



Crown  
Commercial  
Service

# Invitation to Tender

## Attachment 1 – About the framework

RM6193 Software Design and Implementation  
Services

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# Welcome

We invite you to bid in this competition for RM6193 Software Design and Implementation Services. Our Invitation to Tender (ITT) pack comes in divided into two main parts:

**Attachment 1 - About the framework** (this document) – what the opportunity is, who can bid, the timelines for this competition, how to ask questions.

Plus:

- the competition rules and obligations and rights between you and us
- how the contract works – what a framework is and what's in a framework contract.

**Attachment 2 - How to bid** – guidance on how to submit your bid, the selection and award stages, how we will assess your bid, what is the process at intention to award and the framework contract award stage.

You must use our eSourcing suite, to submit your bid

<https://crowncommercialservice.bravosolution.co.uk>

Please read the bidder guidance which can be found on the below link for help using our eSourcing suite and instructions on how to submit a compliant bid:

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

You can book for online training for the CCS eSourcing suite at:

<https://www.crowncommercial.gov.uk/esourcing-training>

There are also additional attachments to the ITT pack.

These attachments are:

- **Attachment 1a Framework Schedule 1 (Specification)** – forms part of the Framework Contract and sets out the scope of the requirement.
- **Attachment 2a Selection Questionnaire** – you must complete the questions detailed in this questionnaire online in the eSourcing Suite (qualification envelope).
- **Attachments 2b Certificate of Past Performance** – you are required to have your customer populate this attachment to support your contract example you provided at Part 11 Technical and Professional Ability of the selection questionnaire in the eSourcing Suite (qualification envelope). You must have this certificate of past performance signed by your contract customer. You must then attach the certificate to the relevant selection question in the eSourcing Suite (qualification envelope).
- **Attachment 3 Price Matrix** – complete the Price Matrix attachment in accordance with the instructions provided in paragraph 12 of Attachment 2 – How to bid. Upload your completed Price Matrix to question PQ1 in the eSourcing Suite (commercial envelope).

- **Attachment 4 Information and Declaration Workbook** – if you are relying upon any other organisation, including key subcontractors or consortium members, to meet the selection, you must get **each of the organisations** to populate this attachment. You must then attach each of the populated attachments to the relevant selection questions in the eSourcing Suite (qualification envelope).
- **Attachment 5 Financial assessment template** – this is for information only, you do not need to populate this template as part of your bid.
- **Attachment 6 Consortia details** – you should complete this spreadsheet if you are bidding as the lead member of a consortium and attach to selection question 1.8.3 in the eSourcing Suite (qualification envelope).
- **Attachment 7 Key subcontractor details** – you should complete this spreadsheet if you intend to use Key Subcontractors in your bid and attach to selection question 1.10.1 in the eSourcing Suite (qualification envelope).
- **Attachment 8 Frequently Asked Questions** – you do not need to submit this as part of your Bid. This document contains a list of questions and answers relating to our competitions that may be helpful to you.
- **Attachment 9 Framework Contract Documents (Zip folder)** – this folder forms the framework contract and consists of:
  - Core Terms
  - Framework Schedules
  - Joint Schedules
  - Call Off Schedules; and
  - Framework Award Form (CCS will populate this at framework award)

Make sure you **read all the attachments, and the contract documents** which can be found [www.crowncommercial.gov.uk/agreements/RM6193](http://www.crowncommercial.gov.uk/agreements/RM6193). The guidance, information and instructions that we provide are there to help you to make a compliant bid.

If anything isn't clear, see paragraph 6. 'When and how to ask questions'.

Please read the bidder guidance which can be found on the below link for help using our eSourcing suite and instructions on how to submit a compliant bid:

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

# 1. What you need to know

## 1.1 What 'we' and 'you' means

When we use “CCS”, “we”, “us” or “our” we mean Crown Commercial Service (the Authority);

When we use “you” or “your” we mean your organisation, or the organisation you represent, in this competition also referred to as bidder.

We are a central purchasing body that procures common goods and services for buyers including central government departments and the wider public sector.

