Introduction

1. The purpose of this prospectus (and any associated published procurement notices) is for the Environment Agency (the **"EA"**) to make known its intention of a planned procurement and to commence the market engagement process (in advance of commencing any formal procurement process) for the next flood warning system.
2. Prospective tenderers are requested to read this prospectus and to confirm their attendance at the market engagement event on Wednesday 11th May 2022 14:00 to 16:00 (via Microsoft Teams[1]) by completing the electronic form at https://forms.office.com/r/78UiLaZ8YD by Monday 9th May 2022 17:00 should they wish to attend. Attendance is restricted to 2 attendees per organisation.
3. Prospective tenderers are invited to complete a market engagement questionnaire at https://forms.office.com/r/sVnUAyMVDM[2] by Monday 16th May 2022 10:00. The EA will review those questionnaires and then invite a subset of prospective tenderers (up to 15) to a 30 minute one-to-one session (held at 13:00-13:30, 13:45-14:15, 14:30-15:00, 15:15-15:45, or 16:00-16:30) on Tuesday 24th May 2022, Wednesday 25th May 2022, or Thursday 26th May 2022.

Disclaimer

4. This prospectus is written and provided in good faith; EA reserves the right to alter any aspect of this document, or to not proceed with the procurement in any way. This prospectus summarises certain aspects of the procurement but does not purport to contain complete descriptions of it, nor to be all inclusive or contain all the information that a prospective tenderer may require when determining whether to take part in this market engagement process. No representation or warranty, express or implied, is or will be made, and no responsibility or liability is or will be accepted by EA or any of its advisors as to the accuracy, adequacy or completeness of the information within this prospectus. This prospectus is not intended to form the basis of any investment decision or other evaluation by the recipient(s) and does not constitute and should not be considered as a recommendation by any person. EA shall not be liable for any costs or expenses of any prospective tenderer in relation to any matter in connection with this market engagement process, howsoever incurred.

Background

5. Defra is the UK government department which is responsible for improving and protecting the environment. Defra aims to grow a green economy and sustain thriving rural communities, and also support the UK's world-leading food, farming and fishing industries. Defra works with 33 agencies (including the EA) and public bodies[3], collectively referred to as **"Defra Group"**.
6. The EA is an executive non-departmental public body sponsored by Defra.
7. The EA works to create better places for people and wildlife, and support sustainable development.
8. Within England, the EA are responsible for:
   (a) regulating major industry and waste;
   (b) treatment of contaminated land;
   (c) water quality and resources;
   (d) fisheries;
   (e) inland river, estuary and harbour navigations; and
   (f) conservation and ecology.
9. The EA are also responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea.
10. The EA's priorities, as set out in the EA2025 strategy[4], are to:

[1] The invite for this event will be provided to registered attendees on Tuesday 10th May 2022.
[2] The market engagement questionnaire has been replicated in Annex 1.
[3] https://www.gov.uk/government/organisations#department-for-environment-food-rural-affairs
[4] https://www.gov.uk/government/publications/environment-agency-ea2025-creating-a-better-place

(a) work with businesses and other organisations to manage the use of resources;

(b) increase the resilience of people, property and businesses to the risks of flooding and coastal erosion;

(c) protect and improve water, land and biodiversity; and

(d) improve the way we work as a regulator to protect people and the environment and support sustainable growth.

11. The EA has used a flood warning system[5] (**"FWS"**) to deliver a flood warning service to the public, partners and the media for over twenty years. The current system has remained largely unchanged for many years. FWS is supported by satellite systems maintained by the EA and third-party suppliers in order to provide accurate and up-to-date information to users. This is a complex technology estate, and includes telemetry systems, forecasting systems and services all feeding into messages being issued from the FWS. The current FWS contract expires in December 2024[6].

12. At the core of FWS is the message dissemination system used by the EA to send warnings of flooding by text, email and telephone. It enables the EA to fulfil its statutory duty (under the Civil Contingencies Act as a Category 1 responder) to warn the public and EAs partner organisations of risk to life and property because of flooding or the threat of flooding. It holds 4,370 flood alert and flood warning areas (3500 and 870 respectively). There have been 2.8m registrations, mainly the public and businesses, but also utilities, emergency services and the media. Since April 2017, FWS has been used to send 16,228 flood alerts, 5,959 flood warnings and 59 severe flood warnings. To do this, FWS sent more than 5m emails, 6m texts and made more than 10m telephone calls.

