TENDER FOR THE PROVISION OF OFFICE FURNITURE
SECTION 1

INSTRUCTIONS AND INFORMATION FOR TENDERERS
1. INVITATION TO TENDER

Tenders are sought by Ards and North Down Borough Council for the Provision of Office Furniture.

The Tenderer shall be deemed to have satisfied itself before submitting its tender as to the accuracy and sufficiency of the rates and prices stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the Contractor’s obligations under the Contract and the Contractor shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the Contractor’s tender.

2. SUBMISSION OF TENDER

Tenders should be returned no later than 12pm on Friday 11th September 2015.

Tenders received after this time will NOT be considered.

Tenders may only be submitted via the https://esourcingni.bravosolution.co.uk portal. If you encounter any difficulties registering on the e-Sourcing NI site or difficulty in accessing the information quoted, please contact the BravoSolution Supplier Helpdesk on 0800 368 4850, open Monday to Friday 9am to 6pm.

Tenders submitted by post, fax or email will be rejected.

When tender submissions are made online via the eSourcing NI site, you will receive confirmation of receipt automatically.

All technical questions relating to the tender should be directed through the secure messaging area found within the tender to the BUYER.

All technical questions relating to the process of responding and replying to the tender must be directed to the BravoSolution Supplier Helpdesk (0800 368 4850 open Monday to Friday 9am to 6pm).

All submissions must be in English and prices in Sterling, exclusive of VAT.

3. CONTRACT PERIOD

The Contract start date is as detailed in the Tender Specification, the Contract will initially be awarded for a period of two years with an option to extend for a further two twelve month periods, to be reviewed annually.

4. CLARIFICATION

Before submitting a tender, clarification should be sought on any points of doubt. The deadline for receipt of points for clarification is three working days (12pm on Tuesday 8th September 2015) before the tender return date and time. During the tender period requests for clarification cannot be made by telephone or in person, requests for clarification must be made via the e-Sourcing NI site.
The tenderer will be expected to have satisfied itself that the tender price submitted will cover all expenses and obligations under the Contract, the Specification and the Conditions are acceptable, before the tender is submitted. No claims can subsequently be made for omissions.

5. WRITTEN ACCEPTANCE

Acceptance by the Council will only be made by written instruction to the successful Contractor.

6. EXPENSES AND LOSSES

The Council shall not be responsible for, or pay for, any expenses or losses that may be incurred by any tenderer in preparing their tender proposals. It is the responsibility of prospective tenderers to obtain for themselves, at their own expense, any additional information necessary for the preparation of their tenders.

7. LOWEST TENDER

The Council is not bound to accept the lowest or any tender or part thereof.

8. CONFIDENTIALITY

Tenderers should treat the tender documents as private and confidential between the tenderer and the Council. Tenderers should note that the Council shall use the tender documents for the purposes of evaluation and that the tender documents held will be destroyed in line with Council disposal schedules.

9. RIGHT TO ISSUE FURTHER INSTRUCTIONS

During the tendering period, the Council reserves the right to make changes to the Contract Documentation and the tenderer, will without reservation, accept such changes. Should it be necessary for the Council to amend the tender documentation in any way, prior to receipt of tenders, all tenderers who have downloaded documents will be notified simultaneously via the eSourcing NI portal.

10. SUSTAINABLE DEVELOPMENT, ENVIRONMENTAL MANAGEMENT AND BIODIVERSITY

The Council is committed to the principles of Sustainable Development, Environmental Management and protection of biodiversity. All tenderers should be aware of the Council’s Sustainability and Environmental Policy and agree to abide within its principles. Tenders must follow and adhere to any Environmental Management procedures concerning the provision of goods and services to the Council. The Council is committed to furthering the conservation of biodiversity and requires tenders to be mindful of this and where appropriate ensure that goods and services do not adversely affect local or global biodiversity.
11. ASSUMPTIONS

Tenderers must not make assumptions the Council have prior knowledge of their organisation or their service provision. Tenderers will only be evaluated on the information provided in their response.

12. COMPLIANCE

Tenders must be submitted in accordance with these Instructions to Tenderers. Failure to comply may result in a Tender being rejected by the Council.

13. PERIOD TENDERS ARE TO BE HELD OPEN

Tenders must remain valid for acceptance for a period of three months from the closing date for submission of tenders.

14. QUALIFIED TENDERS

Qualification of tenders may result in rejection thereof.

