



Crown  
Commercial  
Service

**FURTHER COMPETITION**

**FOR**

**CONTRACT NO. 702651450**

**THE PROVISION OF SPARES AND PARTS SUPPORT FOR  
JEWOSC HARDWARE**

**CONTRACT  
UNDER FRAMEWORK RM6068 TECHNOLOGY PRODUCTS  
AND ASSOCIATED SERVICES**

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## 1. GLOSSARY

1.1 In this Further Competition Invitation, the following words and phrases have the following meanings:

“**Authority**” means Air Platform Systems Delivery Team, Defence Equipment & Support, Ministry of Defence, NH1 Atrium #1027, MOD Abbey Wood, Bristol, BS34 8JH;

“**Call-Off Tender**” means the tender submitted by the Supplier in response to the Buyer’s Statement of Requirements following a Further Competition Procedure;

“**CCS**” means the Minister for the Cabinet Office as represented by Crown Commercial Service, which is an executive agency and operates as a trading fund of the Cabinet Office, whose offices are located at 9th Floor, The Capital, Old Hall Street, Liverpool L3 9PP;

“**Contract**” means the Call-Off Contract;

“**Deliverables**” means Goods and/or Services that may be ordered under the Contract;

“**Further Competition**” means the Further Competition Procedure described in Framework Schedule 7 Call-Off Award Procedure that facilitates the provision of spares and parts support for JEWOSC hardware;

“**Further Competition Template and Invitation to Tender (ITT)**” means this document and all related documents published by the Authority in relation to this Further Competition;

“**Marking Scheme**” means the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes next to the applicable question;

“**Minimum Total Score**” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

“**Order Form**” means a completed Order Form Template (or equivalent information issued by the Authority) used to create a Call-Off Contract;

“**Order Form Template**” means the template in Framework Schedule 6 Order Form Template and Call-Off Schedules;

“**Potential Provider**” means a company that submits a Call-Off Tender in response to the Further Competition Invitation;

“**Schedules**” means any attachment to a Framework Contract or Call-Off Contract which contains important information specific to each aspect of buying and selling;

“**Supplier**” means the person, firm or company identified in the Order Form;

“**Tender Clarifications Deadline**” means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

“**Tender Submission Deadline**” means the time and date set out in paragraph 4 for the latest uploading of Tenders.

“**Total Score Available**” means the maximum potential score that can be awarded for a response to a question;

## **2. INTRODUCTION**

- 2.1 This Further Competition Invitation relates to the Further Competition to award a Contract to a sole Supplier for the provision of spares and parts support for hardware held by the Joint Electronic Warfare Operational Support Centre (JEWOSC) at RAF Waddington in the United Kingdom. The Statement of Requirements is at Appendix B to this Further Competition Invitation.
- 2.2 This Further Competition Invitation contains the information and instructions the Potential Provider needs to submit a Tender.
- 2.3 This Further Competition is being conducted under the CCS Technology Products and Associated Services Framework Agreement (reference RM6068) Lot 2.

## **3. OVERVIEW OF INVITATION TO TENDER**

- 3.1 The following appendices accompany this ITT:
  - 3.1.1 **Appendix A – Order Form (Framework Schedule 6 Order Form Template and Call-Off Schedules)**

Sets out the rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core terms of the contract and specific Schedules.
  - 3.1.2 **Appendix B – Statement of Requirements**

A statement issued by the Authority detailing its requirements in respect of Deliverables issued in accordance with the Further Competition Procedure;
  - 3.1.3 **Appendix C – Further Competition Questionnaire**

The questionnaire created by the Authority to test the suitability of the Potential Provider to meet necessary criteria in order to provide the required goods and associated services. This is used to provide final scoring and decide the Supplier.

The further competition questionnaire will tell the Potential Provider how their bid will be evaluated by clearly describing the evaluation model, including criteria and relative importance.

## **4. FURTHER COMPETITION TIMETABLE**

- 4.1 The timetable for this Further Competition is set out in the table below.
- 4.2 The Authority may change this timetable at any time. Potential Providers will be informed if changes to this timetable are necessary.
- 4.3 The Authority must receive all Call-Off Tenders before the Tender Submission Deadline via the CCS eSourcing portal.
- 4.4 Call-Off Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Potential Providers are treated fairly. The decision whether to reject a Call-Off Tender received after the Tender Submission Deadline is made entirely at the Authority's discretion.