## 1.2 Who are 'buyers'?

Buyers are the organisations named in the published contract notice as those able to place call-off orders for the deliverables via this framework. They will do this in line with framework schedule 7 (call off procedure and award criteria).

## 1.3 What is a 'lot'?

A lot is sub-division of the deliverables which are the subject of this competition as described in the published contract notice.

## 1.4 What do we mean by 'deliverables'?

Deliverables are the goods and/or services that will be provided under this framework agreement as set out in Framework Schedule 1 (Specification).

## 1.5 Who are 'key subcontractors'?

Key subcontractors are any other person other than you who under this framework contract will:

- be relied on to deliver any of the deliverables under this framework contract in their entirety (or any part of them)
- provide the facilities or services necessary for the provision of the deliverables (or any part of them)
- be responsible for the management, direction or control of the provision of the deliverables (or any part of them)

Please note we do not require all subcontractors to be named in your bid, we only want to know about key subcontractors who directly contribute to your ability to provide the deliverables under the framework and any call-off contracts. We do not need to know about subcontractors who supply general services to you (such as window cleaners etc.) that only indirectly enable you provide the deliverables under the framework.

## 1.6 What is the difference between a bidder and supplier?

Successful bidders will become suppliers.

## 1.7 The Public Contracts Regulations 2015

The Public Contracts Regulations 2015 ("the Regulations") regulate how we procure. This means that we and you follow processes that are fair, transparent and equitable for all bidders.

## 1.8 Government Security Classifications (GSC)

On 02/04/2014 the Government introduced its Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking System (GPMS). A key aspect of this was the reduction in the number of security classifications used.

You are encouraged to make yourself aware of the changes and identify any potential impacts in your Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during this competition, or pursuant to any Contract awarded to you as a result of this competition, will be subject to the GSC from 02/04/2014. The link below to the Gov.uk website provides information on the GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

## 2. The opportunity

This Procurement will establish a multi Supplier framework for the provision of Software Design and Implementation Services.

Crown Commercial Service wishes to establish an appropriate contracting route for the provision of Software Design and Implementation Services, to be used by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The Software Design and Implementation Services Framework Contract will provide a route to market to purchase support from 'specialist' suppliers required when deploying a new cloud-based ERP system or upgrading a legacy IT system.

There will be one lot covering the following: Strategy, Architecture, Design, Software selection, Impact assessment, Implementation, Integration services, Data migration, Change management, Training, Onboarding, Business Process Automation

The full specification is available in Framework Schedule 1 (Specification).

### 3. What a framework is

A framework, with one or more suppliers, sets out terms that allow buyers to make specific purchases ('call-offs') during the life of the framework. This competition is for a multi-supplier framework.

If you are a successful bidder, we will use the information you have provided in your bid, including your pricing to personalise your framework contract. Each successful bidder will have their own framework contract, which will be signed by you and us. The framework will be managed by you and us.

Buyers can then use the framework to make call-offs. Each call-off contract will be signed and managed by you and the buyer.

The estimated value of call-off contracts that may be placed under this framework is set out in the OJEU contract notice. There may be multiple call off agreements under one framework.

We cannot guarantee any business through this framework.

#### 3.1 How the framework is structured

The framework will be established for 30 months with the option to extend for up to 1 further period of 18 months.

This framework will have 1 lot:

Lot	Lot name and description
Lot 1	Software Design and Implementation Services

The number of suppliers awarded a Framework Contract will be determined as below:

Number of places
All Bidders who have met a minimum final score of 35 or above will be awarded a place on the Framework.

### 4. Who can bid

We are running this competition using the 'open procedure'. This means that anyone can submit a bid in response to the published contract notice.

The contract notice can be found on Tenders Electronic Daily (TED) and our website [www.crowncommercial.gov.uk/agreements/RM6193](http://www.crowncommercial.gov.uk/agreements/RM6193).

You can submit a bid as a single legal entity. Alternatively, you can take one or both of the following options:

- work with other legal entities to form a consortium. If you do, we ask the consortium to choose a lead member who will submit the bid on behalf of the consortium.
- bid with named key subcontractors to deliver parts of the requirements. This applies whether you are bidding as a single legal entity or as a consortium.

