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**United Kingdom-Norwich: Scanning and invoicing services
2016/S 143-259548**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

The Minister for the Cabinet Office acting through Crown Commercial Service
Rosebery Court, St Andrews Business Park
NR7 0HS Norwich
United Kingdom
Telephone: +44 3450103503
E-mail: supplier@crowncommercial.gov.uk , enablement@crowncommercial.gov.uk

Internet address(es):

General address of the contracting authority: <http://www.gov.uk/ccs>
Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local sub-divisions

I.3) Main activity

Other: public procurement

I.4) Contract award on behalf of other contracting authorities

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

PEPPOL Access Point Services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 6b:

Main site or location of works, place of delivery or of performance: Primarily in the UK with some limited requirements overseas.

NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators

maximum number of participants to the framework agreement envisaged: 999

Duration of the framework agreement

Duration in months: 48

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 52 000 000 GBP

II.1.5) Short description of the contract or purchase(s)

Crown Commercial Service as the Authority is putting in place a Pan Government Collaborative Framework Agreement for use by UK public sector bodies identified at VI.3) (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and Agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

The above Public Sector Bodies have a need for PEPPOL Access Point Services for the electronic exchange of business documentation including invoices and purchase orders.

'PEPPOL (Pan-European Public Procurement Online)' was initiated in 2008 with the aim of simplifying electronic procurement across borders by developing technology standards that could be implemented across all governments within Europe. The overall objective was to enable businesses to communicate electronically with any government institution in the procurement process, increasing efficiencies and reducing costs.

This procurement will give access to PEPPOL Standards-based IT Transport Infrastructure through Access Points, and the services provided for eProcurement with standardised electronic document formats.

Department of Health have publicly committed to the adoption of PEPPOL across all NHS Trusts. The implementation of PEPPOL is intended to remove unnecessary process inefficiencies which arise during the transfer of business documents. It is estimated that the current process requires significant manual intervention. It also means that a single supplier wishing to trade with the NHS may have to accept 150 different formats of purchase orders.

The adoption of a single standard allows customers to exchange these business documents through a single 'Access Point'. The process reduces complexity and costs for the contracting body and for the provider using what is commonly known as a 4 corner model. This allows the contracting body and the provider to select their own Access Point Provider with PEPPOL mandating that information passes between the 2.

A key feature of the PEPPOL network is the freedom for suppliers to engage with an Access Point provider of their choice, to send and receive electronic documents with any organisation in the PEPPOL network through 1 single source, eliminating complex relationships with buyers, their service providers and related obligations.

The network is governed by the PEPPOL Transport Infrastructure Agreements, establishing a many-to-many legal framework instead of the traditional bilateral agreements entered into between service providers.

The documents are routed through Access Points and the receiver's capabilities can be discovered by using the PEPPOL Service Metadata Publisher (SMP) services. The content and validation rules ensure consistency for all parties.

It is estimated that anywhere between 0,48 GBP and 5,40 GBP can be saved per transaction each year (this is dependent on the current systems and how paper-reliant current processes are). For the Department of Health, if all Trusts were to on-board, this would result in savings of between 12,5 GBP and 135m GBP in savings each year. This money could be better spent elsewhere providing the National Health Service to UK taxpayers.

In addition, a further catalyst for this procurement is Directive 2014/55/EU of the European Parliament and of the Council on e-Invoicing which states that the public sector organisations of all European members must be able to send and receive an electronic invoice in a structure format by November 2018. The PEPPOL Standard will ensure that the Department of Health and other Contracting Bodies are compliant with the terms of this EU Directive which is intended to make the relationship between public sector organisations and their suppliers simpler, more secure and more cost effective.

While other contracting bodies will not be mandated to use the PEPPOL standard, this Framework Agreement will provide them with a route to comply with that Directive 2014/55/EU of the European Parliament and of the Council.

A detailed description of the services that a provider will be required to supply is set out at Schedule 2 of Attachment 4 Framework Agreement.

The following services are not within the scope of this Framework Agreement:

Archiving services;
Invoice Retrieval;
Remapping;
Buyer connection.

The duration referred to in section II.1.4) is 2 years plus the option for 2 12-month extensions (potentially a 4-year total framework).

Crown Commercial Service reserves the right for an electronic auction to be held by Public Sector bodies during further competition among the parties to the Framework Agreement(s).

II.1.6) **Common procurement vocabulary (CPV)**

79999000, 79211100, 79211120, 79999200

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

This Procurement is being managed and facilitated by Crown Commercial Service (CCS) (referred to as the Authority). The PEPPOL Framework Agreement will be between the successful Provider and the Authority. The Department of Health estimate that there may be 25 000 000 transactions which take place each year across 157 NHS Trusts. Thus a single Provider may expect to deal with 160 000 or more transactions from a single NHS Trust on an annual basis.