15. EVALUATION CRITERIA

Tenders for each area will be evaluated using the following criteria and associated weightings.

A two stage process will be used to assess tenders.

STAGE 1 – SELECTION CRITERIA

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to Meet all Requirements as stated within the Specification</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>Product Quality</td>
<td>Pass/Fail</td>
</tr>
<tr>
<td>Minimum Standards of Experience</td>
<td>Pass/Fail</td>
</tr>
</tbody>
</table>

Tenders who provide the Council with the relevant information requested will receive a pass mark, in each area, and move on to Stage Two – Award Criteria. Their submission will then be evaluated against the following criteria.
STAGE 2 – AWARD CRITERIA

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>85%</td>
</tr>
<tr>
<td>Items on Pricing Schedule</td>
<td>50%</td>
</tr>
<tr>
<td>Catalogue Discount</td>
<td>35%</td>
</tr>
<tr>
<td>Customer Service</td>
<td>10%</td>
</tr>
<tr>
<td>Sustainability</td>
<td>5%</td>
</tr>
</tbody>
</table>

Important note: The Council reserves the right not to select a potential supplier who has been assessed as having grave weaknesses in one particular area covered by this tender, notwithstanding acceptable or even strong responses in all other areas.

Format of Response

In order to submit your response via eSourcingNI you are required to click ‘My Response’ in the menu on the left hand side of the screen and then click ‘Create Response’ to answer the on line questions and upload attachments where appropriate within the Qualification, Technical and Commercial Areas. These responses can be retracted and re-submitted any time before the closing date. Once you have entered your response and attached all the requested documents, you must click ‘Submit Response’ in order for your tender to be considered for evaluation.

Tenderers must submit plans detailing how they will deliver the requirement taking account of the criteria and requirements specified. To be considered, Tenderers submitting a tender must address the following key areas:

Stage 1 – Selection Criteria

(1) Ability to meet all requirements as stated within the Specification

Tenderers must confirm, within the Qualification envelope, that you have read, understood and agree to meet all aspects of the stated Specification.

(2) Product Quality

Suppliers must be capable of providing items that meet the Council’s expectations with regards to ‘Product Quality’. Products must meet all aspects of Quality as stated within the ‘Product Quality’ section of the Specification. Tenderers must acknowledge, within the Qualification envelope, that all their products will meet the required quality
standards. The quality of items must be sustained throughout the contract and will be assessed with ongoing contract management.

(3) **Minimum Standards of Experience**

Suppliers must complete and upload within the Qualification Envelope, your completed **Document B – Minimum Standards of Experience**. Tenderers must list three similar contracts carried out within the past three years. Description of these contracts showing how they are relevant to the Council’s requirement, with dates, values and the names and addresses of persons to whom reference can be made, must be supplied.

**Note:** Failure to provide evidence to clearly demonstrate that you can meet the minimum standards of experience as detailed above will result in the elimination of your tender submission.

Those tenders which successfully provide the Council with the relevant information requested will receive a pass mark and move on to stage 2 and their submission will then be evaluated against the following criteria.

**Stage 2 – Award Criteria**

Tenders will be evaluated using the following criteria and associated weightings.

(1) **Cost**

Please complete, and upload within the Qualification Envelope, your completed **Document C – Pricing Schedule**. Tenderers must complete the Pricing Schedule for all the core items and confirm the discount offered on non-core items (items that are not listed in Document C) purchased from their catalogue.

(2) **Customer Service**

Please complete and upload within the Qualification Envelope, your completed **Document D – Customer Service**. Tenderers must clearly demonstrate their approach for providing excellent customer service during the lifetime of this contract. This must include, but not be limited to, your procedures from first point of contact through ordering, delivery and installation, the provision of after sales service and support, returns policy and procedure for dealing with faulty goods.

(3) **Sustainability**

Please complete, and upload within the Qualification Envelope, your completed **Document E – Sustainability**. The Council is committed to working with suppliers who are actively taking steps to minimise the impact of their activities on the environment. Tenderers must provide responses to the questions contained within Document E – Sustainability.
16. QUALIFICATION ENVELOPE

The Qualification envelope includes online questions relating to this project which are mandatory and are required to be answered. In addition to project specific questions, there are a number of questions relating to the following:

- Form of Tender;
- Bribery, Collusion and Canvassing Declaration;
- Fair Employment and Treatment (Northern Ireland) Order 1998;
- Freedom of Information Statement;
- Data Protection;
- Conflict of Interest Statement;
- Vat Registration;
- Terms and Conditions – Goods & Supplies; and
- Confirmations.

