**logo and brand**

**FRAMEWORK AGREEMENT FOR**

**GAS DETECTION MONITORS**

**Ref: WMFS C002461**

**Customer User Guidance**

**Call off Guidance**

1. **Introduction**

This User Guide provides information and guidance to Fire and Rescue Services, Police Forces and Ambulance Trusts calling off from this Framework Agreement for the supply of Gas Detection Monitors.

This single supplier framework agreement has been awarded by West Midlands Fire and Rescue Authority (the Authority) for the supply of Gas Detection Monitors and associated products. The framework agreement is available to Ambulance, Police and Fire Services. Names of the Contracting Authorities able to use the framework are listed in section 11.

The framework agreement will commence 1 March 2018 for a period of four years.

1. **Tender Process Overview**

The Framework Agreement was publicly advertised in the Official Journal of the European Union 2017/S 230-479090 on 29 November 2017 using the Open Procedure.

The tender evaluation was carried out by members of all three Emergency Services.

1. **Supplier Details**

Life Safety Distribution GmbH (Honeywell Analytics Ltd)

Hatchpond House, 4 Stinsford Road,

Nuffield Industrial Estate,

Poole, Dorset, BH17 0RZ.

Peter Barratt

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1. **Expected Benefits**

The benefits of using this framework are: quick and easy to use, no need for further competition, no sign up fee, reduced prices, standardisation of specifications.

Services can award directly to the Supplier, removing the need to conduct a full tender exercise and lengthy supplier evaluations, saving time and costs associated with procurement exercises.

1. **Placing Purchase Orders**

Purchasing orders must include the framework agreement reference WMFS C002461 and be made to Life Safety Distribution GmbH.

Only the terms set out in the Framework Agreement will apply for the call-off contracts and any other terms presented to the Customer or the Supplier will be considered null and void.

Any pricing and evaluation information supplied by the Authority is commercially sensitive to the Supplier and therefore must not be shared outside the requesting Service.

Where a call-off contract is placed under this Framework Agreement it should not be put in place for any longer than the Framework expiry date. Upon expiry of any call-off contract the Service should review its commitments in respect of EU Procurement legislations and should not extend the contract. If a call-off contract is in place that expires after the framework expiry date the call-off contract will not be under the original terms of this Framework Agreement and the Authority will not be liable should a Supplier/Customer allow this to occur.

1. **Pricing**

The prices are fixed for two years from 1st March 2018. The Contract Price is subject to review after 24 months and may be increased by not more than Consumer Price Index using the formula stated in the invitation to tender.

There are no price breaks; prices are the same for any quantity ordered. However, the embedded price lists exclude carriage and it will be added as follows: orders up to £5,000 carriage charge £12.00; orders between £5,000 and £10,000 carriage charge £18.00; orders above £10,000 carriage charge £44.00. There also an additional cost for delivery of dangerous goods (calibration gases) of £30 per shipment.

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1. **Training**

The Supplier offers free of charge training at their offices in Poole. Details are in the embedded document.



1. **Disputes and Complaints Process**

Any complaint about the provision of services should be raised in the first instance through the opposing party (Customer/Supplier) and attempts should be made by both parties to resolve all disputes. If a Customer/Supplier feels that the issue has not been resolved they should raise the matter to the Authority’s Contract Manager on the details provided below.

1. **Responsibilities**

As the Contracting Authority, West Midlands Fire and Rescue Authority’s responsibilities will include supplier management, product development and management, price benchmarking, performance reviews and supplier review meetings.

The Framework will be managed by: Jacky Perkins, West Midlands Fire Service, Corporate Procurement, 99 Vauxhall Road, Birmingham B7 4HW

Telephone: 0121 380 6176

E-mail: [jackie.perkins@wmfs.net](mailto:jackie.perkins@wmfs.net)

The contract manager will act as a point of escalation for unresolved issues between supplier and Customer for any quality issues with the goods delivered. It will be the role of the contract manager to review the performance of suppliers, monitor framework usage and overall expenditure, which will be provided in management information by the Supplier.

Each Customer will be required to check their own organisation's usage and ensure that the Supplier applies the agreed Framework prices.

Customers will be responsible for resolving any issues/queries/disputes between themselves and the Supplier e.g. invoicing issues, late deliveries.

The Suppliers will be responsible for resolving any issues/queries/disputes between themselves and individual Customers e.g. late payment.

The Suppliers will appoint a single point of contact who will be responsible for managing the day to day orders from Customers, and the provision of both management and product information. Each Customer will be responsible for dealing with any day to day issues raised by the Supplier’s contact point. The contacts details are listed in section 3.