13. FWS also provides:

(a) a flood warning system for organisations with multiple locations, properties or assets (**"Targeted Flood Warning System"** or **"TFWS"**). TFWS is currently a paid-for service for certain organisations (approximately 10% of current organisations). Charging ceased recently to allow the EA to consider the future charging policy. TFWS currently provides a service to over 110 registered organisations and over 1,100 users, providing flood warning services for over 100,000 locations; and

(b) a process whereby contact numbers that are not already registered to FWS are harvested from the major telephone operators (**"Extended Direct Warnings"** or **"EDW"**) in accordance with the process flow set out in Appendix C. The legal basis for this data exchange is the Civil Contingencies Act which enables the EA to use this data without the express permission of the public. The properties are contained in one of the ~3,500 flood warning areas in England and Wales[7] and then those users are contacted via phone or SMS with any flood warnings.

14. A number of other EA services have a dependency on FWS within the flood warning ecosystem:

(a) the EA operate an internal system for ~600 users which provides a summary of flood warnings in force (**"Flood Warning Information Service"** or **"FWIS"**) and takes a feed from FWS. FWIS provides information to "downstream" services such as those mentioned in paragraph (b) through (e). FWIS also provides a critical function to allow EA duty officers to manually update flood warning information if other methods are not available.

(b) FWS (via FWIS) provides flood alerts and flood warnings to the GOV.UK Check for flooding service (**"CFF"**)[8]. The aim of CFF is to provide timely, up-to-date flood information in one online location, including local knowledge from communities and information from partners, enabling people to understand their flood risk easily, take action and recover from flooding. It hosts links which allow users to opt in for flood warnings and alerts based on location, monitor river levels and historical impact information, observed rainfall levels, and provides 5-day flood forecast. In 2020 the service had 6.2 million users and 65 million pageviews.

[5] https://www.fws.environment-agency.gov.uk
[6] https://ted.europa.eu/udl?uri=TED:NOTICE:14015-2016:TEXT:EN:HTML
[7] Flood warning systems for Wales are not part of the WIP scope
[8] https://check-for-flooding.service.gov.uk/

(c) FWS is used by flood-event trained call handlers (the **"Floodline"** service) to support the public in flood events and with flood warning registrations. Floodline is the EA's primary assisted digital and non-digital channel, covering England, Scotland, and Wales.

(d) The Defra Data Services Platform (the **"DSP"**)[9] provides flood warning area data and a live flood warning feed as open data. The live flood warning feed is provided by FWIS.

(e) The EA has an internal GIS system (Easimap) which shows flood warning areas and live flood warnings, provided by FWIS.

WIP objectives

15. The Warning Improvement Project (**"WIP"**) has been established to improve the way the EA prepare and communicate flood warnings. The objectives of WIP are:

(a) **to design a service that meets the needs of our users.** The EA will aim to meet the needs identified during user research and target a minimal viable product (**"MVP"**) in line with the objectives of the project;

(b) **to establish a service team that will continue to develop and evolve flood warning products and provide continuity of service from December 2024 for England.** The EA will deliver a new website to sign-up and manage warnings, a message creating and sending engine in various forms (text, email and phone) including to those who haven't signed up, a reporting dashboard, and a mechanism for users to provide feedback. The EA will ensure that (up and downstream) interfaces to existing services that require the output of the service continue to work through transition; and

(c) **to deliver a resilient cost-effective service that exploits modern technologies and innovation in line with the EA's incident management strategy**. The EA is seeking a service fit for the future, taking advantage of improvements in technology (e.g. increased use of automation, designing for the metaverse, virtual assistants to help with enquiries, personalised or geofenced flood warnings via mobile or smart devices).

16. The EA's critical success factors for WIP are:

(a) successful parallel running of the next flood warning system with FWS before the current contract expires in December 2024;

(b) a successful interface with existing applications;

(c) frequent releases of improvement;

(d) infrastructure and application support 24 hours a day, 7 days a week for 365 days per year;

(e) the ability for the product to be maintained and operated by a resourced hybrid team of skilled digital professionals; and

(f) compliance with the Service Standard[10] and Technology Code of Practice[11].

