



# Department of Health

DH Procurement Services  
Skipton House  
80 London Road  
London  
SE1 6LH

28/06/2017

Social Enterprise Direct  
Brunswick House,  
51 Wilson Street,  
Glasgow,  
G1 1UZ

## **Invitation to Tender for: Health and Adult Social Care – Speaking up Helpline and Information**

**BMS Reference Number: ITT: 60371,3**

Dear Mr David Rutherford,

Thank you for tendering for the above contract. The Authority has now completed its evaluation (of all the Tenders received) and writes to inform you that you have been successful.

This letter and the documents listed below form the binding contract between yourselves and the Authority.

- (i) This Agreement Letter;
- (ii) The Invitation to Tender reference 60371,3 Health and Adult Social Care – Speaking up Helpline and Information dated 28/02/2017 (with any enclosures);
- (iii) Your Tender response dated 27/03/2017;
- (iv) The Authority's response to clarification against the tender documentation (attached as Appendix A); and
- (v) Your response to clarification questions regarding your Tender (attached as Appendix B).

### **It is agreed that:**

1. The Contract effected by the signing of this Agreement Letter constitutes the entire Agreement between the Parties relating to the subject matter of the Contract and supersedes all prior negotiations, representations or understandings whether written or oral.
2. In this Agreement words and expressions shall have either the same meanings as are assigned to them herein or in Condition 1 of the Terms and Conditions of Contract, as appropriate.

3. The Contractor shall provide the goods and services in accordance with the Contract.
4. The Parties shall be entitled to such rights and be subject to such obligations as are imposed by the Contract.
5. The period of the Contract will commence on 01/08/2017 and terminate upon completion of the fourth milestone in accordance with the bid.
6. The Approved Maximum Cost for the Contract for delivery of the stated requirement over 4 years is £233,647.32 exclusive of Value Added Tax. There is some provision for contingencies within the budget that may allow a contract in excess of this figure to be awarded. This contingency is only to be used should there be an exceptional need that is within the wider scope of the contract. Payment shall be made in monthly payments in arrears. In the instance that further minor work is required beyond the term of this contract, then the rates stated in the pricing submission may be applied to the contract by way of contract extension.
7. Suppliers must be in possession of a written Purchase Order (PO), before commencing any work under this contract. The PO number must be quoted on all invoices.

The Contractor should sign, scan and return this Agreement Letter along with the Terms and Conditions to acknowledge the formation of the contract using the Business Management System (BMS) messaging facility.

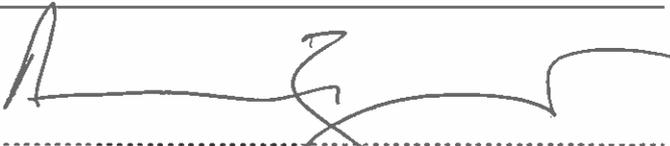
On receipt of a signed copy, the Authority will arrange to add its signature and return the Agreement Letter for your file.

Please contact Department of Health Procurement or Kay Ward (Senior Policy Manager, CQC sponsorship, CQC, Investigations and Quality Policy) on receipt of this Agreement Letter to organise the commencement of the work.

It is important to note that the Agreement Letter (and by implication the Contract) must be signed unaltered in any way. Any amendment without the prior written approval of the Authority will render the document void.

The Authority looks forward to working with you and your team.

**For the Contractor**

Signed:	
Full Name:	ANDREW SARTORIUS
Position:	e.g. Partner/ Director CEO
Date:	24/7/2017

**For: the Secretary of State for Health**

Signed:	William Vineall
Full Name:	WILLIAM VINEALL
Position:	Director of Quality, IH
Date:	9th August 2017

## **Appendix A: Tender clarifications questions and response**

The clarification questions (against the tender documentation) received by the Authority with responses it provided is summarised in the table below:

**To Rutherford, David 24/04/2017 16:35:37**

Good Afternoon, Last week's announcement of a General Election has had an unforeseen impact on our planned timetable for completing this tender process. We will let you know as soon as we can what this means for the project timetable, and will send you an update next week. Regards Procurement Department of Health.

**To Rutherford, David 20/04/2017 12:49:19**

From Good Afternoon, Unfortunately there has been a further delay in the award of this contract. We are currently finalising the evaluation and will subsequently obtain permission to award the contract. We apologise for this delay. Regards Garry Raisbeck Procurement

**To Rutherford, David 31/05/2017 11:08:36**

Good Morning, When the General Election was called, the Department advised all bidders that it would need to clarify the position in respect of part-completed procurements. We are writing to advise that this procurement exercise is being postponed until after the election. We will resume the procurement at the earliest opportunity after the new government has been established. We apologise for any inconvenience that this may cause. Regards, Garry Raisbeck Procurement

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**31/05/2017 11:08:36**

**To Rutherford, David 19/06/2017 14:24:45**

From Good Afternoon, We apologise for the on-going delay for the award decision of this project. By way of update the Ministerial submission to support the award of the contract has been issued for approval. We are required to await the confirmation that we can proceed before awarding the contract. We hoped to issue the award notification last week, however I believe that the notification of award will now be 26th June. We apologise for the inconvenience and frustration that this may cause. Regards Garry Raisbeck Procurement