

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:85248-2017:TEXT:EN:HTML>

**United Kingdom-Liverpool: Call centre
2017/S 046-085248**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

The Minister for the Cabinet Office acting through Crown Commercial Service
9th Floor The Capital Old Hall Street
L3 9PP Liverpool
United Kingdom
Telephone: +44 3450103503
E-mail: supplier@crowncommercial.gov.uk , enablement@crowncommercial.gov.uk

Internet address(es):

General address of the contracting authority: <http://www.gov.uk/ccs>
Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local sub-divisions

I.3) Main activity

General public services
Other: public procurement

I.4) Contract award on behalf of other contracting authorities

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Contact Centre Services Framework Agreement.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services
Service category No 11: Management consulting services [6] and related services
NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators
maximum number of participants to the framework agreement envisaged: 50

Duration of the framework agreement

Duration in months: 48

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 1 000 000 000 GBP

II.1.5) Short description of the contract or purchase(s)

Crown Commercial Service as the Authority is putting in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at V1.3) (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS Bodies and Local Authorities and the wider public sector.

The services within the scope of this Framework Agreement have been divided into 2 Lots:

— Lot 1 — Specialist Contact Centre Consultancy Services; and

— Lot 2 — Contact Centre Services.

Further details regarding the Lots are provided in Annex B.

Potential Providers have the opportunity to bid for both of the two (2) Lots. However if a Potential Provider is successful on both Lots they will only be awarded a place on the Lot that they have indicated in the Tender as their preferred Lot. For clarity, Potential Providers are not allowed to be awarded a Framework Agreement for both Lot 1 and Lot 2.

The duration of the Contact Centre Services Framework Agreement shall be for a period of four (4) years.

II.1.6) Common procurement vocabulary (CPV)

79512000, 48000000, 48100000, 48211000, 48980000, 66171000, 71241000, 71311300, 72000000, 72100000, 72200000, 72210000, 72220000, 72221000, 72246000, 72250000, 72260000, 72266000, 72300000, 72400000, 72412000, 72420000, 72421000, 72422000, 72500000, 72590000, 72600000, 73200000, 73210000, 75112000, 75120000, 79200000, 79300000, 79311000, 79311400, 79340000, 79341000, 79341100, 79341400, 79342000, 79342100, 79342200, 79342300, 79342310, 79342311, 79342320, 79342321, 79400000, 79410000, 79411100, 79413000, 79415200, 79416000, 79416100, 79416200, 79430000, 79500000, 79511000, 79512000, 79570000, 79600000, 79900000, 79933000, 80533000, 90714100

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

Crown Commercial Service intends to put in place a Framework Agreement for the provision of Contact Centre Services.

Lot 1 — Specialist Contact Centre Consultancy Services:

Suppliers of Lot 1 shall provide advice and assurance on different delivery options to the Contracting Authority with a clear assessment of each option including, but not limited to, the practicality, timescales, cost, comparative value for money and risk. This shall include producing reports, outlining strategies, identifying programs of work and associated project plans to achieve the required efficiencies and outcomes.

The intended purpose of Lot 1 is to appoint 6 Suppliers who shall be responsible for the provision of Specialist Contact Centre Consultancy Services via further competition between the Suppliers and the Contracting Authorities.

The individual Contracting Authorities shall confirm the scope of Services required under Lot 1 within Call Off, in accordance with the further competition procedure, detailed within the Framework Agreement.

Lot 2 — Contact Centre Services:

Suppliers of Lot 2 shall provide Contact Centre Services which will meet the requirements of Contracting Authorities. This will include fully Outsourced Contact Centre Solutions.

The Supplier shall have a minimum of three (3) separate delivery centres and a minimum of one thousand (1,000) operational seats, one or more of the delivery centres must be based in the UK.

The intended purpose of Lot 2 is to appoint a number of Suppliers who shall be responsible for the provision of Contact Center Goods and Services via further competition between the Suppliers and the Contracting Authorities.

The individual Contracting Authorities shall confirm the scope of the Goods and Services required within Call Off, in accordance with the further competition procedure, detailed within the Framework Agreement.