The successful tenderer may be required to complete and sign an original copy of the Form of Tender at the award stage of this competition.

There is a requirement to fully complete all information requested in the Qualification Envelope. Failure to do so may result in a void tender.

It is important that tenderers take note of Ards and North Down Borough Council’s ‘ANDBC Terms and Conditions – Services’ as found in the Business section of the Council’s website: www.ardsandnorthdown.gov.uk

You will need to indicate that you agree and accept these Terms and Conditions within the Qualification Envelope.

17. ASSIGNMENT AND SUBCONTRACTING

As per clause 21 of the Council terms and conditions, which must be agreed to within the qualification envelope on submission of any tender response, the Contractor shall not assign, mortgage, charge or otherwise transfer any rights or obligations under this Contract without the prior written consent of the Council.

The Contractor shall not sub-contract any portion of the Contract without the prior consent of the Council. Sub-contracting any part of the Contract shall not relieve the Contractor of any obligation or duty attributable to it under the Contract.

The Contractor shall provide the Council with a list of all personnel engaged by its subcontractors and any subsequent amendments thereto and shall ensure that all other requirements of the Council are observed and complied with by any sub-contractor.

Where the Council has consented to the placing of sub-contracts, copies of each subcontract shall be sent by the Contractor to the Council immediately it is issued.
18. PRICE ADJUSTMENT ON EXTENSION OF THE INITIAL CONTRACT PERIOD

The Contract Price shall apply for the Initial Contract Period. In the event that the Client agrees to extend the Initial Contract Period, the Client shall, in the 6 month period prior to the expiry of the Initial Contract Period, enter into good faith negotiations with the Contractor (for a period of not more than 30 Working Days) to agree a variation in the Contract Price.

If the Parties are unable to agree a variation in the Contract Price, the Contract shall terminate at the end of the Initial Contract Period.

If a variation in the Contract Price is agreed between the Client and the Contractor, the revised Contract Price will take effect from the first day of any period of extension and shall apply during such period of extension.

Any increase in the Contract Price shall not exceed the percentage change in the Office of National Statistics’ Consumer Prices Index (CPI) (or another such index specified in the Pricing Schedule) between the Commencement Date and the date 6 months before the end of the Initial Contract period.

19. PROCUREMENT TIMETABLE

The timetable for procurement is detailed in the table. Whilst every attempt will be made to adhere to the timetable, delays may occur during the tendering phase. This timetable cannot be guaranteed and is indicative only. If significant variations occur to the timescales indicated, the Council will keep tenderers updated using the eSourcingNI messaging system.

<table>
<thead>
<tr>
<th>Procurement Activity</th>
<th>LATEST DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publish Advert</td>
<td>12 August 2015</td>
</tr>
<tr>
<td>Publish documentation on eSourcingNI</td>
<td>12 August 2015</td>
</tr>
<tr>
<td>Closing date for return of Tenders</td>
<td>11 September 2015</td>
</tr>
<tr>
<td>Report to Council</td>
<td>23 September 2015</td>
</tr>
<tr>
<td>Standstill</td>
<td>24 September 2015</td>
</tr>
<tr>
<td>Award Contract</td>
<td>5 October 2015</td>
</tr>
<tr>
<td>Contract commence</td>
<td>5 October 2015</td>
</tr>
</tbody>
</table>

20. OTHER INFORMATION

Tenderers should note that where quantities are given in this specification, they are only estimates and shall not be binding on the Council. Staffing requirements are subject to changes in demand and the type and expenditure profiles for previous...
years are given only as a guideline and are not based on any anticipated requirements during the Contract period.

Any contracts awarded as a result of this tender competition will be based on the most economically advantageous offer, which offers Best Value.
SECTION 2

TENDER SPECIFICATION
Client Background and Service Requirements

Local Government Reform

The reform of local government has seen the reduction of 26 councils to 11 with an implementation date of 1 April 2015.

The new councils will be stronger, more efficient and will deliver more effective services. They will be citizen focused, responding to the needs, aspirations and concerns of their communities. In partnership with others, they will guide the future development of their areas.

Legislation has been made to define the boundaries of the 11 new local government districts. It also sets the number, boundaries and names of the wards into which each district will be divided.

