



Arden and Greater East Midlands
Commissioning Support Unit

NHS Arden & GEM CSU

Invitation to tender for Website Design, Hosting and Development

Date of advertisement on Contract Finder: 6th December 2017

Authority's reference number: AGEMCSU/TRANS/17/481

Deadline for Tenders to be received: 5pm Friday 22nd December 2017

SECTION A – INSTRUCTIONS AND INFORMATION

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1 INTRODUCTION AND BACKGROUND

- 1.1 NHS Arden & GEM CSU ("**the Authority**") is issuing this invitation to tender ("**ITT**") in connection with the provision of Website Design, Hosting and Development as set out within the Service Specification
- 1.2 This ITT Section A contains further information about the procurement process.
- 1.3 ITT Section B contains the questions that Bidders must complete. Each Bidder's response ("**Tender**") should be detailed enough to allow the Authority to make an informed award decision.
- 1.4 All Tenders must be returned no later than the deadline for receipt of Tenders specified on the front cover of this ITT.
- 1.5 The Authority is using the Bravo e-tendering portal to conduct the procurement process ("**the e-Tendering Portal**"). The e-Tendering Portal can be accessed www.ardengemcsu.bravosolution.co.uk. All communications (including submission of Tenders) should be carried out via the e-Tendering Portal.
- 1.6 This procurement process is a **below threshold procurement with a maximum contract value of £83k including VAT** and is not regulated by Parts 2 and 3 of the Public Contracts Regulations 2015.

Contents of the ITT

- 1.7 This ITT document consists of:

Section A – Instructions and information	
1	Introduction and background
2	Tender timetable
3	Instructions to Bidders
4	Tender evaluation methodology and criteria
Annex A1	NHS Terms and Conditions
Section B – Tender Schedules (to be returned by Bidders)	
Annex B1	Eligibility questions and responses
Annex B2	Specification
Annex B3	Tender Response Document
Annex B4	Commercial Schedule
Annex B5	Confidential and commercially sensitive information
Annex B7	Form of Tender

Introduction to the procurement

- 1.8 Full details of the Authority's requirements are set out in the Specification in Annex B2 of Section B.

SMEs

- 1.9 The Authority is committed to supporting the Government's small and medium-sized enterprise (SME) initiative; its aspiration is that 25% of spend, direct and through the supply chain, goes to SMEs by 2015. Suppliers are encouraged to work with the Authority to support the wider SME initiative.
- 1.10 The link below to the Cabinet Office website provides information on the Government's Crown Representative for SMEs, a link to the definition of an SME and details on the SME initiative: <https://www.gov.uk/government/policies/buying-and-managing-government-goods-and-services-more-efficiently-and-effectively/supporting-pages/making-sure-government-gets-full-value-from-small-and-medium-sized-enterprises>.

Questions about this ITT

- 1.11 You may submit, by no later than 18th December 2017 any queries that you have relating to this ITT. Please submit such queries via the e-Tendering Portal.
- 1.12 Any specific queries should clearly reference the appropriate paragraph in the ITT documentation and, to the extent possible, should be aggregated rather than sent individually. The Authority may decline to answer queries received after the above deadline.
- 1.13 Answers to the questions received by the Authority will be circulated to all Bidders via the e-Tendering Portal. Answers will not reveal the identity of the individual Bidder that asked a particular question. The Authority may decide not to disclose answers, or parts of answers, which would reveal confidential or commercially sensitive information in relation to a particular Bidder.

2 TENDER TIMETABLE

Key dates

- 2.1 The procurement will follow a clear, structured and transparent process to ensure a fair and level playing field so that all Bidders are treated equally.
- 2.2 The key dates for this procurement are currently anticipated to be as follows:

Event	Date
ITT Issued	6 th December 2017
Deadline for the receipt of clarification questions	18 th December 2017
Target date for responses to clarification questions	20 th December 2017
Deadline for receipt of Tenders	22 nd December 2017
Evaluation of Tenders	w/c 1 st January 2017
Discussions with shortlisted suppliers	w/c 8 th January 2017
Contract Award	15 th January 2017
Contract work starts	22 nd January 2018
All sites transferred to the new supplier	30 th March 2018

- 2.3 Whilst the Authority does not intend to depart from the timetable, it reserves the right to do so at any stage.