We recognise that subcontracting and consortium plans can change. You must tell us about any changes to the proposed subcontracting or to the consortium as soon as you know. If you do not, you may be excluded from this competition.

## 5. Timelines for the competition

These are our intended timelines. We will try to achieve these however, for a range of reasons, dates can change. We will tell you if and when timelines change:

Start date (this is the date we submitted the contract notice to be published)	04/11/2020
Publication date (this is the date the ITT pack will be published)	06/11/2020
Bidder Conference	16/11/2020
Clarification questions deadline	15:00 25/11/2020
Deadline for our responses to clarification questions	17:00 03/12/2020
Bid submission deadline	15:00 10/12/2020
Compliance	From the bid submission deadline through to Award of Framework Contracts
Issue of intention to award notices to successful and unsuccessful bidders	26/02/2020
End of mandatory standstill period	midnight at the end of 08/03/2021



## 6. When and how to ask questions

We hope everything is clear after you have this ITT pack (including the attachments).

If you have any questions you need to ask them as soon as possible after the contract notice is published. This is because we have set a deadline for submitting questions - the clarification questions deadline.

You need to send your questions to us through the eSourcing suite. This is the only way we can communicate with bidders. Try to ensure your question is specific and clear. Do not include your identity in the question. This is because we publish all the questions and our responses, to all bidders.

If you feel that a particular question should not be published, you must tell us why when you ask the question. We will decide whether or not to publish the question and response.

Remember that you can ask us questions about the framework contract and call off contract but please do not attempt to 'negotiate' the terms. All framework awards will be made under identical terms.

## 7. Management information and management charge

If you are awarded a framework contract you will need to send to us management information every month. We will use this information to calculate the management charges you must pay us for sales made through the framework. See Framework Schedule 5 (Management Charges and Information)

[www.crowncommercial.gov.uk/agreements/RM6193](http://www.crowncommercial.gov.uk/agreements/RM6193)

The percentage management charge is stated in the Framework Award Form at section 14 Management Charge.

## 8. Transfer of Undertakings (Protection of Employment) Regulations 2006 ("TUPE")

We don't think TUPE will apply to this procurement at **framework** level because:

- no services are provided to CCS under the any existing framework contract or arrangements that this framework will replace.

We encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.

We think that TUPE may apply to **call-off contracts** because:

- services which are fundamentally the same as what we need under this procurement are currently being provided either in-house or by a supplier
- the responsibility for delivering those or comparable services will transfer to the supplier who is awarded the call-off contract

Again, we encourage you to take your own advice on whether TUPE is likely to apply and to carry out due diligence accordingly.

You can see the provisions we make and the indemnities which will be given if TUPE is to apply under a call-off contract in Call-Off Schedule 2 (Staff Transfer). No further indemnities will be provided.

## **9. Competition rules**

We run our competitions so that they are fair and transparent for all bidders. This section, sets out the rules of this competition. It needs to be read together with the ITT pack.

### **9.1 What you can expect from us**

We will not share any information from your bid which you have identified as being confidential or commercially sensitive with third parties, apart from other central government bodies (and their related bodies). However, we may share this information but only in line with the Regulations, the Freedom of Information Act 2000 (FOIA) or any other law as applicable.

### **9.2 What we expect from you**

You must comply with these competition rules and the instructions in this ITT pack and any other instructions given by us. You must also ensure members of your consortium, key subcontractors or advisers comply.

Your bid must remain valid for 120 days after the bid submission deadline.

You must submit your bid in English and through the eSourcing suite only.

### **9.3 Involvement in multiple bids**

If you are connected with another bid for the same requirement we may make further enquiries. For example, where you submit a bid:

- in your own name and as a key subcontractor and/or a member of a consortium connected with a separate bid
- in your own name which is similar to a separate bid from another bidder within your group of companies.

This is so we can be sure that your involvement does not cause:

- potential or actual conflicts of interest
- supplier capacity problems
- restrictions or distortions in competition

We may require you to amend or withdraw all or part of your bid if, in our reasonable opinion, any of the above issues have arisen or may arise.