17. Through its procurement process, the EA will be seeking suppliers that provide:

(a) an implementation approach that prioritises minimising downtime and keeping users informed, ensuring a frictionless and disruption-free experience for existing users;

(b) an implementation approach that sets out pro-active approaches to collaboration with third parties (including the outgoing supplier) and integration of the necessary (exit and implementation) programme activities;

(c) a highly intuitive and usable "self-service" user-centric multi-channel platform, compliant with the Service Standard and developed using agile ways of working;

(d) an approach to mass notification that maximises user adherence and influences behaviours to encourage users to take actions which reduce the impact of flooding;

[9] https://environment.data.gov.uk/
[10] https://www.gov.uk/service-manual/service-standard
[11] https://www.gov.uk/guidance/the-technology-code-of-practice

(e) a responsive state of the art platform which is adaptable to changing policy objectives and capable of meeting the changing ways in which the public interact with technology services;

(f) a joined up, responsive, socially inclusive, user-centric support offering that provides a 360° view of the user and maximises the variety of contact channels which make it easier for users (throughout the technology competence spectrum) to interact with the service through a seamless user journey;

(g) a supplier that improves awareness and user adoption of the platform, proactively promoting new ways to use the platform and increasing channel shift away from non-digital sources;

(h) a portable, scalable and reliable cloud-agnostic platform, built using a standards based approach to enable rapid change, greater interoperability with other platforms, and closer integration of the core components;

(i) a modular, reusable and future-proofed architecture which is flexible and adaptable to the EA's broader needs and developments in technology;

(j) a supplier that leverages the user base to build a community around our service to enable continuous improvement;

(k) a multi-disciplinary team that works in the open in a collaborative and transparent manner, moving away from a traditional combative "vendor vs client" model;

(l) a platform that uses processes to protect users' privacy and secure the onwards transportation of data (built in accordance with the principle of least privilege for sensitive data), and recognises the importance of using data as an asset; and

(m) a methodology for IT service management aligned to best practice which drives consistency across the management of infrastructure and platforms to ensure consistent levels of performance and reliability.

WIP capabilities

18. The initial set of capabilities required for WIP are outlined in Table 1.

When	Milestone name	Capability required
First phase of development	MVP	• Users can register for flood warnings online to addresses • Duty officers can create and issue flood warnings via text and e-mail to predefined flood warning areas, as well as update and remove warnings • Flood warnings in force are sent to a data feed • Manage internal and external accounts • Incorporate contact data for 'unregistered' users received from telephone operators
Second phase of development	MVP +1	• Users can register for flood warnings online to non-address locations • Users can provide asset data for locations that they wish to register for targeted alerts • Duty officers can create and issue flood warnings via telephone • Data can be interrogated and key reports completed • Flood warnings are sent to an Interactive Voice Response (**"IVR"**) service • Flood warnings can be sent to a static list of unregistered contacts

		• Processes in place to form data requests to telephone operators and process data received from them • Create new flood warning areas[12] and flood alert areas[13] • Integrate with other products in the wider service
At the point of cutover from FWS	Minimum viable service (**"MVS"**)	• Users can register for flood warnings online to an operational boundary • Users can register, update their details, and cancel their flood warning account via an assisted digital route • Flood warnings can be sent to a live list of unregistered contacts • Data is requested and received from telephone operators and welcome messages process put in place • Update flood warning areas • Severe flood warnings can be sent via the government emergency alerts service[14] • Send welcome messages to new contacts supplied by telephone operators including the option to opt out
Post-cutover	MVS +1	• Users can update and cancel flood warnings online • Users receive confirmation of changes made to their flood warnings • Users receive reminders that they receive flood warnings • Flood warnings can be sent via social media • Flood warnings can be sent via a smart device • Data can be requested ad-hoc and received from telephone operators
Post-cutover	MVS +2	• Flood warnings can be sent automatically when a threshold is exceeded • Flood warnings can be sent in other languages • Data is updated and received live from telephone operators

Table 1

19. A conceptual architecture (whereby individual capabilities are built around a central integration hub using a modular approach) is included at Appendix A and the current documented epic user needs (which will be refined from time to time) are included at Appendix B.