Deadline for receipt of Tenders

- 2.4 Bidders must submit their Tenders in the manner prescribed in section 3 below no later than the date and time specified on the front cover of this ITT.
- 2.5 Any Tender received after the deadline or by any method other than via the e-Tendering Portal may not be considered. The Authority may at its discretion extend the deadline and in such circumstances the Authority will notify all Bidders of any change.

Clarification Meetings

- 2.6 Following the assessment of the Tender proposals, the Authority **may** invite Bidders to a clarification meeting. If required this will take place between receipt of Tenders and announcement of successful Tender and will include the three highest scoring bidders from the written evaluation. In the event the written scores are very close more than three suppliers may be invited.
- 2.7 Although not scored on a separate basis, the session will be used to confirm the technical / quality score assessments of the Tender evaluation. As such, scores achieved during the written Tender evaluation may be adjusted (up or down) and the consolidated score of a Bidder amended.

Contract award

- 2.8 Contract award is subject to the formal approval process of the Authority. Until all necessary approvals are obtained, no contract(s) will be entered into.
- 2.9 Once the Authority has reached a decision in respect of a contract award, it will notify all Bidders of that decision.

3 INSTRUCTIONS TO BIDDERS

Formalities for submission of Tenders

- 3.1 Bidders must submit their Tenders by completing the online Response Template of the ITT. Completed Tenders must be submitted using the e-Tendering Portal. Bidders should ensure that they allow plenty of time to upload the Tender response, particularly where there are large documents. If Bidders have any problems with the e-Tendering Portal, they should contact the helpdesk.
- 3.2 The maximum file size for uploading documents is set out within the Bravo system. You should split your Tender into small enough file sizes to upload. Note: the Authority does not guarantee that you will be able to upload files up to the maximum size, particularly at busy times. For this reason it is recommended that Bidders should ensure files are well below the maximum stated and allow plenty of time to upload, so they have enough time to resolve any technical difficulties before the deadline.
- 3.3 Bidders must adhere to the following standard requirements when submitting their Tenders:
- 3.3.1 The Tender must be in English and drafted in accordance with the drafting guidance set out in this ITT.
 - 3.3.2 **You must respond using the on-line response template.** Each question has been assigned a number of response boxes. Each response box has a maximum character limit of 2000. Attachments will not be evaluated unless they are requested within the ITT question
- 3.4 Where a word count limit is specified, Bidders should state how many words their response contains. The Authority reserves the right not to consider any part of a response exceeding the word limit. Words included within diagrams or other graphic representations will count towards the word limit.
- 3.5 The Tender must be clear, concise and complete. The Authority reserves the right to mark Bidders down or exclude them from the procurement if their Tenders are ambiguous or lack clarity. Bidders should submit only such information as is necessary to respond effectively to this ITT. Unless specifically requested, do not include extraneous presentation materials.
- 3.6 Tenders will be evaluated on the basis of information submitted by the deadline. Where information or documentation submitted appears to be incomplete or erroneous or specific documents are missing, the Authority reserves the right to request the Bidder to submit, supplement, clarify or complete the information or documentation.
- 3.7 The Tender must be signed by a duly authorised representative of the Bidder.

Modification and withdrawal of Tenders

- 3.8 Except as set out in paragraph 3.6, no Tender may be modified after the deadline for receipt of Tenders.
- 3.9 Tenders may be withdrawn at any time before the deadline for receipt of Tenders. Revised Tenders may be submitted up until the deadline for receipt of Tenders, provided such intention is notified to the Authority using the e-Tendering Portal.

Terms and conditions

- 3.10 The contract will include the NHS Terms and Conditions set out in Annex A1. It is vital that the Bidder reviews these carefully, and takes account of all information such as key performance indicators and insurance requirements and that the Tender fully takes account of these. By submitting a Tender, Bidders are agreeing to be bound by the terms of this ITT and the NHS Terms and Conditions without further negotiation or amendment.

Consortia and subcontractors

- 3.11 If the Bidder is a consortium or will rely on sub-contractors to deliver the contract, it must explain in its Tender precisely which entities will be the supplier.
- 3.12 If the Bidder intends to sub-contract any material parts of the contract, it must explain which parts will be sub-contracted, who the sub-contractor is, confirm the sub-contractor has agreed terms of supply and what contractual commitment it has from the sub-contractor to deliver.