<b>DATE</b>	<b>ACTIVITY</b>
Thursday 3 <sup>rd</sup> February 2022	Publication of the ITT
Friday 4 <sup>th</sup> February 2022	Clarification period starts
Wednesday, 2 <sup>nd</sup> March 2022	Clarification period closes (" <b>Tender Clarification Deadline</b> ")
Friday, 4 <sup>th</sup> March 2022	Deadline for the publication of responses to Tender Clarification questions
Tuesday, 15 <sup>th</sup> March 2022	Deadline for submission of a Tender to the Authority (" <b>Tender Submission Deadline</b> ")
Wednesday 16 <sup>th</sup> March 2022	Commencement of Evaluation Process
Wednesday 23 <sup>rd</sup> March 2022	Potential Providers made aware of intention to award and start date of 10-day Standstill period to commence.
Tuesday 5 <sup>th</sup> April 2022	Proposed Award Date
Wednesday 6 <sup>th</sup> April 2022	Expected execution (signature) date for Call-Off Contract
Thursday 7 <sup>th</sup> April 2022	Expected commencement date for the Contract

## **5. QUESTIONS AND CLARIFICATIONS**

- 5.1 Potential Providers may raise questions or seek clarification regarding any aspect of this Further Competition at any time prior to the Tender Clarification Deadline.
- 5.2 All clarification questions shall be submitted via the Crown Commercial Service (CCS) eSourcing portal.
- 5.3 The Authority will not enter into exclusive discussions regarding the requirements of this Further Competition with Potential Providers.
- 5.4 To ensure that all Potential Providers have equal access to information regarding this Further Competition, the Authority will publish all its responses to questions raised by Potential Providers on an anonymous basis.
- 5.5 Responses will be published in a questions and answers document to all Potential Providers who were invited to tender. This will be published via the eSourcing portal.
- 5.6 At times, the Authority may issue communications to the email address for the Potential Provider contact provided in Appendix C (Tender Questionnaire). Therefore, please ensure that this mailbox is reviewed on a regular basis.

## **6. PRICE**

- 6.1 Potential Providers shall submit Firm Prices (i.e. not subject to variation) in accordance with the table below. All prices shall be in GBP and exclusive of VAT.
- 6.2 Prices shall be submitted for an initial period of 2 years (7<sup>th</sup> April 2022 to 31<sup>st</sup> March 2024), and for an additional Optional 1 year (1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025).

Item No.	Description	Firm Price– 7 <sup>th</sup> April 2022 to 31 <sup>st</sup> March 2023	Firm Price– 1 <sup>st</sup> April 2023 to 31 <sup>st</sup> March 2024	Option: Firm Price – 1 <sup>st</sup> April 2024 to 31 <sup>st</sup> March 2025	Instructions to Potential Providers
1	Helpdesk service, including the provision of technical support in the identification of faulty components, and monthly performance reporting.				Prices shall take account of the Authority's requirements specified in Appendix B to this Further Competition Invitation.
2	Spares and parts support for the HPE, Oracle & Cisco hardware items specified in Annexes A1 to A3 to Appendix B of this Further Competition Invitation document.				<p>Potential Providers shall complete Annexes A1 to A3 to Appendix B (Statement of Requirements) by providing a Firm Price for supporting each individual hardware item for the specified periods. The serial numbers and quantities specified are the current holdings at the JEWOSC.</p> <p>The total of all unit prices in each period shall be inserted in this table and submitted with the Tender, along with fully completed Annexes A1 to A3.</p> <p>All prices shall be inclusive of delivery and packaging.</p>

## 7. PAYMENT

- 7.1 Use of the Contracting, Purchasing and Finance (CP&F) electronic procurement tool for payment is a mandatory requirement for any resultant contract awarded following this Tender. Failure to accept electronic payment via CP&F will result in the Tender being rejected. Further information on CP&F can be found at <https://www.gov.uk/government/publications/mod-contracting-purchasing-and-finance-e-procurement-system>. By submitting a Tender, a Potential Provider agrees to electronic payment. Please feel free to consult the service provider on connectivity options.

## 8. SUBMITTING A TENDER

- 8.1 Tenders shall be submitted via the CCS eSourcing portal.

- 8.2 Separate priced and unpriced Tenders shall be submitted.
- 8.3 A Tender must remain valid and capable of acceptance by the Authority for a period of 60 calendar days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

**9. TENDER EVALUATION**

- 9.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).
- 9.2 The Total Score Available for each questionnaire set out in Appendix C (Tender Questionnaire) is as follows:

QUESTIONNAIRE NUMBER	QUESTIONNAIRE	TOTAL SCORE AVAILABLE
[1]	Company Information	0% Information Only
[2]	Potential Provider Contact Information	0% Information Only
[3]	Mandatory Questionnaire	0% Pass / Fail
[4]	Price Evaluation	100%

**10. CONTRACT AWARD**

- 10.1 The Potential Provider that meets the mandatory evaluation criteria and offers the lowest price (i.e. the total of all the prices submitted in the table at paragraph 6 above) will be awarded the Contract.
- 10.2 If the Authority receives only one Tender in relation to this Further Competition, the Potential Provider will be awarded the Contract if they meet the mandatory evaluation criteria.