20. In addition to the capabilities set out in Table 1, Appendix A and Appendix B, the broader service management capabilities required for WIP are:

    (a) business continuity and disaster recovery management;

    (b) cyber security management;

    (c) ITIL v4 service management and general management practices;

[12] https://environment.data.gov.uk/dataset/87e5d78f-d465-11e4-9343-f0def148f590
[13] https://environment.data.gov.uk/dataset/864c72de-d465-11e4-855f-f0def148f590
[14] https://www.gov.uk/alerts

(d) ITIL v4 deployment management

(e) ITIL v4 infrastructure and platform management (hosting) (including management of a live environment requiring 24/7/365 support and at least 1 pre-production environment);

(f) knowledge management;

(g) performance reporting;

(h) product delivery;

(i) social value commitments;

(j) software development;

(k) technical standards compliance; and

(l) user-centered services.

Potential implementation approaches

21. The EA has assumed that the implementation of the next flood warning system will be delivered through a parallel running approach and will take up to 18 months in totality. In a parallel running scenario, the next flood warning system supplier will build their technical solution whilst the FWS solution remains operational and then undertake a cutover (or a series of cutovers for incremental functionality releases) for users from the FWS solution to the next flood warning system on a specified date (or a series of specified dates for incremental functionality releases).

Commercial approach

Overview

22. The EA intends to use market engagement to ensure that the WIP commercial approach:

(a) is attractive to the market;

(b) ensures that the latest technology is utilised to build a platform to meet future needs;

(c) is able to achieve the operational needs of the future service;

(d) is able to build a service that meets user needs;

(e) forms a strong partnership between the EA and the supplier;

(f) delivers a strong and resilient service team; and

(g) supports continuity of service for end users.

Packaging approach

23. Whilst the EA will use the market engagement and procurement process to refine our packaging approach, the EA is currently minded to procure all capabilities as a single contract and the capabilities have not been disaggregated into a greater number of contracts at this stage because:

a) best value will most likely be achieved by giving responsibility to one supplier. Further disaggregation would increase the service and technical integration risks, and any potential savings achieved through disaggregation would be offset through increased contract management oversight and the additional resources required. This is also true for further disaggregation of the service components (e.g. infrastructure and platform management (hosting));

b) by giving responsibility to one supplier for the technical solution, the responsibility for implementation, integration, operation, scalability, and reusability is sat with the party best placed to manage it and deliverability is improved by fewer contract management interfaces;

c) a larger single contract is likely to more attractive to the market and therefore drive greater competition and better value for money for the EA; and

d) a key objective for WIP is technology rationalisation (as set out in paragraph 34) and this will be difficult to achieve with a disaggregated procurement approach.

Route to market

24. Due to the significant business change activities and related costs, the EA intends to procure a contract for up to 10 years (e.g. 6+2+2) and therefore is not considering framework agreements as a viable route to market.

25. The EA is considering the relative pros and cons of the following "OJEU" (as was) routes to market:

    (a) **the restricted procedure:** a paper-based two-stage procurement process whereby potential suppliers are invited to express an interest through the submission of a selection questionnaire, which is used to establish their capability, experience, and suitability. A shortlist of at least 5 suppliers are then invited to submit a written tender for formal assessment by the EA; or

    (b) **the competitive dialogue procedure:** a two-stage procurement process whereby potential suppliers are invited to express an interest through the submission of a selection questionnaire, which is used to establish their capability, experience, and suitability. A shortlist of at least 3 suppliers are then invited to submit a high level proposal and subsequently "dialogue" their solution until dialogue is closed, at which points written tenders are requested.

26. Requests to participate in the procurement will be requested using the UK government standard selection questionnaire[15], which will outline prospective tenderers proposed participation model, their compliance with mandatory and discretionary grounds for exclusion, their economic and financial standing, and their technical or professional ability, in order to test the capacity and capability of prospective tenderers' eligibility to take part in the procurement.

27. Due to the broad user base and business criticality of the next flood warning system, the EA is minded to use a "light" and brisk form of the competitive dialogue procedure over a period of no more than 9 months. Whilst the EA will seek to minimise the cost of the procurement exercise to all parties, the EA believes that holding focussed dialogue on complex and challenging issues such as implementation before calling for tenders will increase the likelihood that implementation plans and proposed technical solutions will be fit for purpose, and therefore result in tenders which are capable of acceptance and represent greater value for money, yielding an overall lower, whole-life risk profile for service delivery.

