



## **Scottish Procurement and Commercial Directorate**

### **Framework Agreement for Provision of UK and International Domestic Relocation Services**

#### **Buyer's Guide**

**Reference SP-19-007**

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## **1. Buyer's guide introduction**

This buyer's guide provides guidance to Scottish public sector organisations on accessing and using the UK and International Domestic Relocation Services framework.

## **2. Foreword and acknowledgements**

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achievable through effective collaboration throughout the procurement cycle.

## **3. What is a framework agreement?**

A framework agreement is a general term for an agreement or arrangement between a supplier or suppliers, on one hand, and a contracting authority or contracting authorities, on the other, which sets out the terms and conditions under which "call off contracts" can be made throughout the term of the agreement. A framework agreement does not bind any contracting authority to purchase goods, services or works - a contracting authority can decide to use the framework agreement if it represents value for money and meets its operational requirements. If a contracting authority considers that the framework agreement does not provide value for money or meet its operational requirements, it can choose to award a contract outside the framework, subject to its own procurement/competition rules and policies.

## **4. Who can access the framework?**

The framework will be available for use by the Scottish Ministers (including agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, the Scotland Office, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, Scottish Fire and Rescue Service, the Scottish Police Authority, Scottish health boards or special health boards, all NHS Scotland, The Integrated Joint Boards established further to the Public Bodies (Joint Working) Act 2014, bodies registered as social landlords under the Housing (Scotland) Act 2001, Student Loans Company Limited, the Forestry Commission, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing.

[Information about Scottish Public Bodies](#)

**Note:** It is the responsibility of any buying organisation wishing to use this framework agreement to **satisfy itself** that it is eligible to do so. Entitlement can be established from the terms of the OJEU advert and guidance on this can be found in Annex A of [Scottish Government Guidance on Framework Agreements](#). If there is any doubt, legal advice should be sought.

## **5. Framework duration, scope and suitability for your organisation**

This framework agreement commences 1 April 2020 for a period of four years, ending on 31 March 2024.

This framework agreement for UK and International domestic relocation services, will deliver fully integrated domestic relocation services to collaborative partner employees and their families who require to relocate under framework public body/collaborative partner domestic relocation schemes.

If your organisation has a requirement for UK and/or International domestic relocation services, this framework is likely to meet your requirements. A summary of the scope of this framework is provided below.

The framework contractor must provide efficient services for employee/assignees authorised by framework public bodies/collaborative partners to participate in the relocation scheme. This may include, but should not be limited to, the following:

- Introduction procedures for framework public bodies/employee/assignees
- Market valuations using Royal Institute of Chartered Surveyors (RICS) qualified valuers
- Determination of guaranteed sale price (GSP)
- Provision of financial arrangements to fund the GSP
- Marketing the old properties – sale of properties
- Solicitor services for old and new properties
- Maintenance service for old properties
- Insurance of old location properties
- Market valuations and survey of old and new properties
- Management of deposits for new properties
- House price (purchase new properties) negotiation service
- Removal and storage service
- Mortgage counselling service
- Like for like property valuation service
- House search service for new properties
- Home reports
- Expenses management system

The following services are out with the scope of this framework agreement:

- Office relocation services
- Office removal services

## **6. Fair Work**

HCR Ltd pay their staff in excess of the UK Living Wage and all their employees, whether full or part time, are given full contracts of employment; HCR do not make use of zero hours contracts.

In addition, HCR incentivise staff members with:

- Profit related bonuses based on results for the year;
- Discretionary bonuses awarded during the year for exceptional performance;
- Bonuses related to customer feedback;
- Support (financial and time) for personal and professional development courses;
- 10 year, 15 year and 20 year service awards; heavy investment in staff training.

## **7. Corporate Social Responsibility**

- HCR is committed to advancing policies and systems across their group to ensure they address and monitor all aspects of corporate social responsibility (CSR) relevant to their business. This includes good ethical behaviour, concern for employee health and safety, care for the environment and community involvement
- Conduct regular customer satisfaction surveys
- Monitor supplier performance □ Encourage feedback from clients' employees using a variety of methods including employee surveys
- Maintain their website as one of the main routes for providing information to interested parties and for contacting us
- The HCR Board has established a committee to coordinate group CSR efforts

## **Ethics**

HCR expects that all of its business be conducted in compliance with high ethical standards of business practice. These standards are applied to all dealings with employees, customers, suppliers and other stakeholders.

Appropriate ethical behaviour is reviewed as part of the group's internal control process.

## **Health and safety**

The Managing Director is the director appointed by the board to have responsibility for the health and safety and environmental performance of the company.

The company health and safety policy places responsibility for the management of health and safety on the operations management, who are supported by the internal control team and local external advisers, where necessary. HCR will always provide employees with a written health and safety policy.

## **Community**

HCR recognises the significance of local communities and, through their charitable donations policy, strive to be a responsible partner in the communities in which they operate. HCR encourages all employees to support the particular needs of their communities by contributing to local charities and community initiatives. Support takes the form of employee time and skills, gifts in kind and cash donations. HCR has long associations with their local authority, Basingstoke and Deane Borough Council. Some of the employees help the communities in which they operate by volunteering their time to various charities.

### **8. Framework contractor**

The framework contractor, HCR Ltd, has gone through a rigorous tendering process and as a result demonstrated that they offer best overall value for money in the current market for UK and International domestic relocation services.

#### [Further information on HCR Ltd](#)

Contact details:

Adrian Leach

Client Services Manager

Phone: 44 (0)1256 313751

Email: [Adrian.Leach@hcr.co.uk](mailto:Adrian.Leach@hcr.co.uk)

HCR Ltd

Network House

2 Basing View

Basingstoke

Hampshire

RG21 4HG

### **9. Framework agreement documentation and pricing**

Pricing information can be found on the Scottish Government secure Knowledge Hub site. As indicated above, if you are not registered to access this site, and are eligible to utilise the framework, [please complete the attached template](#) and send to the Scottish Procurement contact detailed below.

Due to its commercial sensitivity, a copy of the framework pricing can only be obtained from the Scottish Government secure Knowledge Hub site. Should you require further guidance, please contact Scottish Procurement.

Prices are fixed for the duration of the framework agreement and the duration of any call-off contract awarded under this framework agreement.

### **10. Call-off procedures**

10.1 The framework public body shall complete schedule 5 – Standard Terms of Supply, of the framework agreement (a word version is available to download from the Knowledge Hub) for the period they wish to call-off from the framework.

Framework public bodies will be required to complete the relevant blank schedules within schedule 5 as appropriate, with their own organisational requirements including those in Schedule 5.9 covering Data Protection, GDPR etc. Once schedule 5 is completed and has been signed by both parties this will form the terms for the call-off contract between the framework supplier and that particular framework public body under this framework agreement.

10.2 When schedule 5 has been completed and signed by both parties, individual purchase orders can be raised against it detailing specific requirements for each individual relocation. The completed schedule 5 should be referenced in each individual purchase order (see framework agreement Ref SP-19-007, schedule 3 annex A – example order form).

## 11. Scottish Procurement and Property Directorate (SPPD) contact details

Enquiries in relation to this framework agreement should be directed to:

<b>Scottish Procurement - framework contact</b>
David Bilton
Senior Portfolio Specialist
Victoria Quay – Edinburgh
Email: <a href="mailto:david.bilton@gov.scot">david.bilton@gov.scot</a>
Phone: 0131 244 3627
Colin Anderson
Portfolio Specialist
Victoria Quay – Edinburgh
Email: <a href="mailto:colin.anderson@gov.scot">colin.anderson@gov.scot</a>
Phone: 0131 244 5182