

# NATIONAL PUBLIC SECTOR FRAMEWORK

For the provision of **LEGAL SERVICES**

REF: CPC/DU/LS/03A



## USER GUIDE

FEATURES AND BENEFITS

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# 1. Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Legal Services reference CPC/DU/LS/03A (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire need for Legal Services.

# 2. Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's entire Legal Services requirements across 14 Lots:

- Lot 1 East Anglia
- Lot 2 East Midlands
- Lot 3 London
- Lot 4 Northern Ireland
- Lot 5 North East England
- Lot 6 North West England
- Lot 7 Scotland
- Lot 8 South East England
- Lot 9 South West England
- Lot 10 Wales
- Lot 11 West Midlands
- Lot 12 Yorkshire
- Lot 13 Channel Islands
- Lot 14 National One-Stop-Shop

CPC is pleased to make available to framework users a comprehensive range of Legal Services across each Lot. These include:

## Property

- Acquisition and disposal of land and property
- Leases
- Construction
- Secured lending
- Private finance initiative
- Joint ventures
- Shared services
- Social enterprise
- Lettings
- Planning

- Dispute resolution
- Procurement
- Other related services

#### Human Resources

- Employment policies
- Reward schemes
- Disputes
- Industrial action
- Tribunals
- Safety, health and environment
- Personal Injury claims
- Discrimination and equal pay
- Pensions and severance packages
- School leadership support
- Organisational development
- Safeguarding
- TUPE
- Other related services

#### Academy Conversion and Post Conversion

- Academy projects (conversion, adding schools to a MAT, schools moving between MATs)
- Governance/company secretarial
- Review and amendment of articles and funding agreements
- TUPE, reorganisations and outsourcing
- Estates management, PFI, construction and planning
- Commercial Contracts
- Employment case work, public sector pensions, employment tribunal representation, policy and contract reviews, HR training and equal opportunities, settlement agreements, industrial relations
- Intellectual property rights and exploitation
- Information Law (Data protection and Freedom of Information)
- Education and Charity Law
- Procurement
- Student Matters – admissions, exclusions, safeguarding, parental complaints
- Reputation Management
- Litigation and dispute resolution
- Health and Safety
- Other Related Services

Please note the Academy Conversion and Post Conversion Services are not applicable to Lots 4, 7, 10 and 13, as Academies are not present with Northern Ireland, Scotland, Wales and the Channel Islands. Similarly the work stream is not applicable to business let under Lot 14 where such business

is being delivered within Northern Ireland, Scotland, Wales and the Channel Islands.

#### Other Legal Services

- Corporate governance
- Franchising arrangements
- Intellectual property rights
- Commercial contracts
- Licensing
- Data protection
- Freedom of Information
- Joint ventures
- Shared services
- Social enterprises
- Charity Issues
- Resolution of disputes
- Mergers/due diligence
- Procurement
- Student matters
- Immigration
- Communications
- Reputation Management
- Other related services

Framework users should note that the services detailed above are not representative of all services available under the framework. Suppliers are at liberty to make available to framework users their wider portfolio of Legal Services within the broad definition of the services available under the framework.

## Lot 1 – East Anglia

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Blake Morgan LLP**
- ▶ **Capsticks Solicitors LLP**
- ▶ **Eversheds Sitherland LLP**
- ▶ **Michelmores LLP**

▶ **Sharpe Pritchard LLP**

▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 2 – East Midlands

There are six suppliers awarded a place on this Lot as detailed below:

▶ **Blake Morgan LLP**

▶ **Forbes Solicitors**

▶ **Rollits LLP**

▶ **Sharpe Pritchard LLP**

▶ **Shoosmiths LLP**

▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 3 – London

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Ashfords LLP**
- ▶ **Blake Morgan LLP**
- ▶ **Invicta Law Limited**
- ▶ **Shapre Pritchard LLP**
- ▶ **Shoosmiths LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 4 – Northern Ireland