Warnings and disclaimers

- 3.13 While the information contained in this ITT is believed to be correct at the time of issue, neither the Authority nor its advisors will accept any liability for its accuracy, adequacy or completeness, nor will any express or implied warranty be given. This exclusion extends to liability in relation to any statement, opinion or conclusion contained in or any omission from, this ITT (including its annexes) and in respect of any other written or oral communication transmitted (or otherwise made available) to any Bidder. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Authority.
- 3.14 If a Bidder proposes to enter into a contract with the Authority, it must rely on its own enquiries and on the terms and conditions set out in the contract(s) (as and when finally executed), subject to the limitations and restrictions specified in it.
- 3.15 Neither the issue of this ITT, nor any of the information presented in it, should be regarded as a commitment or representation on the part of the Authority (or any other person) to enter into a contractual arrangement.

Freedom of Information Act 2000 and Environmental Information Regulations 2004

- 3.16 As a public body, the Authority is subject to, and must comply with, the Freedom of Information Act 2000 ("**FOIA**") and the Environmental Information Regulations 2004 ("**EIR**"). The Authority may therefore be required to disclose information submitted by the Bidder.
- 3.17 If a Bidder considers any part of its Tender to be confidential or commercially sensitive, it must complete Annex B5 to Section B of this ITT, with a statement of which exemptions are relevant under FOIA and/or the EIR.
- 3.18 Where a Bidder identifies information as commercially sensitive, the Authority will take those views into account. Bidders should note, however, that, even where information is identified as commercially sensitive, the Authority may be required to disclose such information in accordance with FOIA or the EIR. Accordingly, the Authority cannot guarantee that it will withhold information marked 'confidential', 'commercially sensitive' or otherwise exempt.

Publicity

- 3.19 No publicity regarding the procurement or the award of any contract will be permitted unless and until the Authority has given express written consent to the relevant communication.

Bidder conduct and conflicts of interest

- 3.20 Any attempt by Bidders or their advisors to influence the contract award process in any way may result in the Bidder being disqualified. Specifically, Bidders shall not directly or indirectly at any time:
- 3.20.1 devise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
 - 3.20.2 enter into any agreement or arrangement with any other person as to the form or content of any other Tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Tender;
 - 3.20.3 enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;
 - 3.20.4 canvass the Authority or any employees or agents of the Authority in relation to this procurement; and/or
 - 3.20.5 attempt to obtain information from any of the employees or agents of the Authority or their advisors concerning another bid or Tender (except for debrief information requests made through the e-Tendering Portal).
- 3.21 Bidders are responsible for ensuring that no conflicts of interest exist between the Bidder and its advisors, and the Authority and its advisors. Bidders should notify the Authority promptly of any possible conflict and the proposed steps that the Bidder believes can be taken to avoid the conflict. Any Bidder who fails to comply with these requirements may be excluded from the procurement at the discretion of the Authority.

Authority's rights

- 3.22 Subject to its obligations to act in a transparent, proportionate and non-discriminatory manner, the Authority reserves the right to:
- 3.22.1 waive or change the requirements of this ITT from time to time;
 - 3.22.2 seek clarification or documents in respect of a Bidder's submission;
 - 3.22.3 disqualify any Bidder that does not submit a compliant Tender in accordance with the instructions in this ITT;
 - 3.22.4 disqualify any Bidder that is guilty of serious misrepresentation in relation to its Tender or the Tender process;
 - 3.22.5 withdraw this ITT at any time, or re-invite Tenders on the same or any alternative basis;
 - 3.22.6 choose not to award any contract as a result of the current procurement process; and
 - 3.22.7 make whatever changes it sees fit to the timetable, structure or content of the procurement process.

Bid costs

- 3.23 The Authority will not be liable for any bid costs, expenditure, work or effort incurred by a Bidder in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by the Authority.

Language

- 3.24 Tenders, all documents and all correspondence relating to the Tender must be written in English.

Transparency

- 3.25 In accordance with the Public Contracts Regulations 2015 and the Government's policy on transparency, Bidders should be aware that the Authority intends to make the ITT and details of any subsequent contract publicly available, by publication on the Government's Contracts Finder portal.

Governing Law and Jurisdiction

- 3.26 This ITT and any dispute concerning it (including non-contractual disputes or claims) shall be governed by English law and subject to the jurisdiction of the English Courts.

