

CUSTOMER SURVEYS - SMS/EMAIL USER GUIDE

Efficient Economic Frameworks
Q1 2020 Edition



**National Framework
Partnership**

FRAMEWORK SUMMARY

This OJEU compliant framework for Customer Surveys allows for public sector clients to obtain the following feedback.

- General perception (e.g. overall satisfaction, net promoter score)
- Satisfaction with key services/customer touchpoints (e.g. feedback following a property repair/maintenance, complaint, new letting, anti-social behaviour case handling)

FRAMEWORK APPOINTEES

- Watermelon Research
- BMG Research
- Opinion Research



HOW TO USE THIS FRAMEWORK

There are two ways to use the framework; mini-competition or direct selection.

DIRECT SELECTION

Regulation 33 | Framework clause 5.2.1

With the direct selection method you may select the appointee ranked number 1. If that contractor declines the opportunity NFP approach contractor number 2 and so on. The following circumstances may also allow for a direct selection:

- An existing relationship with an appointee
- Where the Call Off has substantial similarities to a previous project the appointee was involved with.
- For reasons of urgency it is not reasonably practicable to award the Call Off Contract by way of a Mini-Competition.
- Capability Criteria determining that only one framework appointee is capable of carrying out the Call Off Contract

MINI COMPETITION

Regulation 33 | Framework clause 5.3

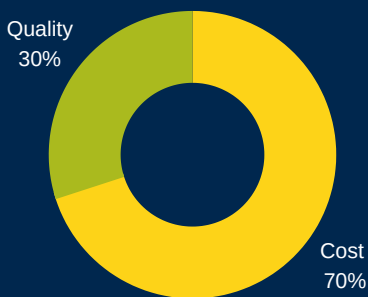
The mini-competition method lets you expand beyond the framework's original specification to meet your specific requirements. All the contractors on the relevant lot are invited to tender (where capable). This process typically takes 2-4 weeks.

REFERENCE : NFP159

KEY FACTS

Contract Notice: 2018/S 244-558542
Award Notice: 2019/S 071-168590
Valid until 31st March 2022
Nuts Code: UK
Access Fee: Nil

AWARD CRITERIA



COMMON PROCUREMENT VOCABULARY CODE

79311000
Survey services

79311200
Survey conduction services

79311210
Telephone survey services

79311300
79342310
79342311
79311100

CONTACT

0207 052 1531

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FRAMEWORK BENEFITS

There are a number of potential benefits that can be achieved from using this framework, namely:

- Economies of Scale
- Fully compliant with the Public Contracts Regulations 2015 - saving you valuable time and resources with greatly reduced procurement timescales.
- There is no need to advertise the requirements, and there are no minimum time periods within the process to which you must adhere.
- Simple Tendering Process - Mini competition can be drawn up specifically to client needs.
- Both Direct Selection or Mini Competition procedures are available to ensure that projects can get underway quickly and efficiently.
- Fully approved supplier network - assessed for their operational, financial, technical, professional conformance and capabilities.
- Pre-agreed terms and conditions are embedded into the Framework agreement.
- Established relationship with a selection of suppliers delivers improved service and responsiveness.
- Dedicated central point of contact.
- Support throughout the lifetime of your contract

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NEXT STEPS

Contact us or alternatively follow the steps below to call off through our website. The NFP procurement team will be happy to help answer any further questions or carry out the mini competition if required.

- **Email:** helpdesk@nationalframeworkpartnership.co.uk
- **Tel:** 0207 052 1531

NFP utilises the latest digital technology to simplify the call off process to 5-steps, allowing you access to our framework within minutes.



To view these documents please visit the framework page and scroll towards the bottom. The programme works on devices with a wide screen.

Step 1 - Confidentiality Agreement



Clients will need to complete the fields prompted within the form, to obtain the password for Steps 2, 3.

Step 2 - Specification



Step 2 contains the framework specification and is password protected. (Please complete step 1 to receive the password).

Step 3 - Cost Model / Bid Submission



Step 3 contains the bid submission of the direct selection call off framework appointee. (Please complete step 1 to receive the password).

Step 4 - Framework Access Agreement



This form contains the joining agreement allowing the client access to our framework. Clients are at liberty to choose the standard terms and conditions as found in Step 5 or their own. For audit purposes NFP will need to retain a copy of the form in order for the contract to be effective.

Step 5 - Terms and Conditions



Step 5 contains a standard set of schedules for clients to call off from. The form allows for a final set of schedules, amendments and requirements to be inserted within the document. For example, the downloaded version of Step 2 and 3 can be inserted.

COMPANY FACTS

Established: 2018
Registered : 11217682
VAT: GB 302774126

MISSION STATEMENT

Our mission is to promote honest and dependable suppliers for the public sector.