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **A&L Goodbody**
- ▶ **Arther Cox**
- ▶ **Carson McDowell**

- ▶ **Cleaver Fulton and Rankin**
- ▶ **Eversheds Sutherland LLP**
- ▶ **King & Gowdy**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## **Lot 5 – North East England**

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Blake Morgan LLP**
- ▶ **Burnetts LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Shoosmiths LLP**
- ▶ **Watson Burton LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A



- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 6 – North West England

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Blake Morgan LLP**
- ▶ **Burnetts LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Shoosmiths LLP**
- ▶ **Watson Burton LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 7 – Scotland

There are three suppliers awarded a place on this Lot as detailed below:

- ▶ **Eversheds Sutherland LLP**

▶ **Shoosmiths LLP**

▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 8 – South East England

There are six suppliers awarded a place on this Lot as detailed below:

▶ **Ashfords LLP**

▶ **Blake Morgan LLP**

▶ **Invicta Law Limited**

▶ **Sharpe Pritchard LLP**

▶ **Shoosmiths LLP**

▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk

- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 9 – South West England

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Ashfords LLP**
- ▶ **Blake Morgan LLP**
- ▶ **Eversheds Sutherland LLP**
- ▶ **Michelmores LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 10 – Wales

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Blake Morgan LLP**
- ▶ **Browne Jacobson LLP**

- ▶ **Capital Law Limited**
- ▶ **Eversheds Sutherland LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## **Lot 11 – West Midlands**

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Ashfords LLP**
- ▶ **Blake Morgan LLP**
- ▶ **Rollits LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Shoosmiths LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 12 – Yorkshire

There are six suppliers awarded a place on this Lot as detailed below:

- ▶ **Ashfords LLP**
- ▶ **Blake Morgan LLP**
- ▶ **Sharpe Pritchard LLP**
- ▶ **Shoosmiths LLP**
- ▶ **Watson Burton LLP**
- ▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## Lot 13 – Channel Islands

There are two suppliers awarded a place on this Lot as detailed below:

▶ **Michelmores LLP**

▶ **Eversheds Sutherland LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## **Lot 14 – National One-Stop-Shop**

There are five suppliers awarded a place on this Lot as detailed below:

▶ **Ashfords LLP**

▶ **Eversheds Sutherland LLP**

▶ **Capsticks Solicitors LLP**

▶ **Shoosmiths LLP**

▶ **Weightmans LLP**

Access to the suppliers' range of services and associated pricing is available via:

- the individual supplier account managers – see Appendix A
- the Framework Contract Manager
- the Framework Help Desk
- the National Public Sector Legal Services Framework website [www.nationalpublicsectorlegalframework.org](http://www.nationalpublicsectorlegalframework.org)

## 3. Buying from the Framework

How do framework buy from the framework? This can be done in one of two ways:

### 3.1 Direct Award

Direct Award is an option under the framework. The rules governing Direct Award are defined within the Public Contracts Regulations 2015 and framework users' attention is drawn to these rules. Direct Award takes place where a framework user direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

Each supplier has an agreed price list for the services available under the framework and these can be accessed by contacting either the specific supplier Account Manager or the framework Contract Manager. The price lists may be of assistance to Framework users when deciding whether or not to Direct Award to a supplier.

It is anticipated that Direct Award will be most commonly used in cases of urgent and/or one off need. Framework users are encouraged to engage in Further Competition to secure best value in all other cases.

### 3.2 Further Competition

A framework user can engage suppliers in a further competition in pursuit of additional value. When engaging in a further competition exercise, Framework users must invite all the suppliers to participate in the further competition. All suppliers must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):

#### Stage 1

- Services audit undertaken to determine requirements

#### Stage 2

- Requirement sent out to suppliers in a Further Competition Invitation to Submit Proposal document

#### Stage 3

- Suppliers to review specification and submit bid proposals

#### Stage 4

- Member evaluates submitted bid. Presentation may be received as part of the clarification process.