This Framework Agreement shall be managed centrally by the Authority and the individual Call Off Contracts shall be managed by the Contracting Authorities.

Estimated value excluding VAT: 1 000 000 000 GBP

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

II.3) Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Specialist Contact Centre Consultancy Services

1) Short description

The provision of Specialist Contact Centre Consultancy Services throughout the United Kingdom to Contracting Authorities.

Suppliers of Lot 1 shall provide advice and assurance on different delivery options to the Contracting Authority with a clear assessment of each option including, but not limited to, the practicality, timescales, cost, comparative value for money and risk. This shall include producing reports, outlining strategies, identifying programs of work and associated project plans to achieve the required efficiencies and outcomes.

2) Common procurement vocabulary (CPV)

79512000, 72246000, 72600000, 72100000, 79413000, 71241000, 79410000, 79400000, 72266000, 72200000, 72221000, 72000000, 79415200, 72220000, 79341100, 79411100

3) Quantity or scope

The Supplier shall be able to provide consultancy services for Contracting Authority's :This will include but not limited to;

- Contracting Authority's current / new Contact Centre strategies,
- Review, analysis and recommendations for existing / new Contact Centre delivery,
- Customer /process journey creation and mapping,
- Cost optimisation,
- Resource management,

- Change management,
- Procurement advice and support.

The Supplier may be required to work collaboratively on projects with other suppliers and Contracting Authority personnel, to ensure greater value for money and results.

Contracting Authorities may require other similar Services, which will be detailed in the Call Off Contract award procedure.

The individual Contracting Authorities shall confirm the scope of Services required within Call Off, in accordance with the Further Competition Procedure, detailed within the ITT.

The Authority considers that the transfer of undertakings (protection of employment) regulations 2006 ('TUPE') will not apply at the Framework level, but may apply at Call Off Agreement level. However, it is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances of the Call Off Contract and to act accordingly. The Potential Provider is encouraged to carry out its own due diligence. In the event that TUPE applies in respect of a Call Off Agreement, Contracting Authorities will provide all relevant information as part of the Further Competition Process.

Estimated value excluding VAT: 50 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

Potential Providers have the opportunity to bid for both or 1 of the 2 Lots. However:

- if a Supplier is successful on both Lots they will only be awarded a place on the Lot that they have indicated in their tender as their preference. For clarity, Potential Providers are not allowed to be awarded a Framework Agreement for both Lot 1 and 2; and

- in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot, regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot. For the avoidance of doubt, a Potential Provider may bid for a Lot and also be named as a Key Sub-Contractor by another Potential Provider bidding for the same Lot, but Potential Providers who are part of the same group of companies are not allowed to submit separate bids within the same Lot.

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use an electronic auction.

In reference to IV.2.1 the Award Criteria for Lot 1 is 50 % Quality and 50 % Price.

In reference to II.1.4 the Authority will award a Framework Agreement to 6 successful Potential Providers for Lot 1, please note the Authority will award a Framework Agreement to additional Potential Providers where their Final Score is within 1 % of the original awarded last place position only. For avoidance of doubt, last position is 6th for Lot 1.

The duration of the Framework Agreement is for a four (4) year period.

NUTS codes for the main place of performance and supply: UK United Kingdom.

Lot No: 2

Lot title: Contact Centre Services

1) **Short description**

The provision of Contact Centre Services throughout the United Kingdom to Contracting Authorities which will meet the requirements of Contracting Authorities.

2) **Common procurement vocabulary (CPV)**

79512000, 79311000, 75112000, 75100000, 79342320, 79430000, 79512000, 48000000, 72260000, 72500000, 79342310, 79342000, 79341000, 75120000, 79500000, 72212211, 72320000, 72243000, 79342311, 79416100, 72250000, 72590000, 79416000, 72210000, 79600000, 50324100, 79342200, 79342300, 79511000, 79342100, 79900000

3) **Quantity or scope**

Suppliers of Lot 2 shall provide Contact Centre Services which will meet the requirements of Contracting Authorities. This will include fully Outsourced Contact Centre Solutions.