Crown Commercial Service research suggests that approximately 5 500 000 invoices are received by Central Government departments each year. If an equal number of purchase orders are made there is the potential that this framework could see 11 000 000 transactions from Central Government.

This Framework Agreement is also available to the wider public sector. Crown Commercial Service has no current data on wider public sector activity in this area.

The Services covered by this Procurement have not been sub-divided into lots because the services do not easily break down into separate parts. The additional services that may be provided (as part of the specification) will be inextricably linked with provision of PEPPOL implementation.

Estimated value excluding VAT: 52 000 000 GBP

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

II.3) **Duration of the contract or time limit for completion**

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

Potential Providers will be advised if this is necessary during the procurement. Parent company and/or other guarantees of performance and financial liability may be required by the authority if considered appropriate.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

No legal form is required but if a Framework Agreement is awarded to a Group of Economic Operators, the Contracting Body may require the Group of Economic Operators to form a legal entity before entering into the contract.

III.1.4) **Other particular conditions**

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Information and formalities necessary for evaluating if the requirements are met; Potential Providers will be assessed in accordance with Section 5 of Chapter 2 of the Public Contracts Regulations 2015, as amended (implementing Title II, Chapter III, Section 3, Sub-section I of Directive 2014/24/EU of the European Parliament and of the Council), on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the Authority's e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite. If you have not yet registered on the eSourcing Suite, this can be done online at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at <https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by emailing ExpressionOfInterest@crowncommercial.gov.uk

Your email must clearly state: the name and reference for the procurement you wish to register for; the name of the Potential Provider; and the name and contact details for the registered individual sending the email. The authority will process the email and then enable the potential provider to access the procurement online via the e-Sourcing Suite. The registered user will receive a notification email to alert them once this has been done. As a user of the e-Sourcing Suite you will have access to eSourcing Suite email messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information.

For technical assistance on use of the e-Sourcing Suite please contact Crown Commercial Service Support Desk email: eEnablement@crowncommercial.gov.uk

A full copy of the ITT documentation for this procurement will be available for unrestricted an full direct access, free of charge via Crown Commercial Service website from the date of this publication of the contract notice:

<http://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline>

Responses must be submitted by the date in IV.3.4).

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Information and formalities necessary for evaluating if the requirements are met: Potential Providers will be Assessed in accordance with the Invitation to Tender ('ITT').

The Authority may take into account any of the following information:

- (a) A copy of the audited accounts for the most recent 2 years, if available; or (alternatively);
- (b) A statement of the turnover, profit and loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation; or
- (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position; or
- (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

Potential providers will be assessed in accordance with Section 5 of the Regulations implementing the Directive, on the basis of information provided in response to an ITT.

The Authority may take into account the following information:

- (a) Up to 3 suitable contract examples, from the public or private sector, providing evidence within these contracts that you have the necessary technical and professional capability ensuring similar requirements to those sought under this Procurement have been performed. Contracts should have been performed during the last 3 years prior to notification of OJEU notice. Customer contacts must be warned they may be contacted by Crown Commercial Service, to verify the accuracy of the information provided at any time;
- (b) A list of principal deliveries or main services provided over the past 3 years, with the sums, dates and recipients, whether public or private, involved;
- (c) A description of the technical facilities and measures used by the Potential Provider for ensuring quality and data security;

The ITT can be access at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1).

Minimum level(s) of standards possibly required:

Potential Providers are required at Attachment 2 Selection Questionnaire and Attachment 3 Award Questionnaire (via Section A) to confirm they will have in place:

— Cyber Essentials Certification or equivalent (required 30 Working Days prior to the Activity Commencement Date);

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

— OpenPeppol membership. This is because DH have committed to using the PEPPOL standard and this Framework Agreement will provide a route for DH Agencies and Trusts (as well as other public sector bodies) to access PEPPOL compliant Services.

Potential Provider's tendered Services will be subject to System Testing as part of the evaluation process for this Framework Agreement in to order to ascertain compliance with the PEPPOL standard.

Potential Providers are required to have OpenPEPPOL membership in place BEFORE the System Testing takes place as part of the Award Stage for this Procurement (see paragraph 11.3 of Attachment 1 ITT for further detail)

Potential Providers are required to obtain OpenPEPPOL membership BEFORE their scheduled System Test because, to enable full compliance with the PEPPOL standard (and therefore successful completion of the System Test), a supplier (whether Potential Provider to this Framework Agreement or not) must have their own access points which are provided by the PEPPOL Authority.

OpenPEPPOL membership requires Potential Providers to follow a self-certification process and anyone wishing to become an OpenPEPPOL provider could do so within 2 weeks.

