 

**ID 1889828**

**DoF Collaborative Framework Agreement for Window Cleaning Services**

**FAQ SHEET**

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# **Framework Duration**

**Q.** What is the start and end date for this Framework?

**A.** The Framework Agreement starts on 1 April 2019 and expires on 31 March 2023.

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# **Framework Scope**

**Q**. Who can use this Framework Agreement?

**A.** The list of participating bodies listed at <https://www.finance-ni.gov.uk/publications/list-public-bodies-which-can-participate-cpd-collaborative-frameworks> can use this Agreement. For clarity, a PDF of the bodies listed on the website at the time this contract was advertised is provided within the list of project documents on the CPD website.

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# **Setting up an Account**

**Q.** Do I need to contact CPD if I wish to set up an Account to use the Framework Agreement?

**A.** No, users do not need to contact CPD to call off the services. If you require information on pricing, you should complete the Non- Disclosure Agreement form which is included within the project documents listed on the CPD website and forward it to the address on the proforma.

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# **Pricing**

**Q.** My building isn’t listed on the pricing schedule, how do I obtain prices for window cleaning?

**A.** Prices for the Framework Agreement are based on the list of buildings provided within the Pricing Schedules included within the project documents on the CPD website. Costs for additional buildings / services will be at rates commensurate with tendered rates for buildings of a similar size. To obtain a unit price for your building you should:

* Ask CPD for the tendered rates for the buildings by completing a Non-Disclosure Agreement (NDA) and forwarding this to CPD. A template NDA is provided within the list of project documents on the CPD website (this includes the email address for returns).
* Contact the Contractor for your geographical area to carry out a survey for your building and provide a price. In providing a price, the Contractor should identify which building on the original pricing schedule has been used as a benchmark.
* Agree the price with the Contractor and hold this information for audit purposes.
* If there is a dispute over the proposed price, you should contact CPD Properties Services Division (the PSD contact point is provided within the Protocol Document).

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# **Ordering Procedures (see also - AccountNI users guidance below)**

**Q**. How do I order window cleaning services?

**A**. Services are ordered directly with the Contractor using the Order Form proforma included within the project documents on the CPD website. More detailed ordering procedures are outlined in the User’s protocol.

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**Q.** Do I need to order each time I want a window cleaning service?

**A.** You can either order services on an ad-hoc basis or call off services over a period of time (e.g. 1 clean every 2 months for the next 24 months).

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**Q**. Is a business case required for each Order?

**A.** Yes a proportionate business case is required for orders placed under this Framework Agreement.

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# **Complaint Resolution**

**Q.** Who do I contact if I have a problem with the standard of cleaning or if the Contractor doesn’t arrive to clean the windows as agreed?

**A.** Any complaints/issues with the standard of cleaning services should be addressed to the contractor staff on site. You should not sign the completion note unless you are satisfied that the services have been completed to the required standard. Any other complaints should be referred to the Contractor’s representative. Contact points for the Contractor are provided within the User’s protocol on the CPD website.

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# **Security Clearance**

**Q.** My Department has always used this contract for internal window cleaning services as well as external and therefore we required the Contractor to be security cleared. Who pays for this?

**A.** As this Framework Agreement is primarily for external window cleaning, the contractor should not have access to information, systems or unaccompanied access to the buildings. NI Public Procurement Policy requires all departments to avoid like for like contracts and therefore the ‘status quo’ should be challenged to ensure there is an essential business requirement for the activity before committing the expenditure. As the vast majority of buildings only require external cleaning services, Departments who previously requested an internal cleaning services should re-evaluate their requirements to identify potential savings for their Department. If there are security risks for contractor staff accessing the building, this may add strength to the case of only ordering the external cleaning services. Your proportionate business case for these services should identify the required services and the frequency of those services. If after carrying out these assessments, these services are still identified as essential and unavoidable, the Department must notify the Contractor using the Order Form, any

costs associated will be borne by the relevant Department/Client.

# **Payments**

**Q**. What are the payment arrangements?

**A.** Invoicing procedures should be included on the Order Form. Payments should be made within 30 days of receipt of a valid invoice.

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**Q.** I am an AccountNI user, how do I raise a Purchase Order (PO)?

**A.** The elements of this contract will be available to order through the iProcurement Catalogue. In the Main Store search field in iProcurement, enter the Description or Supplier Item Code for the goods/service required. To ensure that accurate management information in relation to this contract is captured, POs must be created using the iProcurement Catalogue. If ordering on an ad-hoc basis or to cover monthly cleans etc it is essential in all cases that POs are raised per clean for each building, examples shown below:

|  |  |  |
| --- | --- | --- |
| **Supplier Item code (Catalogue)** | **Description (catalogue)** | **Order (iProcurement) - example** |
| WindowCleaningLot 1-1 | Full clean of External window surface as per specification RA COLERAINE - OFICE BT51 3RL | 1 (Qty) @ £26 (Price)**£26.00** (ad-hoc clean)6 (Qty) @ £26 (Price)**£156.00** (1 clean every 2 months over 12 month period) |
| WindowCleaningLot2-3 | Full clean of External window surfaces as per specification LARNE DVTA BT40 2SY | 1 (Qty) @ £10.51 (Price) **£10.51** (ad-hoc clean)12 (Qty) @ £10.51 (Price) **£126.12** (monthly clean over 12 month period) |

For AccountNI users the BPA numbers for the contracts are:

Monroe Facilities Lot 1 BPA 6100034480

Graham Asset Management Lot 2 BPA 6100034481

Monroe Facilities Lot 3 BPA 6100034482

Graham Asset Management Lot 4 BPA 6100034484

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**Q.** As an AccountNI user, are there any specific invoicing requirements?

**A.** Yes, Account NI has an **e-invoicing** solution in place and contracted suppliers are required to meet the following minimum requirements in relation to the submission of Invoices and Credit Notes:

1. Invoices and Credit Notes must be in a structured pdf format

Account NI require that invoices are received directly via email from the supplier’s accounting system.  If however the accounting system cannot produce a structured/tagged PDF directly, various other suitable methods are acceptable, including, e.g.

* PDF printer driver software such as CutePDF or Bullzip.
* MS Office has a facility to generate structured/tagged pdfs.
1. Invoices and Credit notes must quote a valid Account NI Purchase Order Number

Invoices and Credit Notes must be emailed directly to Account NI at the following address: - invoices@accountni.gov.uk

Q. As an AccountNI user, when should I process a receipt?

A. Departmental Requisitioners should process the receipt in iProcurement in a timely manner and before the invoice is received in order to maximise the benefits of the e-invoicing solution.