The Supplier shall have a minimum of three (3) separate delivery centres and a minimum of one thousand (1 000) operational seats, one or more of the delivery centres must be based in the UK.

The intended purpose of Lot 2 is to appoint a number of Suppliers who shall be responsible for the provision of Contact Centre Services via further competition between the Suppliers and the Contracting Authorities.

The individual Contracting Authorities shall confirm the scope of Services required within Call Off, in accordance with the further competition procedure, detailed within the Framework Agreement.

Lot 2 — Contact Centre Services

The provision of Contact Centre Services which will meet the requirements of Contracting Authorities. This will include fully Outsourced Contact Centre Solutions.

The scope of this Lot includes the provision of multi (i.e. more than one) of the following:

- Facilities — as detailed in the ITT
 - People — as detailed in the ITT; and
 - Technology — as detailed in the ITT
- or

People only — as detailed in the ITT.

Suppliers shall be able to provide the following Service Types as detailed in the ITT:

- Service type 1 — Priority Services
- Service type 2 — Critical Services
- Service type 3 — Support and Contingency Services

Out of Scope

The Supplier shall be aware that the following services are out of scope of this Framework Agreement Lot 2:

- IT Help and Services desks. Environments designed to provide 1st, 2nd and 3rd level technical support to hardware and software users;
- Switchboard Services;
- Back office routines, which are unrelated to a customer service delivery process;
- Facilities only; and/or
- Technology only.

Estimated value excluding VAT: 950 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

Potential Providers have the opportunity to bid for both or one of the two (2) Lots. However:

- if a Supplier is successful on both Lots they will only be awarded a place on the Lot that they have indicated in their tender as their preference. For clarity, Potential Providers are not allowed to be awarded a Framework Agreement for both Lot 1 and 2; and
- in order to ensure that the competition on the Framework Agreement is not distorted, Potential Providers are not permitted to submit more than one Tender for each Lot, regardless of whether that Tender is submitted in their own name or as part of a Group of Economic Operators. If a Potential Provider submits more than

one Tender for a Lot, the Authority is entitled to disqualify one or all of the Tenders submitted by the Potential Provider in respect of the relevant Lot. For the avoidance of doubt, a Potential Provider may bid for a Lot and also be named as a Sub-Contractor by another Potential Provider bidding for the same Lot, but Potential Providers who are part of the same group of companies are not allowed to submit separate bids within the same Lot.

The Authority considers that the transfer of undertakings (protection of employment) regulations 2006 ('TUPE') will not apply at the Framework level, but may apply at Call Off Agreement level. However, it is the responsibility of Potential Providers to take their own advice and consider whether TUPE is likely to apply in the particular circumstances of the Call Off Agreement and to act accordingly. The Potential Provider is encouraged to carry out its own due diligence. In the event that TUPE applies in respect of a Call Off Agreement, Contracting Authorities will provide all relevant information as part of the Further Competition Process.

The Contracting Authority intends to use an eTendering system in this procurement exercise and reserves the right to use an electronic auction.

In reference to IV.2.1 the Award Criteria for Lot 1 is 70 % Quality and 30 % Price.

In reference to II.1.4 the Authority will award a Framework Agreement to all Potential Providers for who achieve or exceed a Lot 2 Final Score of 55.

The duration of the Framework Agreement is for a four (4) year period.

NUTS codes for the main place of performance and supply: UK United Kingdom.

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Potential Providers will be advised if this is necessary during the procurement. Parent Company and/or other guarantees of performance and financial liability may be required by the Authority if considered appropriate.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

No special legal form is required but if a contract is awarded to a Group of Economic Operators, the Authority may require the Group of Economic Operators to form a legal entity before entering into the Framework Agreement.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Potential Providers will be assessed in accordance with Section 5 of Chapter 2 of the Public Contract Regulations 2015, as amended (implementing Title II, Chapter III, Section 3, Sub section i of Directive 2014/24/EU), on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the Authority's eSourcing Suite. To participate in this Procurement, Potential Providers must first be registered on the eSourcing Suite.