1. **Meetings**

Supplier Meetings will normally take place at six monthly intervals or as subsequently agreed from time to time between the Supplier and the Contract Manager. The meetings are designed to cover the performance and effectiveness of the Framework Agreement. Areas for review and discussion will include: usage, performance measures, complaints and complaints handling, quality and technical issues, new developments, evaluation of past and present demands, and outstanding matters requiring or resulting in action from earlier meetings.

1. **Contracting Authorities**

**Ambulance Services:**

* East Midlands Ambulance Service NHS Trust
* East of England Ambulance Service NHS Trust
* London Ambulance Service NHS Trust
* North East Ambulance Service NHS Foundation Trust
* North West Ambulance Service NHS Trust
* South Central Ambulance Service NHS Foundation Trust
* South East Coast Ambulance Service NHS Trust
* South West Ambulance Service NHS Foundation Trust
* West Midlands Ambulance Service NHS Foundation Trust
* Yorkshire Ambulance Service
* Welsh Ambulance Service
* Scottish Ambulance Service
* Northern Ireland Ambulance Service Health and Social Care Trust

**Fire and Rescue Services:**

* Avon Fire & Rescue Service
* Bedfordshire & Luton Fire & Rescue Service
* Buckinghamshire Fire & Rescue Service
* Cambridgeshire Fire & Rescue Service
* Cheshire Fire & Rescue Service
* Cleveland Fire & Rescue Service
* Cornwall Fire & Rescue Service
* Cumbria Fire & Rescue Service
* Derbyshire Fire & Rescue Service
* Devon & Somerset Fire & Rescue Service
* Dorset & Wiltshire Fire & Rescue Service
* County Durham and Darlington Fire & Rescue Service
* East Sussex Fire & Rescue Service
* Essex Fire & Rescue Service
* Gloucestershire Fire & Rescue Service
* Greater Manchester Fire & Rescue Service
* Guernsey Fire & Rescue Service
* Hampshire Fire & Rescue Service
* Hereford and Worcester Fire & Rescue Service
* Hertfordshire Fire & Rescue Service
* Humberside Fire & Rescue Service
* Isle of Man Fire & Rescue Service
* Isle of Wight Fire & Rescue Service
* Isles of Scilly Fire & Rescue Service
* States of Jersey Fire & Rescue Service
* Kent Fire & Rescue Service
* Lancashire Fire & Rescue Service
* Leicestershire Fire & Rescue Service
* Lincolnshire Fire & Rescue Service
* London Fire Brigade
* Merseyside Fire & Rescue Service
* Mid and West Wales Fire & Rescue Service
* Norfolk Fire & Rescue Service
* North Yorkshire Fire & Rescue Service
* North Wales Fire & Rescue Service
* Northamptonshire Fire & Rescue Service
* Northern Ireland Fire & Rescue Service
* Northumberland Fire & Rescue Service
* Nottinghamshire Fire & Rescue Service
* Oxfordshire Fire & Rescue Service
* Royal Berkshire Fire & Rescue Service
* Scottish Fire & Rescue Service
* Shropshire Fire & Rescue Service
* South Yorkshire Fire & Rescue Service
* South Wales Fire & Rescue Service
* Staffordshire Fire & Rescue Service
* Suffolk Fire & Rescue Service
* Surrey Fire & Rescue Service
* Tyne and Wear Fire & Rescue Service
* Warwickshire Fire & Rescue Service
* West Midlands Fire & Rescue Service
* West Sussex Fire & Rescue Service
* West Yorkshire Fire & Rescue Service

**Police Forces:**

* Avon and Somerset Constabulary
* Bedfordshire Police
* British Transport Police
* Cambridgeshire Constabulary
* Cheshire Constabulary
* City of London Police
* Civil Nuclear Constabulary
* Cleveland Police
* Cumbria Constabulary
* Derbyshire Constabulary
* Devon and Cornwall Police
* Dorset Police
* Durham Constabulary
* Dyfed-Powys Police
* Essex Police
* Gloucestershire Constabulary
* Greater Manchester Police
* Gwent Police
* Hampshire Constabulary
* Hertfordshire Constabulary
* Humberside Police
* Kent Police
* Lancashire Constabulary
* Leicestershire Police
* Lincolnshire Police
* Merseyside Police
* Metropolitan Police Service
* Ministry of Defence Police
* Norfolk Constabulary
* North Wales Police
* Northamptonshire Police
* Northumbria Police
* North Yorkshire Police
* Nottinghamshire Police
* Police Service of Northern Ireland
* Police Service of Scotland
* South Wales Police
* South Yorkshire Police
* Staffordshire Police
* Suffolk Constabulary
* Surrey Police
* Sussex Police
* Thames Valley Police
* Warwickshire Police
* West Mercia Police
* West Midlands Police
* West Yorkshire Police
* Wiltshire Police