### **9.4 Collusive behaviour**

You must not, and you must make sure that your directors, employees, subcontractors, key subcontractors, advisors, companies within your group or members of your consortia do not:

- fix or adjust any part of your bid by agreement or arrangement with any other person, except where, getting quotes necessary for your bid or to get any necessary security
- communicate with any person other than us the value, price or rates set out in your bid or information which would enable the precise or approximate value, price or rates to be calculated by any other person except where such communication is undertaken with persons who are also participants in your bid submission, namely those where disclosure to such person is made in confidence in order to obtain quotes necessary for your bid or to get any necessary security
- enter into any agreement or arrangement with any other bidder, so that bidder does not submit a bid
- share, permit or disclose to another person, access to any information relating to your bid submission (or another bid submission to which you are party)
- offer or agree to pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person for doing or having done or causing or having caused to be done in relation to its bid submission

If you do breach paragraph 9.4, we may (without prejudice to any other criminal or civil remedies available to it) disqualify you from further participation in this competition.

We may require you to put in place any procedures or undertake any such action(s) that we in our sole discretion considers necessary to prevent or stop any collusive behaviour.

## 9.5 Contracting arrangements

Only you or, as applicable, your key subcontractors (as set out in your bid) or consortium members can provide the deliverables through the framework contract.

## 9.6 Contracting arrangements for consortium

We may require a consortium to form a specific legal entity when signing a framework contract.

Otherwise, each member will sign the framework contract.

## 9.7 Bidder conduct and conflicts of interest

You must not attempt to influence the contract award process. For example, you must not directly or indirectly at any time:

- collude with other others over the content and submission of bids. However, you may work in good faith with a proposed partner, supplier, consortium member or provider of finance.

- canvass any Minister, officer, public sector employee, member or agent our staff or advisors in relation to this competition.
- try to obtain information from any of our staff or advisors about another bidder or bid.

You must ensure that no conflicts of interest exist between you and us. If you do not tell us about a known conflict, we may exclude you from the competition. We may also exclude you if a conflict cannot be dealt with in any other way.

## 9.8 Confidentiality and freedom of information

You must keep the contents of this ITT pack confidential unless it is already in the public domain, you must keep the fact you have received it confidential. This obligation does not apply to anything you have to do to:

- submit a bid
- comply with a legal obligation.

## 9.9 Publicity

You must not make statements to the media regarding any bid or its contents. You are not allowed to publicise the outcome of the competition unless we have given you written consent.

## 9.10 Our rights

We reserve the right to:

- waive or change the requirements of this ITT pack from time to time without notice
- verify information, seek clarification or require evidence or further information in respect of your bid. You **MUST** ensure you are regularly checking your messages to ensure you are able to respond to our clarifications
- withdraw this ITT pack at any time, or re-invite bids on the same or alternative basis
- choose not to award any framework contract(s) as a result of the competition
- make any changes to the timetable, structure or content of the competition
- carry out the evaluation stages (selection and award stages) of this procurement concurrently
- exclude you if:
  - you submit a non-compliant bid
  - your bid contains false or misleading information
  - you fail to respond to any clarifications from us
  - you fail to tell us of any change in the contracting arrangements between bid submission and contract award

- the change in the contracting arrangements would result in a breach of procurement law
- for any other reason set out elsewhere in this ITT pack
- for any reason set out in the Regulations

### 9.11 Consequences of misrepresentation

If a serious misrepresentation by you induces us to enter into a framework contract with you, you may be:

- excluded from bidding for contracts for three years under regulation 57(8)(h)(i) of the Regulations
- sued by us for damages, and we may rescind the contract under the Misrepresentation Act 1967

If fraud, or fraudulent intent, can be proved, you may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both).

If there is a conviction, then your organisation must be excluded from the procurement procedure for five years under regulation 57(1) of the Regulations (subject to self-cleaning).

### 9.12 Bid costs

We will not pay your bid costs for any reason, for example if we terminate or amend the competition.

### 9.13 Warnings and disclaimers

We will not be liable:

- where parts of the ITT pack are not accurate, adequate or complete
- for any written or verbal communications

You must carry out your own due diligence and rely on your own enquiries.