Please note that membership is required before a Potential Provider is scheduled for their System Test — not by tender deadline. A commitment to obtaining and providing evidence of this membership is required by tender deadline.

In addition to the above Standards, the successful Provider may be required to comply with a Contracting Body's policies which they will set out in Schedule 7 (Standards) in Attachment 5 (Call Off Contract) if applicable.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

RM3784

IV.3.2) **Previous publication(s) concerning the same contract**

Prior information notice

Notice number in the OJEU: [2016/S 007-008251](#) of 12.1.2016

IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

IV.3.4) **Time limit for receipt of tenders or requests to participate**

8.8.2016 - 17:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**

in days: 120 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening of tenders**

Date: 8.8.2016 - 17:01

Place:

Electronically, via web-based portal.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

Potential providers should note that, in accordance with the UK Government's policies on transparency, the Authority intends to publish the Invitation to Tender (ITT) document and the text of any Framework Agreement awarded, subject to possible redactions at the discretion of the Authority. Further information about transparency can be found at: <http://ccs.cabinetoffice.gov.uk/aboutgovernmentprocurementservice/transparencyandaccountability/transparencyprocurement>

The Authority expressly reserves the rights as follows:

(i) not to award any framework agreement as a result of the procurement process commenced by publication of this notice; and

(ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Authority be liable for any costs incurred by the candidates.

Any expenditure, work or effort undertaken prior to Framework Agreement award is accordingly a matter solely for the commercial judgement of Potential Providers.

The value provided in Section II.2.1) is only an estimate. The authority does not provide any guarantee in respect of the levels or aggregate value of the Services which the Authority shall require the Provider to provide during the Framework Agreement Period.

In 2014, the government introduced its new Government Security Classifications (GSC) classification scheme to replace the previous Government Protective Marking Scheme (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Potential Providers should make themselves aware of the changes as it may impact on the requirements of this Framework Agreement. The link below to the Gov.uk website provides information on the new GSC: <https://www.gov.uk/government/publications/government-security-classifications>

The PEPPOL Authority for the UK is currently the Department of Health. Any public body is eligible to become a PEPPOL Authority. Please see the information contained on the OpenPEPPOL website for further details: http://www.peppol.eu/peppol_elements/transport-infrastructure/governance/peppol-coordinating-authority

The Authority wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

Central Government Departments, Local Government and Public Corporations that can be accessed at the Public Sector Classification Guide:

<http://www.ons.gov.uk/ons/search/index.html?pageSize=50&sortBy=none&sortDirection=none&newquery=Public+Sector+Classification+Guide>

Local Authorities (England and Wales):

<http://www.idea.gov.uk/idk/org/la-data.do>

www.ubico.co.uk

NDPBs:

<https://www.gov.uk/government/organisations>

National Parks Authorities:

<http://www.nationalparks.gov.uk/>

Educational Establishments in England and Wales, maintained by the Department for Children, Schools and Families including Schools, Universities and Colleges but not Independent Schools:

<http://www.education.gov.uk/edubase/home.xhtml>

Police Forces in the United Kingdom:

<https://www.police.uk/contact/force-websites/>

Police Forces and Special Police Forces in the United Kingdom, and/or Police and Crime Commissioners (as defined by the Police Reform and Social Responsibility Act 2011) and/or the Police Authorities (as defined in the Police Act 1964, Police Act 1996, Serious Organised Crime and Police Act 2005, Police and Justice Act 2006, Police, Public Order and Criminal Justice (Scotland) Act 2006), and other relevant legislation for the constituent parts of the United Kingdom, for their respective rights and interests.

Fire and Rescue Services in the United Kingdom:

<http://www.fireservice.co.uk/information/ukfrs>

<http://www.nifrs.org/areas-districts/>

<http://www.firescotland.gov.uk/your-area.aspx>

NHS Bodies England:

<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/AreaTeamListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>

<http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>

Hospices in the UK:

<http://www.helpthehospices.org.uk/about-hospice-care/find-a-hospice/uk-hospice-and-palliative-care-services>

Registered Social Landlords (Housing Associations):

<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

Third Sector and Charities in the United Kingdom:

<http://www.charitycommission.gov.uk/find-charities/>

<http://www.oscr.org.uk/search-charity-register/>

<https://www.charitycommissionni.org.uk/ShowCharity/RegisterOfCharities/RegisterHomePage.aspx>

Citizens Advice in the United Kingdom:

<http://www.citizensadvice.org.uk/index/getadvice.htm>

www.cas.org.uk

<http://www.citizensadvice.co.uk/>

Scottish Public Bodies:

The framework agreement will be available for use by any Scottish Public Sector Body: the Authority; 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 (except where they are acting in their capacity as educational authority); Scottish joint fire boards or joint fire and rescue boards; Scottish joint police boards or any successor National Police or Fire Authority; Scottish National Park authorities, bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, Northern Lighthouse Board, 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 1 or more of the foregoing, bodies financed wholly or mainly by 1 or more of the foregoing, bodies subject to management supervision by 1 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 1 or more of the foregoing.

