



Crown  
Commercial  
Service

# Invitation to Tender

## Attachment 1 – About the Framework

RM6331- Healthcare Soft FM Services

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## Welcome

We invite you to bid in this competition for RM6331 Healthcare Soft FM Services Framework. Our Invitation to Tender (ITT) pack comes 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.

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** – This is a copy of the electronic selection questionnaire you will find in the eSourcing Suite. You must complete the questions detailed in the electronic selection questionnaire online in the eSourcing suite (qualification envelope). Please note, when viewing Attachment 2a, **you should expand all of the cells** to ensure you have viewed all of the evaluation guidance detailed. This is also visible in the eSourcing Suite.

**Attachment 2b Certificate of Technical and Professional Ability Template** – You must get your customer to populate this attachment for your contract example. You must then attach each certificate to the relevant selection questions in the eSourcing suite (qualification envelope).

**Attachment 2c Relevant Principal Services Template (Lots 1a, 1c, 2a, 2b, 3a, 3b, 3c, 3g, 4a and 5 ONLY)** – You must provide a full and comprehensive list of all the Relevant Principal Services provided in the previous three (3) years. You must then attach the template to the relevant selection questions in the eSourcing suite (qualification envelope).

**Attachment 2d Certificate of Past Performance Template (Lots 1a, 1c, 2a, 2b, 3a, 3b, 3c, 3g, 4a and 5 ONLY)** – You must request the buyer/customer you have provided the Relevant Principle Services to (listed in Attachment 2c), to complete Attachment 2d Certificate of Past Performance. You must then attach each certificate to the relevant selection questions in the eSourcing suite (qualification envelope).

**Attachment 2e PPN 06/21 Carbon Reduction Plan Template** – If you do not have a website, you must use this template to provide a copy of your Carbon Reduction

Plan. You must then attach the plan to the relevant selection questions in the eSourcing suite (qualification envelope).

**Attachment 2f Geographical Boundaries**– You must complete the unlocked yellow cells to tell us which Geographical Boundaries (ILT) you can service (for the Lot(s) you are submitting a bid for) within this attachment and upload it to the relevant question (2.9.1) in the eSourcing suite (technical envelope).

**Attachment 3a - Price Matrix Lot 1 Linen & Laundry**

**Attachment 3b - Price Matrix Lot 2 Cleaning**

**Attachment 3c - Price Matrix Lot 3 Waste**

**Attachment 3d - Price Matrix Lot 4 Catering**

**Attachment 3e - Price Matrix Lot 5 Bundled**

You must complete the unlocked yellow and green cells in each of the attachments (for the Lots you are submitting a bid for) and upload to the relevant question (PQ1-PQ5) in the eSourcing suite (commercial envelope). Please note that Green cells are for information only and will not be evaluated.

**Attachment 4a Information and Declarations - Consortium** – If you are bidding as part of a Consortium, each member of the Consortium (other than the member completing the electronic selection questionnaire within the eSourcing Suite) must complete a copy of Attachment 4a. You must then attach each of the populated attachments to the relevant selection questions in the eSourcing suite (qualification envelope).

**Attachment 4b Information and Declarations – Key Subcontractors\_Guarantor** – In order to meet our obligations under PPN 02/23 – Tackling Modern Slavery, you are required to have each of your Key Subcontractors populate this attachment and provide part 1 and part 2 declarations. You must then attach each of the populated attachments to the relevant selection questions in the eSourcing suite (qualification envelope). Additionally, if following FVRA assessment, we require you to nominate a guarantor, we will require your nominated guarantor to complete a copy of Attachment 4b. Please do not submit a copy of Attachment 4b on behalf of any proposed guarantor at the point of bid submission. We will communicate with you via the eSourcing Suite if this is required following FVRA assessment.

**Attachment 5 Financial Viability Risk Assessment (FVRA) Instructions** – For information only. It is important that you read this document before completing

**Attachment 5a** – Gold FVRA Tool Lots 1-4 excluding 3g and;

**Attachment 5b** - Gold FVRA Tool Lots 5 & 3g

**Attachment 5a Gold FVRA Tool (Lots 1-4 excluding 3g)** – If you are bidding for any Lot in Lots 1-4 excluding 3g, you and each Consortium member must complete this and then upload to the relevant questions in Part 5 Financial Risk in the [eSourcing tool](#)

(qualification envelope). Please read **Attachment 5 - Financial Viability Risk Assessment (FVRA) Instructions** before completing this document.