If you have not yet registered on the eSourcing Suite, this can be done online at [https://](https://gpsesourcing.cabinetoffice.gov.uk)

gpsesourcing.cabinetoffice.gov.uk by following the link 'Register for CCS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which

you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at

<https://www.gov.uk/government/publications/become-a-crown-commercial-service-supplier/becoming-a-supplier-through-the-crown-commercial-service-what-you-need-to-know>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by emailing expressionofinterest@crowncommercial.gov.uk. Your email must clearly state: the name and reference for the procurement you wish to register; the name of the Potential Provider; and the name and contact details for the registered individual sending the email. The Authority will process the email and then enable the Potential Provider to access the procurement online via the eSourcing Suite. The registered user will receive a notification email to alert them once this has been done.

As a user of the eSourcing Suite you will have access to Emptoris messaging service, which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these messages on a regular basis by logging on to the Emptoris system and checking your message inbox to ensure you have sight of all relevant information.

Please see the Procurement Timetable at Paragraph 4.2 of Attachment 1 — Invitation to Tender and ensure you are aware of the dates your procurement documents need to be submitted.

For technical assistance on use of the eSourcing Suite please contact Crown Commercial Service Helpdesk email: eenablement@crowncommercial.gov.uk

A full copy of the ITT documentation for this procurement will be available for unrestricted and full direct access, free of charge via Crown Commercial Service website from the date of this publication of the contract notice:

<http://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline>

The Cyber Essentials scheme is mandatory for Central Government Contracts which involve handling personal information and providing certain ICT products and services. The Government is taking steps to further reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when properly implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

To participate in this Procurement, Potential Providers must be able to demonstrate that you comply with the technical requirements prescribed by Cyber Essentials Plus for Services under and in connection with this Procurement.

The Potential Provider may be awarded a place on the Framework Agreement but shall not enter into any Call Off Procedure and/or any Call Off Contracts with Contracting Authorities until they are able to demonstrate to the Authority that they meet the technical requirements prescribed by the Cyber Essentials Scheme for Services under and in connection with this Procurement.

The service arises from a Framework and will involve the Potential Provider holding material that has been assigned a protective marking under the Government Security Classifications Scheme (April 2014) of OFFICIAL. It is a condition of this contract that this material must be protected. Baseline protection controls are defined in ISO27001:2013 and further defined by the Security Policy Framework <https://www.gov.uk/government/collections/government-security>.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Potential Providers will be assessed on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1.

The Authority may take into account any of the following information

a) a copy of audited accounts for the most recent two years if available and/or

- b) a statement of your turnover profit and loss account and cash flow for the most recent year of trading for the organisation;
- c) a statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position; and/or
- d) an alternative means of demonstrating financial status.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1.

Potential Providers will be assessed in accordance with Section 5 of the Regulations implementing the Directive, on the basis of information provided in response to an ITT.

The Authority may take into account the following information:

- a) A copy of audited accounts for the most recent 2 years,
- b) Certificate in the form attached to the ITT (titled 'Certificate of Past Performance') from those to whom services were provided; or
- c) If any such Certification cannot be obtained, you must self-certify performance using the form set out in Attachment 2a Certificate of Past Performance as well as stating the reasons why it is Self-Certified on the form.

If any Certification does not state that the Goods and Services have been provided satisfactorily in accordance with the terms of the contract in question, you must provide additional information to demonstrate that any reason why there were not so provided, will not reoccur in the performance of the Goods and Services to be provided under this Framework Agreement.

Minimum level(s) of standards possibly required:

The Authority will also assess whether this selection criterion is met on request from the framework agreement user prior to the proposed conclusion of a call-off agreement with a value of £20 million or greater (excluding VAT). Failure to meet the selection criterion set will render the supplier ineligible for that call-off agreement.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

IV.3.1) File reference number attributed by the contracting authority:

RM3815

IV.3.2) Previous publication(s) concerning the same contract

Prior information notice

Notice number in the OJEU: [2016/S 183-328921](#) of 22.9.2016

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4) Time limit for receipt of tenders or requests to participate

3.4.2017 - 11:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

English.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

in days: 120 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Date: 3.4.2017 - 11:01

Place:

Electronically, via web-based portal

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: yes

Reference to project(s) and/or programme(s): Individual projects and/or programmes will be determined at Call Off Contract stage.