This ITT pack is not a commitment by us to enter into a contract.

### 9.14 Intellectual Property Rights

The ITT pack remains our property. You must use the ITT pack only for this competition.

You allow us to copy, amend and reproduce your bid so we can:

- run the competition
- comply with law and guidance
- carry out our business

Our advisors, subcontractors and other government bodies can use your bid for the same purposes.

### 9.15 Government Security Classifications (GSC)

You allow us to amend any security related term or condition of the draft contract accompanying this ITT to reflect any changes introduced by the Government Security Classifications (GSC) classifications scheme.

## **10. How the framework is structured**

The framework contract is made up of four key components:

[www.crowncommercial.gov.uk/agreements/RM6193](http://www.crowncommercial.gov.uk/agreements/RM6193)

### **1. Core terms**

These are the main legal terms for the framework contract and for each call-off contract. The core terms contain our standard commercial terms and govern the supplier's relationship with us at framework contract level and with each buyer at call-off contract level.

### **2. Schedules**

Each contract has mandatory schedules and is customised using optional schedules. The schedules are used with the core terms and comprise:

- framework schedules
- joint schedules (for framework and call-off)
- call-off schedules

The table below describes the purpose of each of these schedules.

### **3. Framework award form**

The framework award form contains important details about the contents of the framework contract. It lists all of the mandatory and optional schedules that have been selected to create the framework and call-off contract.

This form is the basis of the contract between the supplier and CCS. If you are awarded a place on the framework, the framework award form will be prepared by us and personalised to you. We will use information you have submitted in your bid.

You must sign and return the Framework Award Form within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework agreement.

### **4. Order form**

When a buyer wants to make purchases they will call-off from the framework by providing the relevant information laid out in Framework Schedule 6 (Part A - Order Form Template). You can read about how buyers will do their call-offs in Framework Schedule 7 (Call-Off Award Procedure).

The order form lays out:

- the supplier and buyer contact details
- details of what will be supplied
- how it'll be supplied
- how much it'll cost
- a list of all the call-off and joint schedules, including any special terms

The call-off contract will be created when both parties agree to it either by:

- each party signing a completed template order form
- a binding electronic purchase order which includes the relevant information as laid out in the order form

Over the life of a framework there are typically many call-offs. Each call-off is normally between one buyer and one supplier but sometimes buyers pool their demand and award jointly to one supplier.

## 5. The contract documents

This table lists and briefly describes each contract document. You can find the individual documents on the CCS procurement pipeline page:

[www.crowncommercial.gov.uk/agreements/RM6193](http://www.crowncommercial.gov.uk/agreements/RM6193)

Document title	What is it?	Optional?
<b>Core Terms</b>	The main legal terms for both Framework and Call-Off Contracts.	
<b>Framework Award Form</b>	Includes important information and contents of a Framework Contract.	
<b>Schedules</b>	Attachments to the Core Terms which contain important information about specific aspects of buying and selling.	
<b>Framework Schedule 1 (Specification)</b>	The Deliverables CCS needs the Suppliers to provide to Buyers.	
<b>Framework Schedule 2 (Framework Tender)</b>	How the Supplier proposes to meet the requirements in the Specification.	
<b>Framework Schedule 3 (Framework Prices)</b>	The price the Supplier can charge for Deliverables under the Framework Contract.	

