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| Tender ForPrinter and MFD ReplacementInstructions to TenderersRef: DP00156  |

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# About our Trust

**Dartford and Gravesham NHS Trust**

Is one of the largest hospital trusts in North Kent, with services at four sites serving a local population of over 500,000 people. The Trusts vision is to be an outstanding hospital Trust providing the best possible care for patients that is safe, well-coordinated, in the right place and designed around the patient’s needs.

We have a strong focus on innovation and improvement to deliver the best care as possible to our patients. As our local populations are increasing, our services are undergoing a period of expansion and service development. We are continuously looking for ways to develop models of best practice as well as new ways of working to enhance and improve the services we offer to our local populations. Our nationally renowned Urology Centre, formally opened by Simon Stevens, Chief Executive of NHS England is testament to our development and advancement in the care and technology we have developed for our patients. We are a founding member of Guys and St Thomas’ Healthcare Alliance which creates a unique relationship that will enable us to access expertise, and the knowledge of a major London teaching hospital closer to home. Providing better care and better outcomes for the people of Dartford and Gravesham and the community we serve.

The Trust value and pursues excellence in research and we have over 900 participants in our clinical trials in key clinical areas such as Lymphoma, Breast Cancer, Haematology, Cardiology, Diabetes, Stroke, Neurology, Mental Health and Surgery.

For more information please see <https://www.dgt.nhs.uk>

# The Requirement

The Trust currently has a requirement for a range of printer models from manufacturers such as Brother, HP and Ricoh. This RFP package includes a detailed device count by location and model and a list of printers with page counts.

The Authority is looking to appoint to a sole Supplier for the provision of the requirement. The contract will be for a period of four years with an option to extend for two periods of 12 months, pending price and performance.

Please see the Annexes for further information.

This requirement is being run under the open procedure, under the Public Contract Regulations 2015.

# Capability Assessment.

As this is a crucial part of the Trusts digital programme it is important to ensure potential bidders have the necessary experience and resources to support in this service, please confirm your ability to meet these requirements at the very beginning of your submission. Failure to meet these two capability criteria will automatically invalidate your submission.

* **Current Service Provision:**

Are you currently providing service and support for printer and scanner management to a UK-based Acute NHS Organisation? If so, please provide the details of the current contract.

* **Service Level Agreement (SLA) Compliance:**

Can you provide a 2-hour engineering response and resolution SLA for a Kent-based NHS organisation, available 24/5, through out the year?

# Procurement Timetable

| **Activity** | **Date Due** |
| --- | --- |
| Publish tender documents and notices  | 04/06/2024 |
| Supplier Day / Site Visits | N/A |
| Deadline for Clarification Questions  | 18/06/2024 |
| Deadline for ITT Submissions | 02/07/2024 |
| Equipment Trials (if required) | N/A |
| Supplier Presentations (if required) | N/A |
| 10-day mandatory “standstill” period | 29/07/2024 |
| Contract Award | 15/08/2024 |
| Contract Start Date | TBA |

## Technical Evaluation

This section evaluates your technical proposal to meet the Authority's requirement. Questions that are scored will show the marks available for that response in the question text.

50% of marks are available for this section.

All questions will be scored using a scale of 0 to 4, with each number corresponding to a minimum level of information required in the respective response and will be measured against predetermined and objective criteria. This will then be applied to the respective weighting of the section to produce a weighted score.

0 = Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. Responses scoring 0 for any question will be deemed not fit for purpose and the supplier’s proposal will be rejected.

1 = Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements.

2 = Generally understands and addresses issues appropriately. Some areas of misunderstanding, provide a low level of detail, and/or provide more of a “model answer” than a true commitment, so only provides some confidence they will deliver requirements.

3 = Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements.

4 = High degree of confidence that the Potential Provider’s proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered.

## Commercial Evaluation

This section evaluates the whole life cost. Marks awarded to this section are calculated automatically. The supplier with the lowest overall cost is allocated full marks, other suppliers are then allocated marks on a pro-rata basis. For example a supplier twice as expensive as the cheapest will receive half the maximum score available.

40% of marks are available for this section.

