.e. COBie) data exchange requirements; and
* a project Common Data Environment (CDE).
  1. Unless specified to the contrary in the Project Brief, the deployment of BIM will be in accordance with the PAS / BS suite of documents including ISO 19650 part 1, 2, 3 and 5 PAS1192- 4 (and new ISO 19650 replacements when issued.) Where these documents are amended, withdrawn or replaced, the level of adoption of the new requirements will be as stated in each Project Brief.
  2. The Supplier Alliance Member shall adopt the relevant described additional standards as defined in the Project Brief.
  3. The Project Brief will identify all data security / confidentiality standards required, aligned to ISO 19650 part 5 and when applicable cyber security requirements.
  4. The Supplier Alliance Member will ensure that, where required by the Project Brief, it provides Asset Information Models, comprising an Asset Register and Schedule of Accommodation, and shall note that the Asset Register, models, data and information may be utilised for a number of purposes, including but not limited to:
* record of ‘as constructed’ information;
* building operations;
* maintenance planning and repair;
* project planning and optimisation;
* security requirements; and
* cost modelling.
  1. The Asset Register shall detail all maintainable and commissionable assets to enable schedule of planned preventative maintenance and labour loading.
  2. The Supplier Alliance Member is responsible for the evaluation of the capacity and capability of its Supply Chain to conform to the BIM requirement set out in the Project Brief.