**11. OUTCOME LETTERS AND CALL OFF CONTRACTS**

- 11.1 Upon contract award, Potential Providers will be notified of the tender outcome by letter.

## **APPENDIX A – ORDER FORM - TERMS OF THE FURTHER COMPETITION**

### **1. INTRODUCTION**

- 1.1 Sets out the rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core terms of the contract and specific Schedules. The draft Order Form is at Annex A to this Appendix.
- 1.2 All Call-Off Schedules and Joint Schedules applicable to this Call-Off contract can be found within Framework Schedule 6 Order Form Template and Call-Off Schedules.

## **APPENDIX B – STATEMENT OF REQUIREMENTS**

### **STATEMENT OF REQUIREMENTS FOR THE PROVISION OF SPARES/PARTS SUPPORT FOR JEWOSC HARDWARE**

#### **1. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 1.1 Air Platform Systems (APS) Delivery Team (DT) in Defence Equipment & Support (DE&S) is responsible for the in-service support of hardware and software at the Air Warfare Centre, of which the Joint Electronic Warfare Operational Support Centre (JEWOSC) is a part.

#### **2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 2.1 The requirement is for the ongoing provision by the Supplier of spares and parts for hardware in use across the network estate, in order to provide cover in the event of equipment failure. Any hardware that has been connected cannot be returned to the Supplier due to the nature and classification of the environment.

#### **3. SCOPE OF REQUIREMENT**

- 3.1 The Supplier shall provide spares and parts support on a 9-5, Next Business Day (NBD) delivery timescale.
- 3.2 Support must include a Comprehensive Data Media Retention (CDMR) policy, as any hardware that has failed cannot be returned.
- 3.3 The Supplier shall also provide technical support to the Buyer in the identification of faulty components.
- 3.4 The Authority is seeking the provision of this support for a period of 2 (two) years from 7<sup>th</sup> April 2022 to 31<sup>st</sup> March 2024, with an option to extend for a further year to 31<sup>st</sup> March 2025.

#### **4. THE REQUIREMENT**

- 4.1 The hardware items covered by the Contract are listed in Annexes A1 to A3 to this Appendix B. The Supplier shall support these items as demanded by the Buyer. Support must meet the following minimum requirements:
- 4.1.1 Available from 9am – 5pm Monday to Friday
  - 4.1.2 Any requested spares/parts must be delivered to the requestor Next Business Day.
  - 4.1.3 The Supplier shall have a Comprehensive Data Media Retention policy.
  - 4.1.4 All the hardware specified in Annexes A1 to A3 must be supported.
  - 4.1.5 Pricing must be supplied for all the hardware specified in Annexes A1 to A3.
- 4.2 The Buyer may remove or add hardware items and request Firm Prices from the Supplier for the support of new items.
- 4.3 Removals from the Call-Off Contract by the Buyer shall be subject to a 30-day notice period. A Variation Form shall be agreed between the Supplier and the Buyer removing the item and amending the associated Firm Price for that item. The paid amount for the item shall be credited by the Supplier to the Buyer, unless the Buyer authorises the use of the credit for additional items. Any credit shall be calculated on

a pro-rata basis, with the credit period commencing on the day after the end of the 30-day notice period. Any unused credit shall be repaid to the Buyer via CP&F on request.

## **5. REPORTING**

5.1 The Supplier shall provide a monthly performance report, the format and content of which shall be agreed with the Buyer. The information may typically comprise the following:

5.1.1 Details of requests raised (including date and time)

5.1.2 Priority allocated and status (open/closed)

5.1.3 Turnaround time for each request

5.1.4 Trends

## **6. CONTINUOUS IMPROVEMENT**

6.1 The Supplier shall continually improve the way in which the required services are to be delivered throughout the Contract duration.

6.2 The Supplier shall present new ways of working to the Buyer during the duration of the Contract. They may be implemented in consultation with the Authority.

6.3 Changes to the way in which the services are to be delivered must be brought to the Buyer's attention and agreed prior to any changes being implemented.