## Social Value Evaluation

Social value will be explicitly evaluated in this procurement, where the requirements are related and proportionate to the subject-matter of this requirement. Where appropriate specific questions have been included in the response questions.

10% of marks are available for this section.

## Abnormally Low Tenders

Where a proposal is abnormally low, the Authority will require tenderers to explain in writing the price or costs proposed. Where the evidence supplied does not satisfactorily account for the low level of price or costs the Employer will reject it.

## Variations

The Supplier must submit its primary proposal and pricing exactly against the Authority’s specification. The Authority will consider variations to the stated specifications provided they provide the same functionality as the stated specifications. Suppliers must indicate in their proposals where they have suggested a different specification and or material and why.

## Equipment Trials

The Authority may wish to conduct trials of the suppliers proposed equipment. Details of proposed trials will be communicated to the supplier. The percentage of marks and a copy of the evaluation questions to be used in the evaluation is included in the tender documents.

## Evaluation General

Suppliers should note that in evaluating responses, the Authority will only consider information provided in response to this tender. Suppliers, including incumbent suppliers must not assume that the Authority is familiar with the Bidders’ involvement in existing services, contracts or procurements.

Supplier’s responses to a question will be scored as “standalone”, unless otherwise cross referenced. Therefore, do not assume information provided in a previous question will be considered when evaluators are scoring. If part of a response uses information provided in a previous question, either; clearly cross reference or provide the information again, within the context of the question being answered.

Tenders must be submitted in English and in Pounds Sterling.

Under regulation 56-3 of the Public Contract Regulations 2015 the Authority reserves the right to examine tenders before verifying the absence of grounds for exclusion and the fulfilment of the selection criteria. Where the Employer makes use of that possibility, it will ensure that the verification of absence of grounds for exclusion and of fulfilment of the selection criteria is carried out in an impartial and transparent manner so that no contract is awarded to a Contractor that—

(i) should have been excluded , or

(ii) does not meet the selection criteria set out by the contracting Employer.

## Tender Validity Period

Tenders are to remain open for acceptance by the Authority, for a minimum of 120 days from the Tender return date.

## Award of Contract and 10-Day Standstill Period

Please be aware that the Authority is not required to accept the lowest priced or any of the tenders submitted.

In the event that all of the Specification or any Lots advertised cannot be provided by the first placed Tenderer, the Authority reserves the right to award this contract on a part basis and or to multiple providers. This will be communicated to Tenderers via a Clarification stage.

# Clarification Questions

## Clarification questions from Bidders

Should Suppliers have any questions on this documentation, they should only be sent in writing via the Atamis portal.

Clarification questions must not be submitted by any other means.

The Authority will endeavour to answer clarification questions within three (3) working days following the day of receipt. Suppliers are asked to note that any clarification questions should be submitted before the given deadline. Any received after that time will not be answered. Suppliers are therefore encouraged to carefully review the entire document immediately upon receipt and identify and submit any clarification questions as soon as possible.

In order to maintain equality between Suppliers, the Authority will normally provide a copy of any clarification questions and the answers to those questions to all Suppliers. Provision will be made for Suppliers to request clarification in confidence but in responding to such requests the Authority will reserve the right to act in what it considers to be the best interests of the procurement.

The identity of the Supplier or individual submitting the clarification question will not be disclosed to other Suppliers when the answers to clarification questions are circulated.

## Clarification questions from the Authority

The Authority reserves the right to require Suppliers to clarify their submissions in writing. Any such request will be made via the e-Sourcing system.

Such clarification questions are not intended to be a means of eliciting additional information that was not initially requested in the Tender Document Set.

Nor are they intended to give Suppliers an opportunity to correct incomplete or otherwise non-compliant submissions.

Failure to respond adequately or in a timely manner to clarification questions may result in a Supplier not being considered further in the procurement.

# Terms and Conditions of Contract\*

## Contract

The contract will include the NHS Contract for the Goods and Provision of Services. It is vital that the Supplier reviews these carefully, and takes account of all information such as, key performance indicators and insurance requirements and that their proposal fully takes account of these. By submitting a response, suppliers are agreeing to be bound by the terms of the NHS Terms and Conditions.