The Local Government Act (Northern Ireland) 2014 is now in place, and introduces the legislative framework for the new councils.

Functions to transfer from central to local government

The package was agreed by the Executive in April 2013. Powers will transfer in planning, roads, urban regeneration, community development, housing, local economic development and local tourism. The transfer will also include spot listing of buildings and greater involvement of local government in local sports decisions. Councils will also have a new statutory duty of Community Planning and the General Power of Competence:

Community planning

This will provide a framework within which Councils, departments, statutory bodies and other relevant agencies and sectors can work together to develop and implement a shared vision for promoting the economic, social and environmental well-being of their area based on effective engagement with the community.

General Power of Competence

This will enable a council, in broad terms, to act with similar freedom to an individual, unless there is a law to prevent it from doing so. It would provide a council with the ability to act in its own interest and to develop innovative approaches to addressing issues in its area.

Client Background and Reform

The new local authority of Ards and North Down Borough Council (the Council) has existed in shadow form since the elections of May 2014 and has assumed full responsibility from 1 April 2015 for the delivery of services and functions of two legacy councils (Ards Borough Council and North Down Borough Council), along with other functions transferring from central government. This may result in a review of this service across the new borough.
Further information about the Council can be found on the Council’s website at http://www.ardsandnorthdown.gov.uk

Range of Services
The Council engages in the usual range of Local Authority activities including Leisure Services, Community Services, Parks and Open Spaces, Tourism, Cultural Facilities, Refuse Collection, Street Cleansing, Environmental Health/Technical, Registration of Deaths, Births and Marriages, Burial Grounds, Public Conveniences, Administration, Employment, Finance, Economic Development and Planning/Building Control amongst others. It is envisaged that these services will be expanded to incorporate other Central Government functions under the Review of Public Administration and Local Government Reform e.g. planning – covering local Development Plan functions, development management and enforcement, Local Roads, Public Realm, Rural Development, Urban Regeneration and Community Planning, and Local Economic Development.

GENERAL REQUIREMENTS

Ards and North Down Borough Council (the Council) is seeking to appoint a maximum of 3 suppliers onto a Framework Arrangement for the supply, delivery and installation of Office Furniture and Miscellaneous Equipment. The Council’s intention is that the use of the Framework will be mandatory for all council premises. Council Officers will purchase items off the Framework as and when required. All Council buildings within the Borough of Ards and North Down area will potentially require office furniture.

The framework arrangement as described in the specification will not in any legal manner whatsoever constitute a contract between the Council and the successful supplier(s). Any order placed by the Council with the supplier under the Framework Arrangement, shall become a separate and independent contract in its own right, once accepted by the supplier. In each and every such case, the terms of the Framework Arrangement and the conditions therein shall govern the materials procured. As such, the Council is unable to guarantee any minimum quantities to be ordered.

The Council will appoint the companies ranked 1, 2 and 3 after formal evaluation. Commissions will be offered to the company ranked 1. Companies 2 and 3 will be offered commissions in the event of the preferred organisation (company 1) not having the capacity to supply the goods.

The Council will hold at its discretion that for orders with a value of more than £5,000.00 all three companies on the framework may be approached to quote for that particular piece of work.

During the last three years the legacy Councils (Ards Borough Council and North Down Borough Council) spent a combined total of approximately £50,000 per annum on office furniture and miscellaneous goods. This is an indicative amount for information only and no guarantee of future contract value must be assumed.

The scope of the Agreement shall be in accordance with the product range as
detailed within the Pricing Schedule. All items listed in your final tender for the core list will be the fixed core list being used on this Framework Arrangement. All prices quoted must remain fixed for the initial two year period of the Framework. Any increases in prices will require evidence through use of market information.

The Supplier is required to supply, deliver and install office furniture to meet the Council’s requirements. The items that the framework will cover are:

- Desks, pedestals, chairs, tables, screen dividers, shelving/drawers and storage including lockers, cabinets and tambour units.

The Contract will be awarded for an initial two year period with the option to extend the contract for a further 2 x 12 month periods, to be reviewed annually. The Contract Commencement date is anticipated to be 5 October 2015.