<b>Framework Schedule 4 (Framework Management)</b>	How CCS and Suppliers will manage the Framework Contract.	
<b>Framework Schedule 5 (Management Charges and Information)</b>	How Suppliers report to CCS and the charges they have to pay to CCS for using the Framework Contract.	
<b>Framework Schedule 6 (Order Form Template and Call-Off Schedules)</b>	The template documents that the Buyer needs to complete to form a Call-Off Contract.	
<b>Framework Schedule 7 (Call-Off Award Procedure)</b>	The process that a Buyer must follow to award a Call-Off Contract.	
<b>Framework Schedule 8 (Self Audit Certificate)</b>	The document signed by a third party to provide additional assurance to a Buyer that the Supplier will meet their obligations under a call off contract. Also includes the form of Letter of Intent to Guarantee that is required to be used if you intend to / are required to have a guarantor.	
<b>Framework Schedule 9 (Cyber Essentials Scheme)</b>	<p>Obligations on the Supplier to maintain cyber security accreditation.</p> <p>PLEASE NOTE:</p> <p>All certificates issued prior to 1 April 2020 or before 30 June 2020 on the existing scheme are valid until 30 June 2021. This includes those issued by Accreditation Bodies other than IASME.</p> <p>On 30 June 2021, any certificate issued under the old scheme will expire.</p> <p>Refer to <a href="https://www.ncsc.gov.uk/information/cyber-essentials-faqs">https://www.ncsc.gov.uk/information/cyber-essentials-faqs</a> for more information.</p>	Yes
<b>Joint Schedule 1 (Definitions)</b>	What the capitalised terms in the documents mean and how to interpret the Contract.	



<b>Joint Schedule 2 (Variation Form)</b>	How the Supplier, CCS and the Buyer can make a change to an existing Contract.	
<b>Joint Schedule 3 (Insurance Requirements)</b>	The insurance a Supplier needs in case it breaches a Contract or is negligent.	
<b>Joint Schedule 4 (Commercially Sensitive Information)</b>	The only information about the Supplier that can't be disclosed or reported to the public.	
<b>Joint Schedule 5 (Corporate Social Responsibility)</b>	Agreement that the Supplier behaves as a good corporate citizen.	
<b>Joint Schedule 6 (Key Subcontractors)</b>	Restrictions on a Supplier switching the subcontractors working on the Contract.	Yes
<b>Joint Schedule 7 (Financial Difficulties)</b>	What Suppliers must do if they are in financial trouble.	Yes
<b>Joint Schedule 8 (Guarantee)</b>	The document signed by a third party to provide additional assurance that the Supplier will meet their obligations under the Contract.	Yes
<b>Joint Schedule 9 (Minimum Standards of Reliability)</b>	Restriction on the buyer entering into Call-Off Contracts if it does not meet the standards required in the OJEU notice.	Yes
<b>Joint Schedule 10 (Rectification Plan)</b>	The process to follow if a supplier defaults a contract.	
<b>Joint Schedule 11 (Processing Data)</b>	Details about the data processing the supplier is allowed to do.	
<b>Joint Schedule 12 (Supply Chain Visibility)</b>	Details visibility of subcontract opportunities in the Supply Chain and visibility of Supply chain Spend.	
<b>Call-Off Schedule 1 (Transparency Reports)</b>	The information about the Contract that the Buyer needs from the Supplier so that it can meet its public accountability and transparency requirements.	Yes

<b>Call-Off Schedule 2 (Staff Transfer)</b>	How CCS, the Buyer or the Supplier protect employees' rights when the organisation or service they work for transfers to a new employer.	Yes
<b>Call-Off Schedule 3 (Continuous Improvement)</b>	The requirement that the Supplier always improves how it delivers the Call-Off Contract.	Yes
<b>Call-Off Schedule 4 (Call-Off Tender)</b>	NOT USED	NOT USED
<b>Call-Off Schedule 5 (Pricing Details)</b>	Placeholder for pricing information additional to that contained in the Order Form.	Yes
<b>Call-Off Schedule 6 (ICT Services)</b>	Additional terms for the delivery of ICT Services.	Yes
<b>Call-Off Schedule 7 (Key Supplier Staff)</b>	Restrictions on a Supplier changing staff that are crucial to deliver the Contract.	Yes
<b>Call-Off Schedule 8 (Business Continuity and Disaster Recovery)</b>	What the Supplier must do to make sure the Contract can still be delivered even if there's an unexpected event.	Yes
<b>Call-Off Schedule 9 (Security)</b>	What the Supplier must do to ensure that Buyer data and Deliverables are kept secure.	Yes
<b>Call-Off Schedule 10 (Exit Management)</b>	What the Supplier needs to do at the end of a Call-Off Contract to help the Buyer continue to deliver public services.	Yes
<b>Call-Off Schedule 11 (Installation Works)</b>	What the supplier needs to do when installing items for the buyer.	Yes
<b>Call-Off Schedule 12 (Clustering)</b>	Enables multiple Buyers to join together to procure Deliverables more efficiently.	Yes
<b>Call-Off Schedule 13 (Implementation Plan and Testing)</b>	The agreed plan for when the Deliverables will be delivered and tested to ensure they meet the requirements.	Yes
<b>Call-Off Schedule 14</b>	The standards of service required by the Buyer	Yes