VI.3) Additional information

A full copy of the procurement documentation for this Procurement will be available for unrestricted and full direct access, free of charge via the Authority's website from the date of publication of the contract notice: <http://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline>.

An eAuction may be used by the Contracting Authority during Call Off Contract Agreement.

The Authority expressly reserves the right:

(i) not to award any Framework Agreement as a result of the procurement process commenced by publication of this notice; and

(ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Authority be liable for any costs incurred by the Potential Provider.

The duration referenced in Section II.3) is for the placing of Orders.

The value provided in Section II.2.I) is only an estimate. We cannot guarantee to Potential Providers any business through the Framework Agreement.

In the event that there is a substantive challenge to the Procurement, and such challenge is confined to a single Lot, the Authority reserves the right to the extent that it is lawful to do so to conclude a Framework Agreement with the successful Potential Provider in respect of the Lot that has not been challenged.

Crown Commercial Service wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

Please note, Central Government departments may be subject to Government Digital Service approval before using the Framework Agreement.

Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide:

<http://www.ons.gov.uk/ons/rel/na-classification/national-accounts-sector-classification/index.html>

Please note Central Government departments may be subject to Government Digital Service approval before using the Framework Agreement.

Local Authorities

<http://openlylocal.com/councils/all>

All Local Councils listed at <https://www.gov.uk/find-local-council>

www.ubico.co.uk Agent acting on behalf of Cheltenham Borough Council.

NDPBs

<https://www.gov.uk/government/organisations>

National Parks Authorities

<http://www.nationalparks.gov.uk/>

Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but not Independent Schools

<http://www.education.gov.uk/edubase/home.xhtml>

Department for Works and Pensions

Police Forces in the United Kingdom

http://www.police.uk/?view=force_sites

<http://apccs.police.uk/about-the-apcc/>

Fire and Rescue Services in the United Kingdom

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

NHS Bodies England

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

Hospices in the UK

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-careservices/>

Registered Social Landlords (Housing Associations)

Third Sector and Charities in the United Kingdom

<http://www.charitycommission.gov.uk/find-charities/>
<http://www.oscr.org.uk/search-charity-register/>
<https://www.charitycommissionni.org.uk/ShowCharity/RegisterOfCharities/RegisterHomePage.aspx>
Citizens Advice in the United Kingdom
<http://www.citizensadvice.org.uk/index/getadvice.htm>
www.cas.org.uk
<http://www.citizensadvice.co.uk/>

Scottish Public Bodies

The Framework Agreement will be available for use by any Scottish Public Sector Body: the Authority; Scottish Non-Departmental Public Bodies; offices in the Scottish Administration which are not ministerial offices; cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998; the Scotland Office; the Scottish Parliamentary Corporate Body; councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005 any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies

more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

Scottish Government

<http://www.scotland.gov.uk/Home>

Scottish Parliament

<http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

Scottish Public Services Ombudsman

Scottish Information Commissioner

Commissioner for Children and Young People in Scotland

Scottish Commission for Human Rights

Commission for Ethical Standards in Public Life in Scotland

Standards Commission for Scotland

Scottish Local Authorities

<http://www.scotland.gov.uk/About/Government/councils>

<http://www.scotland-excel.org.uk/home/AboutUs/OurMembers/AssociateMembers.aspx>

Scottish Agencies, NDPBs

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

Scottish NHS Bodies

<http://www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards>

Scottish Further and Higher Education Bodies

<http://www.universities-scotland.ac.uk/index.php?page=members>

http://www.sfc.ac.uk/aboutus/council_funded_institutions/WhoWeFundColleges.aspx

Scottish Police

<http://www.scotland.police.uk/your-community/>

Scottish Housing Associations

http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/

The Scotland Office

<http://www.scotlandoffice.gov.uk/scotlandoffice/33.30.html>

Registered Social Landlords (Housing Associations) — Scotland

http://www.esystems.scottishhousingregulator.gov.uk/register/reg_pub_dsp.search

Scottish Schools

Primary Schools

<http://www.ltsotland.org.uk/scottishschoolsonline/index.asp?>

schoolsearchstring=&addresssearchstring=&authority=&strTypes=isprimaryschool&bSubmit=1&Submit=Search