**PRODUCT QUALITY**

Furniture supplied under this contract must comply with all current legislation, regulations, standards and policies thus ensuring such is fit for purpose for public use. For the duration of the agreement all furniture and equipment shall comply with relevant British Standards and/or European Standards including those for strength, stability and Flame Retardance or, where no such standard exists, any generally recognised industry standard or Code of Practice which relates to such furniture and equipment will be followed. All products will be selected to offer durability to withstand everyday wear and tear. All furniture and equipment shall comply with the Health and Safety standards which apply. The furniture will fulfil all the necessary criteria including BS6396 specification for electrical systems in office furniture and screens and Health and Safety (Display Screen Equipment) Regulations. All furniture shall be tested to current FIRA standards.

The quality of items must be sustained throughout the contract and will be assessed with ongoing contract management.

**Warranty:** All items available to the Council, either through the core items listed or from additional stock, must be fully guaranteed for at least 5 years. The Supplier will be fully responsible for the products and will be expected to manage its supply chain, and/or subcontractors accordingly. All aspects of the products will be covered from structure of tables to gas within adjustable chairs.

**ORDERING AND DELIVERY**

The Supplier shall ensure that no goods are supplied without firstly receiving an official Council Purchase Order. Purchase Orders must be accepted by facsimile, e-mail or telephone. Care must be taken to ensure that details such as the purchase order number, delivery address, invoicing address and contact name and telephone number are carefully recorded. Orders will be placed for direct delivery to the Customer, or to the address indicated by them in their Purchase Order. The Council deems 5 working days as adequate for the delivery of core items listed in the Pricing Schedule following the receipt of a valid Purchase Order.
All goods must be securely and appropriately packaged and clearly addressed. Drivers must exercise caution while making deliveries to Council premises. All deliveries must be accompanied by a delivery note, which as a minimum must detail the products and quantities supplied, the delivery address, and the purchase order number.

The ordering process and any other specific requirements agreed with Council must be adhered to at all times. Flexibility may be required for the development of electronic catalogues for operation of e-procurement, purchasing cards, monthly consolidated invoicing and any future development of systems within the Council.

Delivery is to be the date specified by the Council, subject to exceptionally adverse weather conditions or other factors beyond the supplier’s control. In such cases the supplier shall notify the Council immediately. Delivery is to be during the Council’s normal working hours unless previous agreement has been reached with the Council to deliver out with normal working hours. The supplier is responsible for all offloading of supplies into Council locations. The supplier must advise, in advance, the date and time of delivery. Delivery is to be to the location(s) specified except where otherwise stated, and may be signed for as unexamined.

In the event of the supplier failing to deliver the whole or part of an order by the date specified, for reasons other than exceptionally adverse weather conditions or other factors beyond the supplier’s control, the Council and supplier shall agree within 24 hours of that date on a revised delivery date to be made within 2 working days, or agree alternative arrangements. Where cancellation of all or part of the order by the supplier becomes necessary, all agreed costs incurred thereby by the Council may be deducted from any monies due, or to become due to suppliers under this order, or shall be recoverable from the supplier by the Council as a debt.

**Delivery - Receipt:** All Goods are to be received and signed for by authorised personnel of the Council. Unless otherwise agreed in writing by the Council for a specific order, Goods will not be considered as received by the Council until such signature has been made.

Without prejudice to the provisions of the prevailing Conditions of Contract, shortfalls and damaged goods are to be dealt with as follows:

- Shortfalls must be acknowledged in writing on the delivery note by the delivery driver

All damaged parcels will be returned to the contractor immediately and this shall be acknowledged in writing on the delivery note by the delivery driver.

**DAMAGED AND FAULTY ITEMS**

Notification of items found to be faulty, damaged or wrongly processed will be made in the following way:

- The Council will notify faulty, damaged or wrongly processed items to the Supplier within 7 days of receipt. Items so notified will be uplifted and credited at the Supplier’s sole expense.
- Faulty items will be returned using the Supplier’s delivery service clearly indicating the type of fault, quoting the original invoice/order numbers.
- Damaged items will be returned using the Supplier’s delivery service clearly indicating the type of damage, quoting the original invoice/order numbers.
Items supplied wrongly processed will be returned using the Supplier’s delivery service clearly indicating the processing faults, quoting the original invoice/order numbers.

Replacements or crediting are to be dealt with as follows:

- Where a replacement is immediately available from stock it should be forwarded by return quoting the original invoice, with the necessary processing requirements in place.
- Where a replacement is not immediately available a credit note should be issued.
- The Council reserves the right to source elsewhere, where order quantities cannot be met.