## Stage 5

- Preferred supplier selected and award communicated

Basic advice and guidance upon conducting further competitions can be obtained from the framework Help Desk.

If conducting your own further competition, exercise framework users should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix F.

A standard further competition template for use in a traditional further competition is attached in Appendix B for Framework users wishing to undertake their own further competition exercise.

## 4. Further Competition Support Service

In addition the framework offers a comprehensive further competition procurement service. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service is detailed overleaf:

- ▶ **Assistance with the determination of customer requirements**
- ▶ **Assistance with completion of specification**
- ▶ **Compilation of further competition documents and evaluation model**
- ▶ **Dispatch of the above to framework suppliers**
- ▶ **Receipt of bids**
- ▶ **Undertaking of evaluations with, or on behalf of, the customer.  
Presenting findings and recommendations to the customer.**
- ▶ **Communicate results of further competition to bidder**



Where relevant, the service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The further competition support service fees will vary depending upon the potential scale of the requirement and costs are available upon request. Full details can be found in Appendix C.

The documentation review service is available to Framework users engaging in further competitions. Framework users' completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier in this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

[enquiries@nationaleducationlegalframework.org](mailto:enquiries@nationaleducationlegalframework.org)

07966 040564

## 5. Placing an order

Having selected your chosen Legal Services supplier, orders should be placed either via the Framework Order Form (a copy is detailed in Appendix D), or by the signing of the Call-Off Contract Terms and Conditions which are available from the CPC website. Your preferred supplier will populate the Order Form/Call-Off Contract terms and conditions with the full details of your requirement and then present you with a completed Order Form/Call-Off contract terms and conditions for signature. It is not necessary to sign the Call-Off Contract terms and conditions, as the Order Form under which the contract will be enabled clearly references the framework terms and conditions.

Having selected your chosen Legal Services supplier, orders can be placed in one of the following ways:

- i) By signing the Framework Order Form (a copy is detailed in Appendix D).
- ii) By signing the Call-Off Contract Terms and Conditions which are available from both the CPC and framework specific websites.
- iii) By signing the Framework Access Agreement (a copy is detailed within Appendix E)

Your preferred supplier will populate your choice of order documentation with the full details of your requirement and then present you with the completed document for signature. Please note, it is not necessary to sign the Call-Off Contract terms and conditions, as both the Framework Order Form and Framework Access Agreement under which the contract will be enabled clearly references the framework Call-Off terms and conditions.

Please ensure a copy of your order is emailed to the framework Help Desk at the address detailed below. enquiries@nationalpublicsectorlegalframework.org. This information will be treated in confidence and is required for internal framework management information purposes only.

## 6. Contract and Account Management

Day to day contract management support is available from the framework Help Desk and the Contract Manager. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: enquiries@nationalpublicsectorlegalframework.org

Tel: 0843 507 6026

Fax: 0843 507 6027

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:

- Provide advice and guidance both upon the operation of the framework
- Address any supplier specific questions
- Provide general advice and guidance of a technical nature
- Help address any unresolved issues
- Provide basic advice and assistance in the drafting of specifications and undertaking further competitions

In addition to the Help Desk, additional account management support is provided by the appropriate Supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the receipt of service.

## 7. Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the framework user. In the vast majority of cases such complaints will be addressed to the satisfaction of the Member within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

### Step 1

Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via [steve.davies@npg-ltd.com](mailto:steve.davies@npg-ltd.com), t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.

## Step 2

Escalation to the Director, Jon Chamberlain. Jon can be contacted by e-mail on jon.chamberlain@dukefield.co.uk, by t:01204 374170 or m: 0795788 274

## 8. Service Performance Expectations

A comprehensive contract management regime underpins the operation of the framework. Suppliers' performance is continually monitored across all framework users using the framework and issues addressed as they come to light.