28. Subject to there being sufficient tenderers that meet the selection requirements, the EA is minded to:

    a) in the case of a restricted procedure, limit the number of pre-qualified tenderers to be invited to submit a tender to 5 tenderers in total; or

    b) in the case of the competitive dialogue procedure:

    - limit the number of pre-qualified tenderers to be invited to participate in the dialogue to 4 tenderers in total; and
    - only undertake the dialogue with (and subsequently invite tenders from) the 4 pre-qualified tenderers (as opposed to conducting the procurement in a number of successive stages in order to reduce the number of tenderers),

    in order to minimise the cost of the procurement exercise to all parties, whilst still allowing for sufficient competition for the EA.

Award criteria

29. The EA is minded to adopt the following award criteria for this procurement:

    a) technical solution: 65%

    b) social value: 10%

    c) price: 25%.

30. As required by PPN06/20[16], the EA is required to explicitly evaluate social value, where the requirements are related and proportionate to the subject-matter of the contract. The EA would

[15] https://www.gov.uk/government/publications/procurement-policy-note-816-standard-selection-questionnaire-sq-template
[16] https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts

encourage prospective tenderers to review the social value model[17] and provide feedback via the market engagement questionnaire on the applicability of the model award criteria and associated sub-criteria within the social value model, including:

a) Theme 1: COVID-19 recovery (help local communities to manage and recover from the impact of COVID-19);

b) Theme 2: Tackling economic inequality (create new businesses, new jobs and new skills);

c) Theme 2: Tackling economic inequality (increase supply chain resilience and capacity);

d) Theme 3: Fighting climate change (effective stewardship of the environment);

e) Theme 4: Equal opportunity (reduce the disability employment gap);

f) Theme 4: Equal opportunity (tackle workforce inequality);

g) Theme 5: Wellbeing (improve health and wellbeing);

h) Theme 5: Wellbeing (improve community integration).

Key commercial considerations

31. **Form of contract.** The Cabinet Office contract tiering tool[18] indicates that the next flood warning system is a gold contract, therefore the EA intends to utilise the government legal services model services contract[19] for the procurement.

32. **Implementation approach.** Discussion is required to explore how alternative implementation approaches can ensure a frictionless implementation for current FWS users, ensuring disruption is minimised for the existing user base through a pro-active communications management strategy. In addition, reassurance will be required that tenderers can design and build digital services that comply with the UK governments Service Standard, following the phases of an agile project[20] (e.g. discovery, alpha, private beta, public beta, live). Specific attention will need to be given to how tenderers propose to invite a limited number of people to use the service (private beta) before cutover from FWS to the next flood warning system for all users (public beta). There are also seasonality constraints (i.e. flood season) which drive different operational priorities for the EA and will therefore require mitigation measures to be put in place.

33. **Payment mechanism and performance management regime.** Discussions on the payment mechanism and performance management regime are required to ensure an appropriate level of risk transfer and to enable consideration of innovative solutions which might require different performance or payment structures.

34. **Infrastructure and platform management rationalisation.** The current FWS estate is provided across a multitude of internal and external service provider agreements. One of the objectives of WIP is to rationalise how these technology components are architected and managed from an IT service management point of view, in order to improve performance and reliability.

35. **Roles and responsibilities.** Whilst WIP intends to procure a managed service, the EA intends to retain its internal staff with responsibility for (and "shadow" the next flood warning system providers) product and delivery and user-centered design job families as set out in the Digital, Data and Technology Profession Capability Framework[21]. However, discussion is required to ensure resources are optimised (and "man marking" is avoided) and that responsibility is allocated to the party best placed to manage it to ensure user needs and various standards continue to be met. The EA are also keen to understand how EA might "self-serve" via the next flood warning system at a content or configuration level (e.g. make changes to static GOV.UK content).