FRAMEWORKS

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SUPPLIERS

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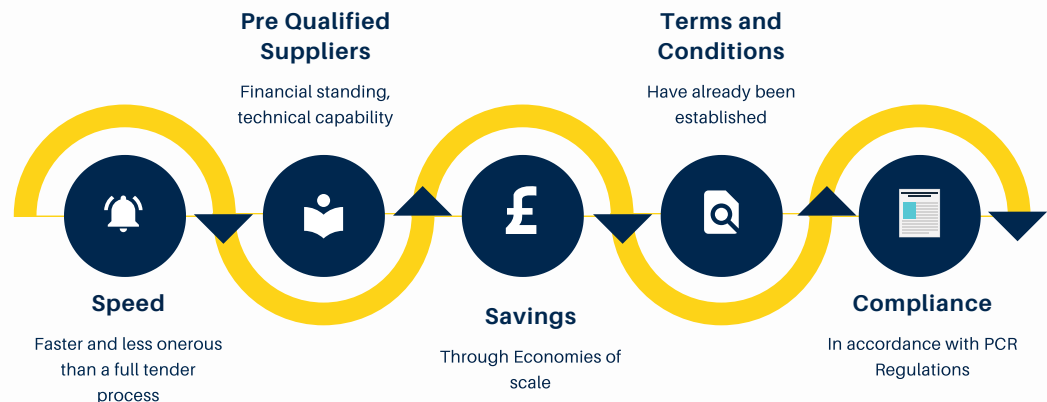
ABOUT NATIONAL FRAMEWORK PARTNERSHIP

With offices in London and Liverpool and in association with the Hyde Group, National Framework Partnership are a leading provider of frameworks operating throughout the United Kingdom.

Modern, forward-thinking and our mission is clear. We strive to provide the very highest quality service by promoting honest and dependable suppliers for the public sector.

Clients undertake a range of services from £10,000 to £30m and a selection of these can be viewed in our 'who we work with' section.

Our clients and suppliers trust in our knowledge, experience and technical expertise. Administering fast and efficient procurement which delivers social and added value gains.



PERMISSIBLE USERS

Our Nationwide frameworks are accessible by all of the 4896 registered contracting authorities including Housing Associations, ALMOs, Transport Organisations, Utility Providers, Local Authorities, Charities, Universities, Blue Light Services and Health Organisations, across the United Kingdom

To assist with your enquiry we have designed an online checker tool to confirm your organisations eligibility as listed through The Office of National Statistics (ONS) and as stated in our Contract Notices. The latest ONS publication is July'19. Please refer to our website to use the tool.



What we do

Delivering OJEU compliant projects can be challenging and time consuming.

At National Framework Partnership we aim to make it quicker, simpler and more effective.

Organisations across the UK are taking advantage of our unique approach to procurement, from Social Housing Providers and Education bodies to Local Authorities and Blue Light Services.

Our range of over 70 Frameworks connects you with service providers of all sizes.

Frameworks are generally free to access, easy to use and fully compliant with all UK and EU procurement law.

This user guide provides all the information you need to get started, including how you can get in touch with our team



What sets us apart?

With over 50 years experience in procurement, we understand your challenges and work to deliver the most value possible from your projects.

1. We support our service providers. When it comes to calling-off, we work closely with our framework appointees to ensure an efficient project commencement. Our priority is to actively promote framework appointees as we believe they are crucial to successful contracts.

2. Simplicity. Our unique 5 step calling off process is simple and straight forward.

3. End-to-end support. We will come and meet with you to explore your businesses requirements and our team is always available to offer ongoing support for the entirety of the contract.

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National Framework
Partnership

