

WP2229 Clarification Questions Response		
No.	Supplier Question received	Answer
1	Can we request an extension please? We have several members of staff who are away on annual leave who will return back in September. With the number of schedules that need to be reviewed, not just by us but our subcontractor too, we would need at least 2 weeks	The Deadline for submission of Bid("Bid Submission Deadline") has been extended to the 6th September 2024. In the Bid Pack please review the updated version 1.1 of 'Attachment-1-About-the-procurement', section '4. Timelines for the Competition' as this has impacted on other parts of the timeline.
2	Would a bidder be marked down if they do not supply a contract example as per question 6.1 in the 'Additional Questions' document	The additional questions do not provide a score towards the final evaluation score. This means a supplier cannot lose or miss out on gaining marks by not answering Question 6.1 in 'Bid-Pack-Attachment-5-Open Tender Additional Questions'. A supplier who is unable to answer Question 6.1 is required to answer the follow up Question 6.2 Please note for Question 1.14 in 'Bid-Pack-Attachment-2a-Completion-Template-for-Stage-1-Mandatory-Responses' a supplier is required to answer yes or no to 'Experience of meeting the Service Level Agreements of large organisations, and the provision of ongoing 24/7 operational support' . If Potential Bidders are unwilling or unable to answer "Yes" to this question, their submission will be deemed non-compliant and shall be rejected. We would consider it unusual for a bidder to be able to answer 'Yes' to Q1.14 in Attachment 2a but be unable to answer Q6.1 in Attachment 5 and may ask additional questions to the bidder to ensure they are not misrepresenting themselves and are submitting a compliant bid.

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3	<p>Is there the opportunity to procure through a framework? If so, could you specify which one? Our preference would be to contract via a framework where we have these terms already agreed if that is something you can support?</p>	<p>This opportunity was reviewed as unsuitable for a framework call-off. This opportunity is a competition under the open procedure.</p> <p>A supplier may submit their Terms and Conditions as part of their bid and must submit this by the Bid Submission Deadline (See clarification response to Clarification question 1), this will form the 'Special Terms' within the 'Award Form'. 'Attachment-2-How-to-bid' has been amended to clarify this. The Buyer reserves the right to award the contract to the bidder with the next highest final score if the Buyer is unable to agree Terms and Conditions with the highest scoring bidder.</p> <p>Supplier's are advised to submit Terms and Conditions which are, brief, do not conflict with the Buyer Terms and Conditions and are in addition to Buyer Terms and Conditions (see 'Award Form' and 'Terms and Conditions. zip' to increase the likelihood of their Terms and Conditions being accepted.</p>
4	<p>Can we have some further detail around the integrations that are required. I.e. some of the existing platforms and back end software.</p>	<p>It's expected that the supplier will integrate with one GOV.UK platform. This will abstract the notifications provider from other GOV.UK platforms and software systems. A GOV.UK team will be responsible for the integration, with support from the supplier. Further platform details will be provided to the successful bidder.</p>
5	<p>Please can you confirm if your requirements are for:</p> <p>Cell broadcast mobile push to all mobile CTNs in a defined area/areas Or</p> <p>Message (either text or multimedia) pushed to individual mobile CTN or group of CTNs?</p>	<p>This procurement is for app based mobile push notification service. We do not currently have requirements for Cell broadcast messaging or individual CTN messaging.</p>

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6	What is the Monthly Active User on each of the Apps that will be using our services?	Estimated Monthly Active Installs of the GOV.UK app are outlined in WP2229 Schedule 2 - Specification v1.0, Section 10 - Volumes.
7	Will in-app messages be needed as well? We supply both push notifications and in-app messages.	The core requirement of this procurement is for mobile push notifications, however GOV.UK is interested in other features suppliers may also offer that may support GOV.UK app requirements. Any additional services must be included in charges listed in the 'Attachment-4-Price Schedule'.
8	Our legal team has scanned the terms and commented that, as they stand today, they are not really fit for purpose to govern SaaS 'software-as-a-service' vendors in general. Any potential partnership would require significant legal redlines to govern. We have public-sector customers who have consequently accepted using our terms and conditions which are designed specifically around digital messaging. What is your position on this?	Please see the clarification response to clarification question 3.
9	We have all appropriate security certifications (ISO27001/SOC2 and are fully GDPR compliant) but can you confirm that data hosting in the EU is acceptable (i.e. not a blocker) for your needs?	Suppliers are able to store, access or Process Government Data within the United Kingdom, European Economic Area and anywhere in the world not prohibited by the Buyer. All Suppliers have to provide the location of where data is stored, accessed or Processed and their methodology for keeping this secure as per Schedule 16 (Security) and Schedule 20 (Processing Data). Areas outside of the United Kingdom and European Economic Area will be individually reviewed for suitability.
	Please note that within the 'Schedule 2 - Specification' the Operational support period has been corrected from March 2025 - February 2027 to March 2025 - January 2028. This represents to the end of the contract if all extensions are utilised.	