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| **Business Need** | **Scope** | **Statement of Requirements** | **Results/Outcomes** | **Performance Monitoring** |
| What does the Business Case aim to Change? | What is it being used for? | What are the details of what you want to buy? | What do you need it to do? | What will you monitor; it is doing what you need it to? |
| This section should provide a synopsis of the business case, detailing benefits and estimated costs, risks and timescales. It should relate to the GCU Mission and Vision. And provide details of any avoided costs and monetary energy/operational efficiencies. | In general, a brief description of the goods/services, when do you need the services to start or the quantity of goods, what are the estimated dates of delivered/commissioned, is there new legislation that requires you to buy goods or employ services.  Who are the Key Stakeholders? | This section requires as much detail as possible, include a description of the Services/Goods/Works:-   * a description of the services required, work description and/or description of the equipment/items you want to buy. | This section should include details of specific questions and weightings you want to ask the Suppliers to ensure you can assess the capabilities of the Supplier against your detailed specification. Your most important requirements should be weighted higher; this will result in the Supplier who has met the criteria the best, achieving a high score. | What information/data do you need to monitor?  How and when will you receive this information?  Will the detail and format allow you to substantiate and provide evidence the initial benefits of the Business case are being realised. |
|  | Does the scope replicate the details in the business case? | Does the specification fully describe the goods/services described in the scope; does this cover additional value added services to ensure the benefits highlighted in the Business Case can be achieved. | Do your questions extract the information you need from the Suppliers on their capabilities or products to ensure you can assess their compatibility and help you deliver the desired results highlighted in the business case? | Do the measures you have in place to monitor and report ensure the products/services are meeting your desired outcomes and as intended in the original business case? |

Glasgow Caledonian University

A well compiled Specification should be sufficiently detailed to ensure the product or service fits the User’s needs. If the Specification is unclear or lacks detail this could result in the objectives of the business case not being met, wasted money and time, unsuitable tenderers and bids. Misinterpretation of requirements would result in difficulties evaluating bids which can lead to unsuitable products and services being supplied. Ultimately an incorrect Specification could result in claims of unfair treatment of the Suppliers and inflict lengthy delays and possible reputational damage.

Specification Template

Please refer to the table above to complete the sections below, please provide as much information as possible, the more detailed the specification is to the potential bidders, it is less likely for any ambiguity, which will result in a realistic bid.

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| Proposer | Kenny Allen |
| School/Department | Estates Department |
| Budget Holder | Douglas Little |

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| Purpose - from the Business case*(Business Need)* |
| Glasgow Caledonian University has identified a need for a contract or contracts for the ‘Provision of Signage Services’ term agreement.  The purpose of this exercise is to provide a standard system for internal signage, throughout Glasgow Caledonian University. |

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| Client *(Scope)* |
| Estates Department |

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| Aims and Objectives *(Scope)* |
| Develop a way finding strategy encompassing all aspects of internal and signing throughout the Campus  The aims of the strategy:   * Complement the existing signage system; * To meet the obligations under the Disability Discrimination Act (2005); * To ensure delivery of a cohesive and consistent style of signage which provides visitors and users with the highest quality and effectiveness of sign communications; * To create a flexible, sustainable system that allows for easy change and relocation; * To maintain the integrity of the University corporate identity. |