Framework Directory A-Z

• Architectural Services framework	OJEU: 2019/S 146-360145
• Asbestos Inspection framework	OJEU: 2019/S 078-187557
• Asbestos removals framework	OJEU: 2017/S 031-056243
• Beverage consumables framework	OJEU: 2018/S 100-229124
• Building Dilapidation Surveys	OJEU: 2017/S 227-473378
• Call Handling - Out of Hours	OJEU: 2017/S 052-096432
• Construction Management Services	OJEU: 2019/S 146-360145
• Credit Meter and Billing Services	OJEU: 2016/S 221-403028
• Customer Surveys - SMS-Email	OJEU: 2019/S 071-168590
• Customer Telephone Surveys	OJEU: 2019/S 071-168590
• Damp Surveys	OJEU: 2017/S 227-473378
• Development (All Regions £25M+)	OJEU: 2020/S 017-035422
• Development (Kent £5M - £10M)	OJEU: 2020/S 017-035422
• Development (Kent above £10M)	OJEU: 2020/S 017-035422
• Development (London £5M - £10M)	OJEU: 2020/S 017-035422
• Development (London above £10M)	OJEU: 2020/S 017-035422
• Development (South £5M - £10M)	OJEU: 2020/S 017-035422
• Development (South above £10M)	OJEU: 2020/S 017-035422
• Development MMC	OJEU: 2020/S 017-035422
• Employers Agent & Clerk of Works	OJEU: 2019/S 146-360145
• EPC - Energy Performance Certificates	OJEU: 2017/S 227-473378
• External Audit Services	OJEU: 2019/S 060-139690
• Financial Advisory Services	OJEU: 2019/S 211-517049
• Financial Analysis Services	OJEU: 2019/S 211-517049
• First Aid & Medical Supplies	OJEU: 2019/S 085-203541
• Flood surveys framework	OJEU: 2017/S 227-473378
• Flooring framework	OJEU: 2016/S 213-388306
• Furniture & Soft Furnishings	OJEU: 2016/S 213-388306
• General Finance Advisory Services	OJEU: 2019/S 211-517049
• Grounds maintenance & Cleaning	OJEU: 2015/S 223-406736
• Heating Consultant	OJEU: 2018/S 190-430266
• HR - Managed Service Provider	OJEU: 2018/S 190-430269
• Insurance framework	OJEU: 2019/S 171-418074
• Internal Audit framework	OJEU: 2016/S 203-367106
• Legal Services - Contracts, Procurement, Health & Safety	OJEU: 2017/S 247-520069
• Legal Services - Development & Construction	OJEU: 2017/S 247-520069
• Legal Services - Employment, TUPE & Pensions	OJEU: 2017/S 247-520069
• Legal Services - Governance, Corporate, Regulatory & Statutory	OJEU: 2017/S 247-520069
• Legal Services - Home Ownership & Asset Management	OJEU: 2017/S 247-520069
• Legal Services - Housing Management	OJEU: 2017/S 247-520069
• Legal Services - Property Legal Services	OJEU: 2017/S 247-520069
• Legal Services - Property Litigation	OJEU: 2017/S 247-520069
• Legal Services - Securitisation	OJEU: 2017/S 247-520069
• Legal Services - Treasury & Finance	OJEU: 2017/S 247-520069
• Lift Inspections Framework	OJEU: 2017/S 247-520069
• Lift modernisation	OJEU: 2018/S 159-365009
• Lone Worker devices	OJEU: 2018/S 159-365009
• Occupational Health Services	OJEU: 2018/S 159-364239
• Office Supplies	OJEU: 2016/S 210-381799
• Party Wall Surveys	OJEU: 2018/S 135-308006
• Pest Control framework	OJEU: 2017/S 227-473378
• Property plans framework	OJEU: 2018/S 082-184840
• Property Valuations	OJEU: 2017/S 227-473378
• Pumps - Booster Interceptor	OJEU: 2017/S 227-473378
• Real Estate and Strategic Asset Advisory Services	OJEU: 2019/S 078-187557
• Recruitment - Administration	OJEU: 2019/S 211-517049
• Recruitment - Assessment Centres	OJEU: 2018/S 208-475269
• Recruitment - Business Development	OJEU: 2019/S 018-038869
• Recruitment - Change & Transformation	OJEU: 2018/S 208-475269
• Recruitment - Facilities, Health & Safety, Compliance	OJEU: 2018/S 208-475269
• Recruitment - Finance & Procurement	OJEU: 2018/S 208-475269
• Recruitment - Legal	OJEU: 2018/S 208-475269
• Recruitment - Property Services	OJEU: 2018/S 208-475269
• Recruitment - Specialist Housing	OJEU: 2018/S 208-475269
• Recruitment - Technology	OJEU: 2018/S 208-475269
• Security staff & services	OJEU: 2018/S 208-475269
• Sewage Treatment	OJEU: 2017/S 227-473378
• Stock condition surveys	OJEU: 2019/S 078-187557
• Structural Engineers	OJEU: 2017/S 227-473378
• Tax Advisory Services	OJEU: 2017/S 227-473378
• Technical Services Consultancy	OJEU: 2019/S 211-517049
• Training - Regulatory and Compliance	OJEU: 2018/S 190-430266
• Treasury Management Services	OJEU: 2018/S 190-430266
• Vending machines framework	OJEU: 2018/S 179-406195
• Waste & recycling -	OJEU: 2019/S 211-517049
• Watercooler framework	OJEU: 2018/S 100-229124
	OJEU: 2019/S 078-187557