Please download the attached Terms and Conditions of Contract. These conditions must be accepted in full except for proposals for minor changes that do not alter the overall nature of the document. No proposed amendments to the terms and conditions will be accepted after the closing date of this ITT.

The Authority retains the right to reject any proposal that does not accept in full the attached terms and conditions.

\*Please note all legislation and notices mentioned herein are subject to latest legislation and update at time of issue of the tender.

## Purchase Orders

The Authority has a no Purchase Order, no pay policy in place. Any work or expense the successful supplier undertakes prior to receipt of a purchase order is undertaken solely at the supplier’s risk. Any invoice the supplier submits must quote a valid purchase order number and the invoice value must not exceed the value of the purchase order. Invoices not meeting these requirements will be rejected by the Authority.

# Early Payment

# Consortia and subcontractors

If the Supplier is a consortium or will rely on sub-contractors to deliver the contract, it must explain in its Tender which parts will be sub-contracted, who the sub-contractors are, confirm the sub-contractor has agreed terms of supply and what contractual commitment it has from the sub-contractor to deliver.

The following terms apply:

**Consortium arrangement** - Groups of companies come together specifically for the purpose of bidding for appointment as the supplier and envisage that they will establish a special purpose vehicle as the prime contracting party with the Authority.

**Subcontracting arrangement** - Groups of companies come together specifically for the purpose of bidding for appointment as the supplier, but envisage that one of their number will be the supplier, the remaining members of that group will be subcontractors to the supplier.

Suppliers may not change a consortium structure or the identity of any proposed sub-contractors without the prior written consent of the Authority.

# Instruction to Suppliers

No information contained in this document or in any communication made between the Authority and any potential supplier in connection with this document shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this document. The Authority reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability to any supplier in respect of this document, any supporting documentation and/or the tender process.

The supplier is expected to examine all of the instructions, forms, and specifications that comprise this document. Failure to provide all of the requested information, in the correct format, may result in the return being rejected. Where information or documentation to be submitted by economic operators is or appears to be incomplete or erroneous, or where specific documents are missing, the Authority may request the economic operators concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit.

Under regulation 56(3) of the Public Contract Regulations 2015 the Authority reserves the right to examine tenders before verifying the absence of grounds for exclusion and the fulfilment of the selection criteria. Where the Authority makes use of that possibility, it will ensure that the verification of absence of grounds for exclusion and of fulfilment of the selection criteria is carried out in an impartial and transparent manner so that no contract is awarded to a supplier that—

(i) should have been excluded , or

(ii) Does not meet the selection criteria set out by the contracting authority.

# Information and Confidentiality

Information that is supplied to suppliers as part of the procurement exercise is supplied in good faith. However, suppliers must satisfy themselves as to the accuracy of such information and no responsibility is accepted for any loss or damage of whatever kind or howsoever caused arising from the use by the suppliers of such information, unless such information has been supplied fraudulently by the Authority.

All information supplied to suppliers by the Authority in connection with this procurement exercise shall be regarded as confidential. By submitting an offer the supplier agrees to be bound by the obligation to preserve the confidentiality of all such information. This invitation and its accompanying documents shall remain the property of the Authority and must be returned on demand.

Potential suppliers must obtain for themselves at their own responsibility and expense, all information necessary for the preparation of their return.

The supplier shall only use information contained within this tender for the Purposes intended for it. The supplier shall effect and maintain adequate technical, organisational and security measures to safeguard the information from unauthorised access, use or misappropriation. Where the supplier becomes aware of any unauthorised use, copying, loss or disclosure of the information, they shall notify the Authority and provide all reasonable assistance to stop and, where possible, to remedy further unauthorised use, copying, loss and/or disclosure.

The supplier will not be in breach of this clause where any disclosure is required by law or by any court of competent jurisdiction or any disclosure permitted below.

Neither party shall make or permit others to make any reference to this information or use of the other party’s name in any public announcements or promotional marketing or sales materials or efforts without the prior written consent of the other party.