4 TENDER EVALUATION METHODOLOGY AND CRITERIA

Overview

- 4.1 This section of the ITT sets out the criteria that the Authority will use to evaluate Tenders.
- 4.2 Bidders are required to submit a Tender strictly in accordance with the requirements set out in this ITT, to ensure the Authority has the correct information to make the evaluation. If a Tender is equivocal or unclear, the Authority may deduct marks when scoring it, or it may treat the Tender as non-compliant and reject it.
- 4.3 The Authority will award the contract to the Tender that scores the highest marks, applying the methodology below. Scoring will be carried out as follows:
- 4.3.1 The Bidder must pass all eligibility questions in Annex B1 of Section B (Annex of eligibility questions and responses) ("**Eligibility Questions**").
- 4.3.2 The Authority will then mark Annex B3 of Section B (Tender Response Document) ("**Scored Questions**") for all Bidders that pass all the Eligibility Questions.
- 4.4 The Authority will mark Eligibility Questions as described in paragraphs 4.5 to 4.7 below. It will mark the Scored Questions as described in paragraph 4.5 to 4.12

Criteria – Eligibility Questions

- 4.5 The Authority will score Eligibility Questions on the following basis:
- Section 1 is for information only. Sections 2, 3, 4 and 5 (a, b, c, d and e) will be scored on a Pass or Fail basis
- 4.6 To score a "pass" for the Eligibility Questions, the Tender must adequately address all key points and include adequate supporting evidence / examples / information. It must give a reasonable degree of confidence that the Bidder has the capability, resource and experience to properly perform the contract.
- 4.7 Where a Bidder scores a "fail" for any question, the Authority will treat the Tender as non-compliant and it will not award a mark for the Scored Questions.
- 4.8 Criteria – Scored Questions

(A - Insurance)

1.	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employer's (Compulsory) Liability Insurance = [£5million] Public Liability Insurance = [£5million] Professional Indemnity Insurance = [£5million] Product Liability Insurance = [£5million] * It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.	<input type="checkbox"/> Yes <input type="checkbox"/> No
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(B – Compliance with equality legislation)

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.		
1.	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	<p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?</p> <p>If you have answered “yes” to one or both of the questions in this section, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input type="checkbox"/> Yes <input type="checkbox"/> No

(C - Environmental Management)

1.	<p>Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?</p> <p>If your answer to the this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>The Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	<input type="checkbox"/> Yes <input type="checkbox"/> No

(D - Health and Safety)

1.	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.	<p>Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?</p> <p>If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.</p> <p>The Authority will exclude bidder(s) that have been in receipt of</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

	enforcement/remedial action orders unless the bidder(s) can demonstrate to the Authority's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.	
3.	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Criteria Number	Award Criteria	Percentage Weightings
1	Quality	80%
2	Price	20%

Quality		80%
1	Please describe your understanding of our 3 requirements (1 hosting, 2 Technical Support & 3 New Website Design and Development)	10%
2	Your proposed project plan, how will you deliver this project within the timescale (please provide an outline project plan) – all sites transferred to new provider by 30th March (Max 500 words)	10%
3	Please describe your proposed team and their specific experience relative to the required services	2.5%
4	Please give examples of your experience of hosting and building websites, particularly for public sector organisations	2.5%
5	Currently the organisation is using Office 365 for a collaboration system and would be looking for similar levels of availability (99.9% and fiscally backed for drops in service that exceed the tolerance). Please provide your current and last years' service availability information.	10%
6	Please provide supporting evidence for your current Backups and Disaster Recover plan, also how frequent is this plan reviewed and tested.	2.5%
7	Please provide supporting evidence of your current response times for priority levels 1-5 as detailed within the specification.	5%
8	Please provide you proposed plan for day to day support and also out of hours support.	2.5%
9	Please describe how you would set out your proposed plan for our training requirements	2.5%
10	Please provide how you plan to provide load tests in relation to the hosted environment. Please provide example reports to demonstrate previous work	2.5%
11	Please describe how you propose to meet our SEO and Analytics requirements set out within the service specification	2.5%
12	Please provide details of your CMS software, including user account types and functionality	2.5%
13	Are both primary and secondary data centres for hosting and backup of websites located in the EU, preferably based in the UK? Yes or No? Please provide details	Pass / Fail
14	Do you have an established patch management and backup policy for server, operating system and software? Could we have a copy of this? Yes or No? Please provide details	Pass / Fail
15	Please provide current versions for software and operating systems used	Pass / Fail
16	Compliance to the following: ISO 27001: Information Security Management System	Pass / Fail
17	Compliance to the following: ISO 14001: Environment Management System	Pass / Fail