Framework users can expect the following target service performance for all Lots:

- Supplier response to calls within 4 working hours of the communication being received.
- Supplier response to electronic communications within 4 working hours of the communication being received.
- Supplier responds to letters within two working days of receipt.
- Customer Satisfaction levels to be at 95% or above.

Framework users should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier.

The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers. Framework users are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Framework users should ensure the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

## 9. Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

## 10. APPENDIX A – Supplier Account Manager Contact Details

### **A & L Goodbody**

Gareth Walls  
028 9031 4466  
07595118090  
gwalls@algoodbody.com

### **Arthur Cox**

Mark McGugan  
028 9023 0007  
075 0122 8395  
mark.mcgugan@arthurcox.com

### **Ashfords LLP**

Charles Pallot  
01392 000906  
07779004641  
c.pallot@ashfords.co.uk

### **Blake Morgan LLP**

Matthew Smith  
029 2068 6165  
matthew.smith@blakemorgan.co.uk

### **Browne Jacobson LLP**

Peter Ware  
0115 9766242  
07899 072682  
peter.ware@brownejacobson.com

### **Burnetts LLP**

Natalie Ruane  
01228 552222  
07525128755  
nr@burnetts.co.uk

### **Capital Law Limited**

Lestyn Morris  
02920474492  
07791 626 455  
i.morris@capitallaw.co.uk

### **Capsticks Solicitors**

Mark Paget Skelin  
020 8780 4861  
078471321906  
mark.pagetskelin@capsticks.com

### **Carson McDowell**

Declan Magee  
028 9024 4951  
declan.Magee@carson-mcdowell.com

### **Cleaver Fulton Rankin Limited**

Michael Black  
028 9027 1312  
m.black@cfrlaw.co.uk

### **Eversheds Sutherland LLP**

Ben Wood  
0113 200 4273  
benwood@eversheds-sutherland.com

### **Forbes Solicitors**

Jonathon Holden  
01772 220396  
07976 278888  
jonathan.holden@forbessolicitors.co.uk

### **Invicta Law Limited**

Zena Wroe  
03000 416862  
07810 864616  
Zena.wroe@invicta.law

### **King & Gowdy Solicitors**

Adam Kirkpatrick  
028 9065 9511  
aak@king-gowdy.co.uk

**Michelmores LLP**

Ian McWalter

01392 687751

ian.mcwalter@michelmores.com

**Rollits LLP**

Tom Morrison

01482 337310

07984 051116

tom.morrison@rollits.com

**Sharpe Pritchard LLP**

Annie Moy

020 7405 4600

amoy@sharpepritchard.co.uk

**Shoosmiths LLP**

Kathryn Jump

03700 86 5776

kathryn.jump@shoosmiths.co.uk

**Watson Burton LLP**

Christopher Graham

0345 901 2033

christopher.graham@watsonburton.com

**Weightmans LLP**

Martin Vincent

0345 073 9900

martin.vincent@weightmans.com

# 11. APPENDIX B – Further Competition Template

APPENDIX B IS ATTACHED AS A SEPARATE FILE

## 12. APPENDIX C – Further Competition Support Service Fee Structure

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any framework user. The exact nature of the fees will vary depending upon the size and complexity of the requirement. All fees will be exclusive of VAT and travel and subsistence.

Each Further Competition Support Service include full competition exercise, to include the following:

- ▶ **Assistance with/determination of a customers' technical specification and requirements**
- ▶ **Assistance with/completion of the specification**
- ▶ **Compilation of further competition documents and evaluation model**
- ▶ **Dispatch of the above to framework suppliers**
- ▶ **Receipt of bids**
- ▶ **Undertaking of evaluations with, or on behalf of, the customer. Presenting findings and recommendations to the customer.**
- ▶ **Communicate results of further competition to bidder**

The service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication

If you are interested in this service, or have any questions about the Account Manager Steve Davies on 07966 040564.