# Permitted Disclosure

The supplier may communicate or disclose information to its staff on a strict need to know basis and provided that each and every person to whom the information is made available:

* is made aware, before any disclosure of information of its confidential nature;
* is made aware that they owe a duty of confidence to the Disclosing Party; and
* is under a written agreement to observe the duty of confidentiality.

The supplier shall not be in breach of this agreement where it uses information and it can document and demonstrate that the information concerned:

* was independently developed by the supplier without access or use of the Authority's information;
* was lawfully received from an independent third party by the supplier without any restriction or obligation of confidentiality; or
* is or becomes publicly available through no fault of the tender

# Ownership of material and Intellectual Property Rights

All material contained shall remain the property of the Authority and shall not be reproduced in whole or in part without the Authority’s written consent. Any copies shall become the Authority’s property and the supplier shall ensure that all copies display the copyright and/or other proprietary notice.

The Authority does not grant any proprietary rights to the supplier including, without limitation, any intellectual property rights based on or relating to the Confidential Information. The supplier shall not make, have made, use or sell for any purpose any product or service using, incorporating or derived from any Confidential Information of the Authority.

# Return of Information

When the tender is completed, or at any time on the written request of the Authority, the supplier shall return all information, all materials embodying any Confidential Information, including any copies to the Authority.

# Cross-Government

All public bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, the Authority may disclose within Government any of the supplier's documentation/information (including any that the supplier considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the supplier to the Authority during this procurement and any subsequent contract. The information will not be disclosed outside Government. Suppliers taking part in this competition consent to these terms as part of the competition process.

Suppliers must agree that the Authority may disclose the supplier's information/documentation more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.

# Transparency (PPN01/17)

As a result of government policy to achieve greater transparency in public procurement and help deliver improved value for money, the Authority is obliged to publish tender documents for all contracts with a whole life value of over £25,000 on Contracts Finder - <https://www.contractsfinder.service.gov.uk/Search>

On 24 March 2015, the Government published a set of general transparency principles (https://www.gov.uk/government/publications/transparency-of-suppliers-andgovernment-to-the-public) that require public procurers to proactively disclose contract and related information that may previously have been withheld on grounds of commercial confidentiality. In compliance with these requirements, the Authority intends where appropriate to publish the following types of information:

* contract price and any incentivisation mechanisms
* performance metrics and management of them
* plans for management of underperformance and its financial impact
* governance arrangements including through supply chains where significant contract value rests with subcontractors
* resource plans
* service improvement plans

# Freedom of Information Act (FOIA)

Suppliers should be aware of the Authority's obligations and responsibilities under the Freedom of Information Act (FOIA) to disclose, on request, recorded information held by them. Information provided by suppliers in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the Authority in response to such a request, unless the Authority decides that one of the statutory exemptions under the FOIA applies.

The Authority may also include certain information in the publication scheme which it maintains under the FOIA. In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the FOIA or the Environmental Information Regulations 2004, the Authority may consider it appropriate to ask suppliers for their views as to the release of any information before a decision on how to respond to a request is made.

In dealing with requests for information under the FOIA, the Authority must comply with a strict timetable and the Authority would, therefore, expect a timely response to any such consultation within five working days.

If suppliers provide any information to the Authority in connection with this procurement exercise, or with any Contract that may be awarded as a result of this exercise, which is confidential in nature and which a supplier wishes to be held in confidence, then suppliers must clearly identify in their offer documentation the information to which suppliers consider a duty of confidentiality applies.

Suppliers must give a clear indication which material is to be considered confidential and why it is considered to be so, along with the time period for which it will remain confidential in nature. The use of blanket protective markings such as “Commercial in Confidence” will no longer be appropriate. In addition, marking any material by virtue of such marking will no longer be appropriate.

Where a supplier has indicated that information is confidential, the Authority may be required to disclose it under the FOIA if a request is received. The Authority cannot accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

In certain circumstances where information has not been provided in confidence, the Authority may still wish to consult with suppliers about the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. The decision as to which information will be disclosed is reserved to the Authority in question, notwithstanding any consultation with the supplier.

# General Data Protection Regulation (GDPR) PPN02/18

The GDPR legislation, aims to protect the privacy of all EU citizens and prevent data breaches. It applies to any public or private organisation processing personal data.