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| Outputs *(Statement of Requirements)* |
| Glasgow Caledonian University is currently going through a major refurbishment which will continue until 2016. ………………………………  **Flexibility**  The system should provide a flexibility to accommodate the following scenarios:-   * Staff move buildings; * Change of Name or Title; * Staff can take their existing sign with them; and * Change of Room Use   **Disability Discrimination Act (2005) (DDA)**  The signage system is to meet all the requirements of the Disability Discrimination Act (2005) relating to signage communications:-   * Impact of the DDA on signage; * Consideration of Typographic sizes * Typographic Style * Sign Positioning * Special needs audience to consider:   + Blind or partially sighted;   + Deaf or hard of hearing;   + Cognitive/learning difficulties;   + Wheelchair Users/ambulant difficulties; and   + Dexterity issues.   **General**  The Contractor will be responsible for providing all tools and equipment necessary for the efficient supply and maintenance of the goods and (where applicable) to comply with the manufacturer’s instructions and/or recommendations.  The Contractor shall hold within his premises an adequate store of spares, materials and sundries as necessary to facilitate supply and repairs without delay. At the termination of the Contract, the Contractor may offer surplus spares to the Estates department representative however the Estates department is under no obligation to purchase any surplus stock on termination of the Contract.  The Contractor shall be prepared to carry out work of varying degree and significance at any of the University’s premises within the city of Glasgow, at times to suit the University. The University offers no guarantee as to the extent of the work to be made available to the successful Contractor.  The University accepts no responsibility for the Contractor’s plant, temporary buildings, equipment and materials etc., used to carry out the work. The Contractor shall therefore make their own arrangements to insure items against loss or damage.  All goods or materials used in or supplied are to be new unless otherwise specified. All materials or equipment shall be supplied, handled, used and stored as per the manufacturers and/or recommended instructions. All materials used shall be of the same standard, batch, design etc. unless otherwise agreed with the Estates Manager (or designate).  In the event that proprietary equipment or control systems etc. require diagnostic or remedial action which is beyond the experience of the Contractor’s won staff, the Contractor shall obtain agreement with the Estates Manager or his presentative for the services of the manufacturer.  Existing buildings will be occupied and/or used during the work period. The Contractor will inform the Estates Manager (or designate) of any difficulty which may affect execution of the work. The work will be undertaken with undue inconvenience and nuisance and without danger to occupants and users. |

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| Legislative Requirements *(Statement of Requirements)* |
| The Contractor shall comply with the relevant statutory regulations and other regulations produced by the relevant authorities. These notably include regulations under The Factories Act, The Health & Safety at Work Act 1974. The Electricity at Work Act, The Waste Electric and Electronic Equipment (WEEE) Regulations 2013 and appropriate regulations and any special requirements and fire-fighting authority. Compliance with Glasgow Caledonian University Policies relating to safety, the Environment, Waste Minimisation and codes of practice and to Waste Duty of Care etc. must be achieved.  Specific to the nature of the Contract, the Contractor must be compliant with the following, current in force legislation and regulations appropriate to the services though out the duration of the Contract:   * BS 559:2009 Specification for the design and construction of signs for publicity, decorative and general purposes * BS 559 specifies requirements for the design and construction of signs for publicity, decorative or general purposes, at internal or external locations. It is applicable to both illuminated and non-illuminated signs, whether fixed or portable. * BS 8501:2002 Graphical symbols and signs. Public information symbols * BS ISO 3864-3:2012 Graphical symbols. Safety colours and safety signs. Design principles for graphical symbols for use in safety signs * BS 9999:2008 Fire safety code of practice for the design, management and use of buildings * BS 9999:2008 is the [fire safety](http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030158436&t=ca) code of practice for building design, management and use. The standard outlines ways to meet fire safety legislation through a more flexible approach to design. * BS 9999:2008 provides a risk-based structure that takes varying human factors into account, including improving emergency exit access for disabled people. The standard can be used in and around existing buildings, at design stage for new buildings or extensions, and also applies to alterations, extensions and changes of use of an existing building. It also provides an assessment tool to ensure fire safety strategy remains robust. * BS 5499-10:2006 Safety signs, including fire safety signs. Code of practice for the use of safety signs, including fire safety signs * BS 5499-10:2006 improves public safety by providing guidance on the use of safety signs and [fire safety](http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030122880) signs and is intended to be applied in situations * BS ISO 17049:2013 Accessible design. Application of braille on signage, equipment and appliances. |

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| Qualification Requirements *(Statement of Requirements)* |
| The Contractor shall employ fully skilled personnel of the particular trade and shall allow for the proper supervision of the work and quality assurance of the goods. The cost of management/supervision/quality shall be inclusive in the agreed rates. The use of new skilled operatives or apprentices on the services shall be communicated to the Estates Manager (or their designate) prior to work commencing.  All relevant staff directly providing the services should be trained to Level 2/3 (NVQ) Diploma in Sign making or equivalent experience and those staff which will be responsible for the installation of signage should hold Construction Skills Certification Scheme (CSCS) card.  All staff will be trained and qualified to carry out the works and the Contractor shall provide confirmation that staff directly providing the services have been trained with respect to Asbestos Awareness and Environmental waste disposal. |