CONTACT

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Supplier Directory

- AC&MS Limited
- Ad Esse Consulting
- Airey Miller Ltd
- Alan Camp Architects LLP
- Allies and Morrison
- AMCM Group Ltd
- Annie's Training Company Limited
- Anthony Collins
- Arcadis LLP
- ARG Group
- Argyll Environmental
- Arthur J. Gallagher
- Asbestech Ltd
- ASK Europe Plc
- Badenoch & Clark
- Baily Garner
- Batchelors Solicitors
- Bennett Construction Ltd
- Bevan Brittan LLP
- Blue Octopus Recruitment
- BMG Research
- Bouygues UK Ltd
- BPM Project Management Ltd
- BPTW
- British Engineering Services
- Bruce Shaw
- Bugler Developments Ltd
- Buxton Building Contractors
- BWT UK Ltd
- Bywaters
- Cablesheer Ltd
- Calfordseaden LLP
- Capita Property
- Capsticks Solicitors
- Chartway Group Ltd
- Chequers Contract Services Ltd
- Churchill Hui
- Clarke Wilmott
- Cleanscapes Ltd
- Coombs (Canterbury) Ltd
- CPC Project Services LLP
- Crown Flooring
- Cullinan Studio
- Devonshires Solicitors
- Drew Smith Ltd
- Dynamic Voice HR Consulting
- ECE Architecture
- Eden Springs UK Ltd
- ENGIE Regeneration Ltd
- Environmental Essentials Ltd
- Environtec Limited
- EPR Architects
- Extraspace Solutions Ltd
- F3GROUP
- FFT
- Fraser Brown MacKenna Architects
- Furniture Resource Centre
- GCS - Gas Contract Services
- Guidant Global
- Gully Howard Technical
- H Dourof
- Harvey Nash
- HawkinsBrown
- Henry Construction Projects Ltd
- HGP Architects Ltd
- Higgins Construction Plc
- Highwood Construction Ltd
- Hill Partnerships Ltd
- HKR Architects
- HTA Design LLP
- Hunters
- Ideal Modular Homes
- Infinite You Limited
- Inner Circle Consulting
- ISO Spaces
- Jenner Contractors Ltd
- John Graham Construction Ltd
- John Rowan & Partners LLP
- Jones Lang LaSalle Ltd
- Just Ask Estate Services Ltd
- K2 Consultancy
- KEE Services Ltd
- Keystone Training Limited
- Kier Construction
- Kind & Company
- Lavazza Professional Limited
- Levitt Bernstein Associates Ltd
- Lewis Silkin
- Life Environmental Services Limited
- Lovell Partnerships Ltd
- Lyreco
- Marks Consulting Partners
- Martin Arnold limited
- Mazars
- McAleer & Rushe Contracts Ltd
- McLaren Construction Ltd
- Mears Limited
- Medigold Health
- Melius Homes
- Michael Dyson Associates
- Michael Page
- Midgard
- Mitie Pest Control & Security
- Montagu Evans
- Montague Parr Limited
- Morgan Hunt
- Network Research (Motif)
- NEXERE
- NUCO Solutions
- Office Depot
- Opinion Research
- Orbis Protect
- PA Group
- Pellings LLP
- Penna PLC
- Pennington Choices
- Philip Pank Partnership
- Phoenix Compliancy Management
- Pinnacle Housing Ltd
- Pinsent Masons
- Playle & Partners LLP
- PMC Construction
- Pollard Thomas Edwards
- Potensis
- Potter Raper Partnership
- PricewaterhouseCoopers (PWC)
- Principal People
- Property Lettings Furniture Solutions
- Property Tectonics
- Protective Wear Supplies UK
- PRP Architects LLP
- PSD
- PSI
- Purelake New Homes Ltd
- REED
- Retinue Solutions Ltd
- RH Partnership Architects Ltd
- Ridge and Partners LLP
- Rise Management Consulting Ltd
- Riverside Environmental Services Ltd
- Robinson Low Francis LLP
- Roffey Park Institute Limited
- Rund Partnership Limited
- Rydon Construction Ltd
- Safeguard Pest Control Services
- Selecta Ltd
- Sharratts (London)
- Skillcrown Homes Ltd
- Skyguard
- Stace LLP
- Stack London Ltd
- Staples
- Stockwool
- Structa LLP
- Sunninghill Construction Co Ltd
- Switch2 Energy
- Thakeham Client Ltd
- Thames Laboratories
- The Oakridge Centre Limited
- The Testing Lab Ltd
- Thomas Sinden Ltd
- TLT LLP
- TMP Worldwide
- Trowers & Hamlins
- United Living Ltd
- Vistry Partnerships Ltd (Galliford)
- W Stirland
- Walker Morris
- Waterlogic Ltd
- Watermelon Research
- Wates Construction Ltd
- Weston Williamson Partners
- Westridge Construction Ltd
- Willow Pumps Ltd
- Winckworth Sherwood
- WW Martin Ltd
- Zurich Management Services

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