For the purposes of this requirement the Authority is classified as the controller and the Supplier is classified as the Processor in accordance with the Terms and Conditions of Contract.

The subject matter of the processing is [this should be a high level, short description of what the processing is about i.e. its subject matter of the contract. Example: the processing is needed in order to ensure that the processor can effectively deliver the contract to provide a service to members of the public]

The nature and purpose of the processing will be to [please be as specific as possible, but make sure that you cover all intended purposes. The nature of the processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc. The purpose might include: employment processing, statutory obligation, recruitment assessment etc].

The type of Personal Data being processed will be [examples here include: name, address, date of birth, ni number, telephone number, pay, images, biometric data etc]

Categories of Data Subject will be: [examples include: staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc]

# Social Value

See Annex A – RFP Sustainability/Green Plan

# Delivering a ‘Net Zero’ National Health Service

The NHS also needs to respond to the health emergency that climate change brings, which will need to be embedded into everything we do now and in the future.

More intense storms and floods, more frequent heatwaves and the spread of infectious disease from climate change threaten to undermine years of health gains. Action on climate change will affect this, and it will also bring direct improvements for public health and health equity. Reaching our country’s ambitions under the Paris Climate Change Agreement could see over 5,700 lives saved every year from improved air quality, 38,000 lives saved every year from a more physically active population and over 100,000 lives saved every year from healthier diets.

The NHS embarked on a process to identify the most credible, ambitious date that the health service could reach net zero emissions. Two clear and feasible targets emerge for the NHS net zero commitment, based on the scale of the challenge posed by climate change, current knowledge, and the interventions and assumptions that underpin this analysis:

* For the emissions we control directly (the NHS Carbon Footprint), net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032.
* For the emissions we can influence (our NHS Carbon Footprint Plus), net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

Delivering a net zero NHS has the potential to secure significant benefits across the population, and particularly for vulnerable and marginalised populations, addressing existing health inequalities. These benefits will only be fully realised through public participation, involvement and engagement with those communities as this work goes forward, having regard to the need to reduce health inequalities and taking into account the public sector equality duty.

As a key priority, we will work to reduce air pollution and improve local environments, thereby supporting the development of local economies in geographical areas of deprivation. Air pollution disproportionately affects people in these areas, many of whom are already at risk of poorer health outcomes.

Direct interventions to decarbonise the NHS

* Reducing emissions from hospital estates and facilities
* Electrification of the NHS transport fleet
* Cycling, walking and shifting modes of transport
* Decarbonising the supply chain
* Food, catering and nutrition
	+ Medicines
	+ Reducing emissions from inhalers and anaesthetic gases

# NHS Single-Use Plastics Reduction Campaign Pledge

Between 2013 and 2018, NHS services across England used more than 600 million disposable cups and millions of other disposable cutlery pieces, as well as many other avoidable single-use clinical and non-clinical plastic items. While much NHS plastic waste is already recovered for recycling or energy from waste we are still a significant contributor to the 34 billion tonnes of plastic that will pollute our natural environment by 2050.

Targets are to:

* By April 2020, no longer purchase single-use plastic stirrers and straws, except where a person has a specific need, in line with the government consultation
* By April 2021, no longer purchase single-use plastic cutlery, plates or single-use cups made of expanded polystyrene or oxo-degradable plastics
* By April 2021, go beyond these commitments in reducing single-use plastic food containers and other plastic cups for beverages – including covers and lids

The Authority is also looking at reducing plastic waste from as many areas as possible, including where practical common clinical products such as gloves, gowns and hygiene products. The Authority also wishes to work with the supply chain on plastic packaging.

# Conflicts of Interest

It is a requirement that potential suppliers provide a declaration regarding any conflicts of interest and hospitality they have with the Authority or the Authority's staff. Where a conflict of interest exists the Authority will put measures in place to mitigate any potential problems, it is not the Authority's intention to reject potential suppliers if a potential conflict is identified. The Authority may reject any tenders where the declaration is found to be incorrect.