18	Compliance to the following: ISO 9001: Quality Management System	Pass / Fail
19	Compliance to the following: PCI Data Security Standards (PCI DSS)	Pass / Fail
20	Compliance to the following: BSI PAS 2060: Carbon Neutral	Pass / Fail
21	Compliance to the following: DCIM	Pass / Fail
22	Compliance to the following: NiC EIC Approved Contractor	Pass / Fail
23	Please confirm you will ensure these sites will have an SSL certificate and use the https protocol	Pass / Fail
24	Please confirm and describe how you will ensure the use of robust HTML 5, CSS and JavaScript is expected on the front-end of the site	2.5%
25	Please confirm how you will store content and user information within a secure database. i.e. Sensitive data stored on the database to be encrypted. Passwords must be appropriately hashed and not stored in plain-text	2.5%
26	Please describe how your content management system allows all content to be safely edited by ARDEN & GEM trained administrators	2.5%
27	Please describe the different permission levels within your content management system.	2.5%
28	Please describe how you would prepare a robots txt file	2.5%
29	Please describe how you would install Google analytics	2.5%
30	Please describe how you stop pop-ups, modal boxes etc.	2.5%
31	Please confirm that any domain names registered on behalf of this tender, must be registered to us the client	Pass / Fail
32	Please confirm how you will ensure this is compatible and remain compatible and fully tested with all modern browsers. Including Chrome, Firefox, Edge, Internet Explorer 11 and Safari	2.5%
33	Please confirm that each page of the sites will load within 3 seconds	Pass / Fail
34	Please confirm the website will be built with valid HTML5 mark-up to W3C standards as set out within the specification	Pass / Fail
35	Please describe your organisations capability to set up and manage forums	2.5%
36	Please describe your organisations capability to host and display podcast and video content	2.5%
Price		20%

39	Please provide a cost breakdown to undertake the work.	20%
Contract year/item		Cost
Year 1		
Year 2		
Year 3		
Typical costs for a new website of a similar specification		
Migration costs at end of contract per site		

The criteria will be tested by assessment of the bid deliverables, at interview and with reference sites

Criteria – Scored Questions: pricing evaluation

- 4.9 Tender prices will be scored on a comparative basis, with the lowest compliant Tender (excluding any Tenders that the Authority rejects as being abnormally low or non-compliant) receiving 100% of the available marks 20% following weighting). All other Tenders will be compared against that lowest Tender using the formula:

$$(A / B) \times 20$$

A = price of lowest compliant Tender

B = price of the Tender being scored

- 4.10 **This is a below Threshold Procurement and we ask that bidders submit their most competitive offer below the EU threshold.** We have included a budget of 83k plus vat and ask that bidders consider their most competitive proposed solution. Any bid that exceeds £83k including VAT will be excluded from this process.
- 4.11 If it appears to the Authority that any Tender may be abnormally low then the Authority may ask the Bidder to explain its price or costs. If following the Bidder's explanations the Authority is not satisfied with the Bidder's account for the low level of price or cost in the Tender, the Authority may treat the Tender as non-compliant and reject it.

Criteria – Scored Questions: technical and quality evaluation

- 4.12 The technical evaluation will be scored in accordance with the table below:
- 4.13 There are 12 quality questions which have each been assigned a weighting, which will be scored on the basis of the 0-5 criteria set out below. Each question has been assigned a weighting, the total of which equates to 80%.

The weighted score for each question will be calculated in accordance with the 0-5 scoring, so for example; Question (1) has a weighting of 10%, thus a score of 5 will equal 10%, a score of 4 will equal 8% and a score of 3 will equal 6%, Question (3) has a weighting of 5%, thus a score of 5 will equal 5%, a score of 4 will equal 4% and a score of 3 will equal 3%. Any bidder scoring less than 60% of the quality score will be excluded from further consideration and will not have their financial submission evaluated

Assessment	Score	Interpretation
Excellent	5	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with minor additional benefits. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with minor reservations. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the services with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations. Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no evidence to support the response.

ANNEX A1

NHS TERMS AND CONDITIONS

The Authority intends to enter into a contract with the successful Bidder on the NHS Terms and Conditions for the supply of services.

This Annex A1 contains the NHS Terms and Conditions.

The Specification and Tender Response Document are set out in Annex B2 and B3 section of this ITT.

<https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.