<b>(Service Levels)</b>	and what happens when these are not met.	
<b>Call-Off Schedule 15 (Call-Off Contract Management)</b>	How the Supplier and the Buyer should work together on the Call-Off Contract.	Yes
<b>Call-Off Schedule 16 (Benchmarking)</b>	A process for comparing the value of the Supplier against other providers in the market.	Yes
<b>Call-Off Schedule 17 (MOD Terms)</b>	Any additional terms required by MOD Buyers.	Yes
<b>Call-Off Schedule 18 (Background Checks)</b>	This Schedule should be used where Supplier Staff must be vetted before working on Contract.	Yes
<b>Call-Off Schedule 19 (Scottish Law)</b>	Switches the interpretation of the contract from the laws of England and Wales to Scottish law.	Yes
<b>Call-Off Schedule 20 (Call-Off Specification)</b>	Further details about what has been ordered under a call-off contract.	Yes
<b>Call –Off Schedule 21 (Northern Ireland law)</b>	Switches the interpretation of the contract from the laws of England and Wales to Northern Ireland Law	Yes
<b>Call-Off Schedule 22 (Lease Terms)</b>	Lease Terms	Yes
<b>Call-Off Schedule 23 (Supplier Furnished Terms)</b>	Supplier Terms	Yes

## 11. Additional information

- 11.1 In this section 11, “Procurement Regulations” means each of:
- a) the Public Contracts Regulations 2015 (SI 2015/102);
  - b) the Concession Contracts Regulations 2016 (SI 2016/273);
  - c) the Utilities Contracts Regulations 2016 (SI 2016/274);

- d) the Defence and Security Public Contracts Regulations 2011 (SI 2011/1848);
- e) the Remedies Directive (2007/66/EC);
- f) Directive 2014/23/EU of the European Parliament and Council;
- g) Directive 2014/24/EU of the European Parliament and Council;
- h) Directive 2014/25/EU of the European Parliament and Council; and
- i) Directive 2009/81/EC of the European Parliament and Council.

- 11.2 Some purchases under this framework may have requirements that can be met under this framework but the purchase of which may be exempt from the Procurement Regulations. In such cases, call-offs from this framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the framework and any call-off contracts to reflect that buyer's specific needs.

## 12. The Armed Forces Covenant

1. The Armed Forces Covenant is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community. The Covenant was brought in under the Armed Forces Act 2011 to recognise that the whole nation has a moral obligation to redress the disadvantages the armed forces community face in comparison to other citizens, and recognise sacrifices made.

2. The Covenant's 2 principles are that:

- the armed forces community should not face disadvantages when compared to other citizens in the provision of public and commercial services
- special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

We encourage all bidders, and their suppliers, to sign the Corporate Covenant, declaring their support for the Armed Forces community by displaying the values and behaviours set out therein. We encourage you to make your [Armed Forces Covenant pledge](#).

3. The Corporate Covenant gives guidance on the various ways you can demonstrate your support.
4. If you wish to register your support you can provide a point of contact for your company on this issue to the Armed Forces Covenant Team at the address below, so that the MOD can alert you to any events or initiatives in which you may wish to participate. The Covenant Team can also

provide any information you require in addition to that included on the website.

Email address: [covenant-mailbox@mod.uk](mailto:covenant-mailbox@mod.uk)

Address: Armed Forces Covenant Team, Zone D, 6th Floor, Ministry of Defence, Main Building, Whitehall, London, SW1A 2HB

5. Paragraphs 1 – 4 above are not a condition of working with CCS now or in the future, nor will this issue form any part of the tender evaluation, contract award procedure or any resulting contract. However, CCS very much hopes you will want to provide your support.