Potential suppliers must not offer any hospitality or gifts to any part of the Authority’s organisation during this tender process or contract period without first obtaining permission from the Authority's Sourcing Director.

# Communications

All communications must be through the Authority’s eSourcing portal, potential suppliers are not to communicate with any Authority employees regarding this requirement without the permission of Procurement.

Should communications not be possible via the portal then contact can be made via the Procurement lead for this requirement:

E: david.brown46@.nhs.net

M: 07830 542620

Suppliers found to be communicating outside of these channels will be excluded from the process.

# Misrepresentation

If you seriously misrepresent any factual information and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

# Annex A – RFP/Hardware Specification



**Hardware Specifications:**

Stipulate detailed hardware specifications for all proposed devices**.**

**Device Functions and Capabilities:**

Stipulate device function and capabilities for all proposed devices in detail**.**

**Media Handling Capabilities:**

Stipulate media handling capabilities for all proposed devices in detail**.**

**Supplies:**

Stipulate toner specifications and replacement of used toner options for all proposed devices in detail**.**

**Secure Print Solution Compatibility:**

1. All proposed devices must be compatible with the Kofax Control Suite secure print solution currently being implemented by the Trust.
2. All proposed devices must be compatible with "Follow Me" printing solutions and integrate with the Trust's ID badges to enable printing. Implementing the "Follow Me" printing solutions is mandatory, offering the potential to decrease the number of printers required.
3. Additionally, propose the features and advantages of the integrated native solutions.

**Built-In Card Reader:**

Devices must include a built-in card reader compatible with MiFare Classic cards. The ability to change the card reader language to Hexadecimal is required.

**Connectivity:**

Proposed devices must support USB, Ethernet, and Wi-Fi connectivity.

**Duplex Printing:**

Duplex printing capability is mandatory for all devices.

**On-Site Engineering Services:**

The vendor must provide on-site engineering services from Monday to Friday, 09:00 to 17:00, including monitoring and replacing consumables, carrying out repairs and preventative maintenance, and advising on printer location swaps.

# Annex B – Key Performance Indicators (KPIs)

**Aims**

* Continuous improvement
* Quantitative and qualitative consultant, contractor and supply chain evaluation
* Identification and commendation of exceptional performance
* Timely identification of issues and resolution during the project process

**Key Performance Indicators**

|  | **Measure** | **Key Performance Indicator** | **Target Level** |
| --- | --- | --- | --- |
| 1 | WorkIdentification | Percentage of work requests remaining in “Request” status for less than 7 days, over the specified time period. | 80% of all work requests should be processed in 7 days or less. Some work requests will require more time to review but attention must be paid to 'late finish date' or required by date. |
| 2 | WorkExecution | Attendance to site – Snagging, repairs to damage caused by the Contractor. | Attendance to site within 1 working day |
| 3 | Sustainability | Adherence to environmental regulations and standards and the energy efficiency ratings of the supplied printers, potentially reducing operating costs and supporting sustainability goals | Quarterly review |

# Annex C – Contract Review Meetings and Reporting Requirements

## Standing agendas for meetings

**Client meetings**

1. Minutes of last meeting and actions arising
2. Supplier performance issues
3. Changes to requirements (including changes to related organisational priorities and budget constraints)

**Supplier Regular Performance Management meetings**

1. Minutes of last meeting and actions arising
2. Review of Performance and KPI supplier report, including related improvement plans
3. Open supplier and client issues (not covered by previous agenda items – use Issues Log to keep track)
4. Review of open and new contract change requests
5. Changes to supplier business with direct impact on contracted provision (mergers/ acquisitions/ changes to supply chain)
6. Forthcoming key dates and activities

## Management Information/ Reporting

Based on KPI’s and review meetings, format to be decided at first review.

# Annex D – Trust Asset Lists

#



# Annex F – NHS TERMS AND CONDITIONS FOR THE SUPPLY OF GOODS AND THE PROVISION OF SERVICES

[NHS England » NHS terms and conditions for the procurement of goods and non-clinical services](https://www.england.nhs.uk/publication/nhs-terms-and-conditions-for-the-procurement-of-non-clinical-goods-and-services/#heading-2)