Secondary Schools

<http://www.ltsotland.org.uk/scottishschoolsonline/index.asp?>

schoolsearchstring=&addresssearchstring=&authority=&strTypes=issecondaryschool&bSubmit=1&Submit=Search

Special Schools

<http://www.ltsotland.org.uk/scottishschoolsonline/index.asp?>

schoolsearchstring=&addresssearchstring=&authority=&strTypes=isspecial&bSubmit=1&Submit=Search

Scottish Public Bodies

National Records of Scotland

Historic Scotland

Disclosure Scotland

Registers of Scotland

Scottish Qualification Authority

Scottish Courts Service

Scottish Prison Service

Transport Scotland

The Scottish Government Core Directorates

Highlands and Islands Enterprise

Crown Office & Procurator Fiscal Service

Scottish Police Authority

National Museums of Scotland

Scottish Children's Reporter Administration

Scottish Enterprise

Scottish Environment Protection Agency

Scottish Legal Aid Board

Scottish Natural Heritage

Skills Development Scotland

Visit Scotland

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll and Bute Council

City of Edinburgh Council

Clackmannanshire Council

Comhairle nan Eilean Siar

Dumfries and Galloway Council

Dundee City Council
East Ayrshire Council
East Dunbartonshire Council
East Lothian Council
East Renfrewshire Council
Falkirk Council
Fife Council
Glasgow City Council
Highland Council
Inverclyde Council
Midlothian Council
Moray Council, The
North Ayrshire Council
North Lanarkshire Council
Orkney Islands Council
Perth and Kinross Council
Renfrewshire Council
Scottish Borders Council
Shetland Islands Council
South Ayrshire Council
South Lanarkshire Council
Stirling Council
West Dunbartonshire Council
West Lothian Council
Central Scotland Fire and Rescue Service
Dumfries and Galloway Fire and Rescue Service
Fife Fire and Rescue Service
Grampian Fire and Rescue Service
Highlands and Islands Fire and Rescue Service
Lothian and Borders Fire and Rescue Service
Strathclyde Fire and Rescue Service
Tayside Fire and Rescue Service
Golden Jubilee Hospital (National Waiting Times Centre Board)
NHS 24
NHS Ayrshire and Arran
NHS Borders
NHS Dumfries and Galloway
NHS Education for Scotland
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Health Scotland
NHS Highland
NHS Lanarkshire

NHS Lothian
NHS Orkney
Healthcare Improvement Scotland
NHS Shetland
NHS Tayside
NHS Western Isles
Scottish Ambulance Service
The Common Services Agency for the Scottish Health Service
The State Hospital for Scotland
Aberdeen College
Adam Smith College
Angus College
Anniesland College
Ayr College
Banff and Buchan College
Barony College
Borders College
Cardonald College
Carnegie College
Central College of Commerce
Clydebank College
Coatbridge College
Cumbernauld College
Dumfries and Galloway College
Dundee College
Edinburghs Telford College
Elmwood College
Forth Valley College
Glasgow College of Nautical Studies
Glasgow Metropolitan College
Inverness College
James Watt College
Jewel and Esk College
John Wheatley College
Kilmarnock College
Langside College
Lews Castle College
Moray College
Motherwell College
Newbattle Abbey College
North Glasgow College
North Highland College
Oatridge College
Orkney College
Perth College