Scottish Government: <http://www.gov.scot>

Scottish Parliament: <http://www.scottish.parliament.uk/abouttheparliament/27110.aspx>

Scottish Local Authorities: <http://www.gov.scot/About/Government/councils>

<http://www.scotland.org.uk/home/AboutUs/OurMembers/AssociateMembers.aspx>

Scottish Agencies, NDPBs: <http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

Scottish NHS Bodies: <http://www.gov.scot/Topics/Health/NHS-Workforce/NHS-Boards>

<http://www.show.scot.nhs.uk/organisations/>

Scottish Further and Higher Education Bodies: <http://www.universities-scotland.ac.uk/index.php?page=members>

<http://www.collegesscotland.ac.uk/member-colleges.html>

http://www.sfc.ac.uk/aboutus/council_funded_institutions/WhoWeFundColleges.aspx

Scottish Police: <http://www.scotland.police.uk/your-community/>

Scottish Housing Associations: http://www.sfha.co.uk/component/option,com_membersdir/Itemid,149/view,membersdir/

The Scotland Office: <https://www.gov.uk/government/organisations/scotland-office>

Registered Social Landlords (Housing Associations) — Scotland: http://www.esystems.scottishhousingregulator.gov.uk/register/reg_pub_dsp.search

Scottish Primary Schools: <http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Scottish Secondary Schools: <http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Scottish Special Schools: <http://www.educationscotland.gov.uk/parentzone/myschool/findaschool/index.asp>

Welsh Public Bodies, National Assembly for Wales, Welsh Assembly Government and Welsh Local Authorities, and all bodies covered by:

<http://www.assembly.wales/en/Pages/Home.aspx>

<http://gov.wales>

NHS Wales:

<http://www.wales.nhs.uk/ourservices/directory>

Housing Associations — Registered Social Landlords Wales: <http://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

Universities in Wales: <http://www.uniswales.ac.uk/universities/>

Colleges in Wales: http://www.collegeswales.ac.uk/en-GB/wales_colleges-42.aspx

Schools in Wales (nursery, primary, middle, secondary, special, independent schools and pupil referral units)

<http://gov.wales/statistics-and-research/address-list-of-schools/?lang=en>

Northern Ireland Public Bodies, Northern Ireland Government Departments: <http://www.northernireland.gov.uk/gov.htm>

Northern Ireland Public Sector Bodies and Local Authorities: <http://www.northernireland.gov.uk/az2.htm>

Schools in Northern Ireland: <http://www.nidirect.gov.uk/index/do-it-online/parents-online/find-schools-and-nurseries.htm>

Universities in Northern Ireland: <http://www.deni.gov.uk/links.htm#colleges>

Health and Social care in Northern Ireland: <http://www.hscni.net/>

Northern Ireland Housing Associations: <http://www.nidirect.gov.uk/index/contacts/contacts-az.htm/housing-associations-contact>

Police Service of Northern Ireland: <http://www.psni.police.uk/index.htm>

Any corporation established, or a group of individuals appointed to act together, for the specific purpose of meeting needs in the general interest, not having an industrial or commercial character, and:

- (i) financed wholly or mainly by another contracting authority listed above in this section VI.3) of this notice;
- (ii) subject to management supervision by another contracting authority listed above in this section VI.3) of this notice; or
- (iii) 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, are appointed by another contracting authority listed above in this section VI.3) of this notice
- (iv) an association of or formed by 1 or more of the Contracting Authorities listed above in this section VI.3) of this notice.

Entities which are not public sector bodies may also use the Framework Agreements if the Authority is satisfied that:

- such entity is calling-off goods and services directly, solely and exclusively in order to satisfy contractual obligations to 1 or more public sector bodies, all of which are entitled to use the Framework Agreements on their own account;
- all goods to be called-off by it are to be used directly, solely and exclusively to provide energy at sites occupied by such public sector body(ies); and
- it will pass the benefit of the call-off contract to such public sector body(ies) directly, in full and on a purely 'pass-through' basis. Accordingly there must be no mark-up, management fee, service charge or any similar cost solely in relation to the supply of energy imposed on the relevant public sector body(ies), who must be able to benefit from the terms of the Framework Agreements in a like manner and to the same extent as if using the Framework Agreements on its/their own account.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

22.7.2016