## **7. QUALITY**

7.1 For the purposes of this Contract, the Supplier shall maintain his Quality Management System (QMS) in accordance with ISO 9001:2015 for the duration of the Contract. In the event of the Supplier's ISO certification lapsing, he shall inform the Buyer immediately and confirm the steps being taken to achieve re-certification.

## **8. STAFF AND CUSTOMER SERVICE**

8.1 The Supplier shall ensure that it has sufficient resources to provide the agreed service for the duration of the Contract. A Helpdesk number will be provided to the Authority and will be manned during the times stated in paragraph 4 above.

## **9. SERVICE LEVELS AND PERFORMANCE**

9.1 The Authority will measure the quality of the Supplier's delivery against the following service levels/KPIs:

KPI/SLA	Service Area	KPI/SLA description	Target
KPI		Delivery to JEWOSC of any spares required	Next Business Day
KPI		Support availability	9-5 Mon to Fri

**10. LOCATION**

10.1 The location for delivery will be JEWOSC CIS, RAF Waddington, Lincoln LN5 9WA.

## APPENDIX C – FURTHER COMPETITION QUESTIONNAIRE

### 1. INTRODUCTION

- 1.1 Appendix C sets out the questions that will be evaluated as part of this Further Competition.
- 1.2 The following information has been provided in relation to each question (where applicable):
- 1.2.1 Weighting – highlights the relative importance of the question;
  - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response; and
  - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

### 2. DOCUMENT COMPLETION

- 2.1 Potential Providers are to provide priced and unpriced proposals, which address all the Authority's requirements in this Further Competition Invitation.
- 2.2 The fully completed questionnaires at [1], [2], [3] and [4] below are to be included in the proposal, with supporting information and evidence provided separately as required.
- 2.3 Potential Providers **must** provide a response to every question in Arial font, no less than size 11.
- 2.4 Potential Providers **must not** submit any additional information other than that specifically requested in this document

### 3. RESPONSE TEMPLATE

[1] COMPANY INFORMATION		Weighting 0%
[1.1]	Please state your full company name	

[2] POTENTIAL PROVIDER DETAILS		Weighting 0%
[2.1]	Please state the contact's name	
[2.2]	Please state the contact's telephone number	
[2.3]	Please state the contact's e-mail address	
[2.4]	Please state if you will utilise a key sub-contractor to deliver some or all of this Call-off Contract (as per Joint Schedule 6 – Key Subcontractors)	

**[3] PASS/FAIL QUESTIONNAIRE****Pass/Fail  
0%**

**Please Note:** The following questions are Pass/Fail questions. Therefore, if a Potential Provider cannot or is unwilling to answer 'Yes', or, in answering 'Yes', does not provide the required evidence to demonstrate compliance, their Tender will be deemed non-compliant and will not be considered any further. The Potential Provider will confirm by deleting the inappropriate answer. If Potential Providers pass this stage of the evaluation process, then they will be evaluated on price.

3.1	The Potential Provider can provide a Helpdesk service, and monthly performance reporting, which meets the Authority's requirements in Appendix B to the Further Competition Invitation for the duration of the Contract. The Potential Provider is to fully explain how the requirement will be fulfilled, demonstrating that it has both the expertise and resources to provide the service.	Yes	No
3.2	The Potential Provider can support all the hardware items specified in Annexes A1 to A3 to the Statement of Requirements on a 9-5, Next Business Day (NBD) delivery timescale. The Potential Provider shall fully explain how the Authority's requirements will be met.	Yes	No
3.3	The Potential Provider has a Comprehensive Data Media Retention Policy. Full details are to be provided.	Yes	No
3.4	The Potential Provider has a Quality Management System (QMS) which is ISO 9001:2015 certified. If ISO certification is due to lapse, the Potential Provider confirms it has taken action to achieve re-certification. The status of re-certification is to be provided. A copy of the current ISO certificate is to be provided with the Tender	Yes	No
3.5	The Potential Provider has provided all the required prices in the Tender.	Yes	No
3.6	The Potential Provider accepts payment using the CP&F electronic procurement tool.	Yes	No

**[4] PRICE QUESTIONNAIRE****Guidance:**

Potential Providers are to provide Firm Prices in accordance with the instructions in Section 6 (Price) of this Further Competition Invitation document. The total of all the prices provided in the table in Section 6 (Price) is to be incorporated in the box below and will be used for evaluation.

All prices shall be in GBP and exclusive of VAT.

£	
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**Marking Scheme:**

The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$$

Tender Price = The total of all the prices submitted in the table in Section 6 (Price) of this Further Competition Invitation document.