Reid Kerr College
Sabhal Mor Ostaig
Shetland College
South Lanarkshire College
Stevenson College
Stow College
West Lothian College
Edinburgh College of Art
Edinburgh Napier University
Glasgow Caledonian University
Glasgow School of Art
Heriot-Watt University
Queen Margaret University
Robert Gordon University
Royal Scottish Academy of Music and Drama
Scottish Agricultural College
UHI Millennium Institute
University of Aberdeen
University of Abertay Dundee
University of Dundee
University of Edinburgh
University of Glasgow
University of St Andrews
University of Stirling
University of Strathclyde
University of the West of Scotland
Cairngorms National Park Authority
Office of Scottish Charity Regulator
Forestry Commission Scotland
Audit Scotland
Welsh Public Bodies
National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:
<http://www.assemblywales.org/abthome/abt-links.htm>
<http://new.wales.gov.uk/about/civilservice/directorates/?lang=en>
NHS Wales
<http://www.wales.nhs.uk/ourservices/directory>
Housing Associations — Registered Social Landlords Wales
NI Public Bodies
Northern Ireland Government Departments
<http://www.northernireland.gov.uk/gov.htm>
Northern Ireland Public Sector Bodies and Local Authorities
<http://www.northernireland.gov.uk/az2.htm>
Schools in Northern Ireland

<http://www.nidirect.gov.uk/index/search.lsim?>

[sr=0&nh=10&cs=iso-8859-1&sc=nidirectcms&sm=0&mt=1&ha=nidirect-cms&cat=Banner&qt=SCHOOLS](http://www.nidirect.gov.uk/index/search.lsim?sr=0&nh=10&cs=iso-8859-1&sc=nidirectcms&sm=0&mt=1&ha=nidirect-cms&cat=Banner&qt=SCHOOLS)

Universities in Northern Ireland

<http://www.deni.gov.uk/links.htm#colleges>

Health and Social care in Northern Ireland

<http://www.hscni.net/index.php?link=hospitals>

<http://www.hscni.net/index.php?link=boards>

<http://www.hscni.net/index.php?link=agencies>

<http://www.hscni.net/index.php?link=councils>

Northern Ireland Housing Associations

<http://www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact>

Police Service of Northern Ireland

<http://www.psni.police.uk/index.htm>

Aberystwyth University

Bangor University

Cardiff Metropolitan University

Cardiff University

Wrexham Glyndwr University

Swansea University

University of South Wales

University of Wales Trinity Saint David

<http://www.wales.com/study/universities-wales>

Entities which are not public sector bodies may also use the Framework Agreements if the Authority is satisfied that: such entity is calling off Goods and Services directly, solely and exclusively in order to satisfy contractual obligations to one (1) or more public sector bodies, all of which are entitled to use the Framework Agreements on their own account; all Goods and Services to be called-off by it are to be used directly, solely and exclusively to provide energy at sites occupied by such public sector body(ies); and it will pass the benefit of the Call-Off Contract to such public sector body(ies) directly, in full and on a purely 'pass-through' basis. Accordingly there must be no mark-up, management fee, service charge or any similar cost solely in relation to the supply of energy imposed on the relevant public sector body(ies), who must be able to benefit from the terms of the Framework Agreements in a like manner and to the same extent as if using the Framework Agreements on its/ their own account.

This Framework Agreement will also be accessible for use by any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and:

- (i) financed wholly or mainly by another Contracting Authority (listed above in this section VI.3) of this notice;
- (ii) subject to management supervision by another Contracting Authority (listed above in this section VI.3) of this notice; or
- (iii) more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, are appointed by another Contracting Authority (listed above in this section VI.3) of this notice;
- (iv) an association of or formed by one (1) or more of the Contracting Authorities (listed above in this section VI.3) of this notice.

This Framework will also be accessible for use by registered charities that:

- i) have been established for 'charitable purposes' (as defined by the relevant charity commission / regulator); and
- ii) that help the public (known as being 'for public benefit'); and
- iii) who are registered with one of the following bodies:
 - o the Charity Commission (for England and Wales);
 - o the Charity Commission of Northern Ireland;
 - o Office of the Scottish Charity Regulator.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**
3.3.2017