[17] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940826/Social-Value-Model-Edn-1.1-3-Dec-20.pdf
[18] The contract tiering tool helps classify UK government contracts in gold, silver, or bronze by assessing value, complexity and level of risk. This tool can also help determine the criticality and level of contract management required.
[19] https://www.gov.uk/government/publications/model-services-contract
[20] https://www.gov.uk/service-manual/agile-delivery
[21] https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework

36. **Opportunities for reuse.** Discussion is required to ensure that reuse of existing Defra Group or pan-government technology services (e.g. GOV.UK Services[22], pan-government hosting agreements, Defra Group mapping solutions) is considered as to avoid unnecessary redevelopment of components.
37. **Future proofing.** WIP intends to provide a scalable solution that offers proportionate flexibility to be used across the EA, provide value-add features that can be used to replace other (aged) EA systems (in whole or in part), and enable improved interoperability between systems. It will be beneficial to discuss options for achieving scalability and reusability across the EA, Defra Group and the wider public sector (where practical). The EA also proposes to include ongoing continuous improvement obligations, including a 50/50 “gain share” for ideas proposed by the supplier which reduce the cost of the service.
38. **TUPE.** TUPE will apply to this procurement. The EA will not have any liability for TUPE.

[22] https://www.gov.uk/service-toolkit

Annex 1: Market engagement questionnaire

No.	Question	Response type	Relevant section
1.	Organisation details	Free text for: • Organisation name • First name • Surname • Job title • E-mail address • Phone number	
2.	Which elements of the service are you likely to tender for?	Select multiple options from list of values: • Applications development and maintenance • Contact channels • Infrastructure and platform management (hosting) • Geospatial services • Notification services • Payment services • User-centered services • Other	
3.	Is your company an SME?	Yes/No	
4.	Are you happy to share your details with other prospective tenderers?	Yes/No	
5.	Are you happy to be contacted by the EA for any follow on questions or attend a one-to-one session?	Yes/No	
6.	What software and services do you offer which are relevant to the WIP? Who are your major customers?	Free text	
7.	Do you agree with the way that EA is proposing to package this service (i.e. as a single contract)?	Rate from Strongly Disagree to Strongly Agree	Paragraph 23.
8.	If you disagree or strongly disagree with the way that the EA is proposing to package this service, please outline your preferred packaging approach	Free text	Paragraph 23.

No.	Question	Response type	Relevant section
9.	Do you agree with the suggested implementation period of up to 18 months?	Rate from Strongly Disagree to Strongly Agree	Paragraph 21.
10.	Based on your experience of delivering equivalent services, what strategies would you suggest for parallel running and how would you manage dependencies?	Free text response	Paragraph 21.
11.	Is your preference for a restricted procedure or a competitive dialogue procedure?	Select one option from list of values: • Restricted • Competitive dialogue	Paragraph 25.
12.	Do you agree with the proposed award criteria?	Rate from Strongly Disagree to Strongly Agree	Paragraph 29.
13.	Based on your experience of delivering equivalent services, which elements of the social value model are related and proportionate to the subject-matter of the contract?	Select multiple options from list of values: • Theme 1: COVID-19 recovery (help local communities to manage and recover from the impact of COVID-19); • Theme 2: Tackling economic inequality (create new businesses, new jobs and new skills); • Theme 2: Tackling economic inequality (increase supply chain resilience and capacity); • Theme 3: Fighting climate change (effective stewardship of the environment); • Theme 4: Equal opportunity (reduce the disability employment gap); • Theme 4: Equal opportunity (tackle workforce inequality); • Theme 5: Wellbeing (improve health and wellbeing); • Theme 5: Wellbeing (improve community integration).	Paragraph 30.

No.	Question	Response type	Relevant section
14.	Do you agree with the suggested contract term of up to 10 years (e.g. 6+2+2)?	Rate from Strongly Disagree to Strongly Agree	Paragraph 24.
15.	Based on your experience of delivering equivalent services, what are the potential cost drivers you envisage for WIP?	Free text response	
16.	Based on your experience of delivering equivalent services, what wider risks should we be considering and addressing in order to achieve well informed tenders?	Free text response	
17.	Please describe how you would approach the engagement with telephone operators to maintain the EDW service. Please include details of previous projects when you have used this approach.	Free text response	Paragraph 13(b).
18.	Based on your experience of delivering similar services, please describe how you would manage the operational use of a protected data set for the EDW service.	Free text response	Paragraph 13(b).
19.	Based on your experience of delivering equivalent services, please provide any additional insights that could help the EA improve this proposed procurement exercise.	Free text response	