# 13. APPENDIX D – Framework Order Form

## LEGAL SERVICES FRAMEWORK ORDER FORM

**CONTRACT No CPC/DU/LS/03A**  
**Contract for the Provision of Legal Services**

[ \_\_\_\_\_ ] (the Customer) wishes to  
 purchase the below mentioned Services for a Minimum Term of -  
 \_\_\_\_\_ Months (delete Minimum Term if required).

This Purchase Order is for the purchase of the Legal Services as detailed below.  
 Execution of this Order Form by the Customer shall automatically bind the Customer into the Call-Off Contract Terms and  
 Conditions with the Supplier; a copy of which (as appropriate) has been provided to you.

	Description of Service	Hourly rate/agreed Sum
		£
		£
		£
		£
		£
<b>Total Price</b>		£ <span style="float: right;">excl VAT</span>

(Framework users should append additional sheets detailing services being procured where relevant to do so)

<b>Name of Establishment (The Customer)</b>	
<b>Site/Invoice Address</b>	
<b>Postcode</b>	<b>Postcode</b>
<b>Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev)</b>	
<b>Tel No:</b>	
<b>Email</b>	<b>Fax No</b>
<b>Signature (Customer)</b>	<b>Date</b>
<b>Name (PRINT)</b>	<b>Position</b>

Sheet \_\_\_ of \_\_\_



## 14. APPENDIX E – Framework Access Agreement

### Access Agreement Legal Services Framework CPC/DU/LS/03A

This is a confirmation of access to the Legal Services Framework, and an Agreement of commitment to use said Framework.

<b>Framework User Contact:</b>	<b>Supplier Contact:</b>
<b>Name:</b>	<b>Name:</b>
<b>Email:</b>	<b>Email:</b>
<b>Tel:</b>	<b>Tel:</b>

Framework Start Date 1st April 2018\*

Length of Framework Agreement: 3 years with the option of a 1 year extension.\*

This is an agreement to confirm **[enter Framework User name]** has satisfied itself of its eligibility to utilise the Framework. Signature of this form constitutes acceptance of the Framework Agreement Call-Off Terms and Conditions (which are enclosed, thereby creating a binding commitment to the utilisation of a Call-Off Contract from the framework agreement referenced above.

We agree to enter into a Call-Off Contract as from **[enter date of commencement]**, for a period of **[years/months]** to commence from the date of signature of this Access Agreement.

**On behalf of the supplier: [enter supplier name]**

<b>Contact Name</b>	
<b>Telephone number</b>	
<b>Email Address</b>	
<b>Signature</b>	
<b>Date</b>	

**On behalf of [enter Framework User name]**

<b>Contact Name</b>	
<b>Telephone number</b>	
<b>Email Address</b>	
<b>Signature</b>	
<b>Date</b>	

## 15. APPENDIX F – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below.

Weighting is listed for information purposes to assist framework users in determining their further competition evaluation criteria and associated weighting. Framework users are advised to select evaluation criteria and associated weighting that supports the spirit of the framework and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a framework users' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

**Price 35%**

**Quality 65%**

Quality Criteria	Weighting %
Method Statements	10
Service Compliance	17
Customer Support Services	5
Service Quality	6
Order Process	2
Delivery and Commissioning of Service	2
Account Management	16
Marketing	5
Sustainability	2
<b>Total%</b>	<b>65%</b>

**Quality Criteria:**

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	10
Service Compliance The ability of the supplier to provide the required Legal Services	17
Customer Support Services Provision of Help Desk and other customer support services	5
Service Quality Supplier quality standards and approaches	6
Order Process e.g. order process, consolidated invoicing etc	2
Delivery and Commissioning of Service Service delivery timescales etc	2

<b>Account Management</b> e.g. Account management structure, management information, key performance indicators etc	<b>16</b>
<b>Marketing</b>	<b>5</b>
<b>Sustainability</b> Delivery of sustainable and low carbon services	<b>2</b>

#### **Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process**

Supplier presentations can be received as part of the evaluation process. Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.

