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[REDACTED] Category Team Member
Commercial Directorate
Rockingham House
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25th November 2014

Dear [REDACTED]

I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 02 September 2014. I agree should any clarification be accepted by DWP, i will be bound by all details contained in the original proposal pack and to the additional points below.

1. Company information – this document has been updated and is included with this letter
2. Draft Security Plan – all questions have been answered and this is included with this letter
3. Payment Method – we are pleased to confirm that we are able to comply with this payment. Planned changes to payments have been noted and we look forward to working with you on this.
4. Implementation Plan – our implementation plan has been updated, with much more specific actions and dates.
5. Clarification Questions are answered below:
 - i. [Please confirm internal implementation timescales](#)

Implementation timescales have been included on the Implementation Plan. As detailed in our tender submission, our online ordering platforms for contract customers are under development. As such, within this project, we have prioritised the needs of DWP. Before we launch a new process for you, we need to be 100% sure that all elements of it will work as smoothly and efficiently as we expect. We have therefore built this into the timescales.

We need to work with you on the development of this, so as to ensure that all required information (cost centre codes, etc) is captured. We would also like to involve a number of Job Centres to help us test the site and provide feedback. Once we are happy that the site will work for you, we will launch it formally, with the provision of 'how to...' guides and easy to follow instructions.

We anticipate this site being ready for use by 02 February 2015

In the meantime, we would like the Job Centres to continue placing orders with us, as they have been for the 'current' contract period, via fax.

- ii. [Please confirm that your online site will be workable on 1st December 2014. A process map to support this and enable guidance to be written for JCP jobcoaches would be useful.](#)

As detailed above, we anticipate the online ordering platform to be available for use by 02 February 2015. A full 'how to...' guide will be written to support the jobcoaches.

All contracts are signed by our Managing Director, [REDACTED]. Prior to signing your contract, we would like to see greater clarification regarding the Control Objectives referred to in Clause E9.8.

We would be very keen to meet with you to discuss our implementation plan, particularly with reference to the online solution, at your earliest convenience.

I look forward to hearing from you.

Yours sincerely

[REDACTED]

[REDACTED] Framework Compliance Manager

T: [REDACTED]

M: [REDACTED]

E: [REDACTED]