INVOICES, COPY INVOICES AND DELIVERY NOTES

The Council requires the following with regards invoices, copy invoices and delivery notes.

At delivery point, delivery notes should accompany each consignment delivered to the Council.

Delivery notes should contain the following information:

**Delivery Advice Notes** should show:
- Official order number
- Delivery Address
- Contact Name
- Product number
- Product description
- Quantity
- Item cost
- Total Cost

All invoices for goods supplied to the Council must carry a unique invoice number, and must be submitted in accordance with the instructions from the Council.

**Each Invoice** should contain:
- the order date, purchase order number and the delivery address.
- Total Quantity of items
- Net Value of items
- Vat coding
- VAT as applicable
- Total value of the invoice
- Product description
- Item No from Core List if applicable.
- Invoices must be addressed to Ards and North Down Borough Council, Finance Dept, Town Hall, The Castle, Bangor, Co Down, BT20 4BT.

Invoices may be per order or consolidated at the option of the Council (to be advised in advance to the Supplier).
**PAYMENT**

Payment will be made by BACS within 30 days of receipt of a valid invoice following delivery of the related Goods. Where credit is awaited the original invoices will not be passed for payment until receipt of the relevant credit note.

**PRICING**

The price schedule must remain fixed and firm for the initial two year period of the Framework Arrangement. Any increases in prices will require evidence through use of market information.

The prices must in all cases include costs of packing and delivery and installation (when required).

Tenderers must submit offers for all of the products listed in the core product **Pricing Schedule**. Suppliers must note it is a condition of this Framework Arrangement that prices have to be provided for every item specified in the **Pricing Schedule**. Failure to do so will result in a non-compliant bid. Tenderers are also requested to indicate the percentage of discount offered on non-core items in their catalogue (items not included on the Councils core list).

Additional items identified during the period of the contract will be sourced from the supplier. If they are unable to supply a satisfactory item then the Council will source the item from an alternative supplier.

The products listed in the price schedule are representative of some of the products currently being purchased but is not by any means exhaustive and is open to amendment and change through discussion with key user departments.

**CUSTOMER SERVICE**

The supplier is required to appoint an Account Manager to oversee this agreement and on award the Council will appoint a contract manager to be the point of contact for the successful suppliers.

Customer service is of the utmost importance to the Council and as such suppliers should detail their procedures from first point of contact through ordering, delivery, installation, after sales care and escalation process, including issues that cannot be resolved by the Account Manager.

If required, the supplier will be expected to attend contract review meetings to discuss both contract performance and any mutually beneficial matters.

Prior to and following the award of business, the Council shall at all reasonable times be permitted by the supplier to inspect any premises in which the goods supplied for this contract are being manufactured, prepared or stored for the purpose of inspecting the goods and ensuring that the conditions of contract are being met and that the necessary standards of legal compliance are being maintained.
SALES AND TECHNICAL SUPPORT

The Council requires the following support functions throughout the length of the Contract:

- A helpdesk contactable by telephone, e-mail and fax during office hours (9.00 am – 5.00 pm weekdays) throughout the year except during public holidays in the location where the supplier has its base;
- Helpdesk must deal with all customer service calls;
- Functional problems relating to the supply that can be resolved remotely must be resolved within 24 hours of report to the helpdesk;
- Functional problems that cannot be resolved remotely must be investigated within 3 working days of notification.

Following the award of the Framework Arrangement, the Council may request that the successful supplier meets with key customers within the Council to introduce themselves and their organisation. This may take the form of a ‘one-off’ presentation session or may involve visiting individual premises. The Council is committed to the success of this Framework Arrangement and will endeavour to support any reasonable suggestions that the successful supplier has for publicising the Framework Arrangement.

SUSTAINABILITY - REMOVAL OF OLD FURNITURE

Upon delivery of furniture, the Council may wish for the removal of the old furniture that the new furniture is replacing. The Supplier would take on ownership and liability for these goods and should advise Council what its procedures are for this type of furniture with emphasis on re-use, repair or recycling.

MANAGEMENT INFORMATION

The supplier shall maintain records of all orders received from the individual authorities, and provide management information electronically, preferably in Microsoft Excel on a quarterly basis. The supplier shall, upon the request of the Councils officers, provide details of the following: - sterling value of the account plus a year to date value, volume and sterling value per product, cumulative contract year to date figures on a yearly basis.