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| Sustainability Objectives *(Statement of Requirements)* |
| The University supports a number of initiatives related to sustainability in general including sustainable procurement which considers all aspects of the product life cycle, green travel plans including Cycle to Work Scheme. Energy efficient and sustainable buildings, carbon management and reduction and the development and maintenance of a sustainable, pleasant campus environment for our staff and students.  As a University, we recognise that we are uniquely placed to make a meaningful contribution to advancing the principles of sustainable development through, our primary role as educators, skills trainers and researchers, as owners/operators of large and complex estates, and as the focus of many local communities.  We encourage our Supply Chain to work with the University to support the Sustainability Strategy which sets out our commitment to embedding sustainability into every aspect of our operations.  <http://www.gcu.ac.uk/sustainability/index.html> |

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| Delivery Timescales *(Statement of Requirements)* |
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| Budget *(Statement of Requirements)* |
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| Period of Contract *(Statement of Requirements)* |
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| Management Information/Reporting Requirements *(Performance Monitoring)* |
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| Key Performance Indicators *(Performance Monitoring)* |
| *In order to validate and monitor the performance of your Supplier, you may wish to include Key Performance Indicators. An example of which is contained in the Contract Management Slides.*  *They should be SMART in terms of:-*   * *Specific* * *Measureable* * *Achievable* * *Realistic* * *Time* |

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| Payment/Invoicing Procedures *(Statement of Requirements)* |
| *The University’s standard invoicing terms is 30 days, additionally you may have a requirement to implement staged payments which you can include in this section. Also any specific invoicing instructions.* |

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| Evaluation Criteria/Weightings *(Results & Outcomes)* |
| *This section is particularly important to ensure you ask the right questions and apply appropriate percentage weightings to achieve the most qualified/suitable Supplier at a competitive price.*  *A Price/Quality ratio should be applied e.g. 30/70 - a guide is below; subsequently the sub criteria can be determined.*  *Once you have decided on the sub-criteria, you should apply a percentage weighting to that area, the most important elements should be weighting higher. Each Sub section should add up to the high level criteria i.e. Quality 70%, each sub-section should add up to 70%.*    *Each sub-section should have corresponding questions you want to ask the Supplier to provide information, an example of which could be if you had specified a level of qualification as a minimum, you could ask for an organogram of the people who the Supplier would be proposing to deliver the contract and request CV’s for them.* |

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| Pricing *(Results & Outcomes)* |
| *In order for you to evaluate each bid on a like for like basis and for ease of comparison, each Supplier should submit costs for the specific services or items described in the specification.*  *The following is a list of examples of some pricing mechanisms:*   * + *Retention Fee - A fee paid annually/monthly for all services described in the specification, the fee is chargeable whether the service is utilised or not, generally based on an estimated number hours etc., if this increases significantly there is generally an mechanism included to revise costs, and vice versa it is possible to include a stipulation if the estimate is significantly not met a rebate could be applied.*   + *Hourly Rate Call Off - Hourly rate are requested for varied levels of employees. E.g. qualified trades.*   + *Day Rates - Day rates are requested for varied levels of employees e.g. director, senior project manager, administrator.*   + *Item Quantity - Price per Item of Goods*   + *Unit Measurement - Price per unit, e.g. if this applied to Floor Coverings etc. the Supplier would provide a cost per square meter m² or length of material.*   *Note: It is important when opting for an Hourly/Day Rate that, in addition to the specification, we provide a scenario based pricing example. The Supplier would then apply their rates, material mark-up etc. and provide a quote, the evaluation of prices would be based on this calculation, subsequently once awarded each call off would be calculated using the rates submitted in the Suppliers bid.* |

Guide to determining Price/Quality Ratio

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| Commodity Type | Description | Suggested Price/Quality Ratio |
| Routine | Low Value/High Volume, Many existing alternatives | 90:10 to 80:20 |
| Leverage | High spend areas Many Sources of Supply Commercial Involvement can influence price | 70:30 to 60:40 |
| Strategic | Strategic to Operations Few Sources of Supply Large Spend area Specification may be complex | 60:40 to 50:50 to 40:60 |
| Bottleneck | Few Sources of Supply and alternatives available Complex Specifications If supply fails, impact on organisation could be significant | 40:60 to 10:90 |