**Attachment 5b Gold FVRA Tool (Lots 5 & 3g)** – If you are bidding for Lots 5 and/or 3g, you and each Consortium member must complete this and then upload to the relevant questions in Part 5 Financial Risk in the [eSourcing tool](#) (qualification envelope). Please read **Attachment 5 - Financial Viability Risk Assessment (FVRA) Instructions** before completing this document.

All Bidders and Consortium members must provide, in addition to their completed Attachment 5a and/or 5b - Gold FVRA Tool, copies of:

- a. their published accounts for the last 3 years (where available)
- b. parent company published accounts for the last 3 years
- c. ultimate parent published accounts for the last 3 years

In line with the instructions, any qualified accounts will receive additional scrutiny.

**Attachment 6 Consortia Details** – Only required if you are bidding as a Consortium. The Consortium member that completes the electronic selection questionnaire (in the qualification envelope) on behalf of the Consortium should complete this spreadsheet and attach to selection question 1.12.6 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 1.14.1 in the eSourcing suite (qualification envelope)

**Attachment 8 Frequently Asked Questions Framework** – 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** – This folder forms the Framework Contract and consists of:

- o Core terms;
- o Framework schedules;
- o Joint schedules
- o Call Off schedules; and
- o 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 within the eSourcing suite. 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'.

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>

## **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 a 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 defined within the Framework Contract and are any other organisation 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 that only indirectly enable you to 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)

The [Government Security Classifications](#) (GSC) Policy came into force on 2 April 2014 and describes how HM Government classifies information assets to ensure they are appropriately protected. It applies to all information that the Government collects, stores, processes, generates or shares to deliver services and conduct business.

## 1.9 Public Procurement Note 01/22 Contracts with Suppliers from Russia or Belarus

In March 2022, the Government introduced its Public Procurement Note 01/22 ‘Contracts with suppliers from Russia or Belarus’ ([PPN 01/22](#)) in response to the invasion of Ukraine by Russia, which was met with unprecedented global condemnation. The UK Government has introduced financial and investment sanctions aimed at encouraging Russia to cease actions which destabilise Ukraine. This PPN requires that Contracting Authorities, such as CCS, should consider how they can further cut ties with companies backed by the states of Russia and Belarus, including declining to consider tenders.

CCS will therefore apply PPN 01/22 to all Bidders (and any subcontractors named in a tender). Unless exceptions in the PPN apply, CCS may:

- exclude from this competition any tenders that are deemed from Bidders (or subcontractors) who are constituted or organised under the law of Russia or Belarus, or whose ‘Persons of Significant

- Control' information states Russia or Belarus as the place of residency; or
- ii. request that a Bidder find a replacement subcontractor by a specified deadline before its tender can be included in this competition.

1.10 CCS has contracted with a supplier to support CCS with its assessment of the Selection Criteria related to Bidders' financial status. Consequently, we may share with our supplier Bidders' responses to the selection questionnaire in respect of the Bidders' financial status.

## **2. The Opportunity**

Crown Commercial Service (CCS) as the Authority intends to put in place a Pan Public Sector Collaborative Agreement for the provision of Healthcare Soft FM Services to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The lotting structure of this framework covers a variety of Soft FM and Hotel Services typically bought by the NHS including: Waste, Catering, Linen & Laundry, Cleaning, Security, Reception Services, Portering and Grounds Maintenance.

Further information regarding the full scope of this procurement can be found 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 Contract Notice published on Find A Tender Service (FTS). There may be multiple Call-Off Contracts under one Framework.

We cannot guarantee any business through this Framework.

### **3.1 How the Framework is Structured**

The Framework will be established for 36 months with the option for us to extend for a further period of 12 months.

The Framework will have 16 Lots.



There are 4 Lots under 'Lot 1', 2 Lots under 'Lot 2', 7 Lots under 'Lot 3', 2 Lots under 'Lot 4', and Lot 5. This is set out in the table below:

Lot	Lot name and description
<b>Lot 1</b>	<b>Linen and Laundry</b>
Lot 1a	Linen Hire with Standard Wash Linen and Laundry Services
Lot 1b	Specialist Laundry Services (Theatre Packs)
Lot 1c	Standard Wash Linen and Laundry Services and Theatre Packs
Lot 1d	Specialist Cleanroom Laundry Services
<b>Lot 2</b>	<b>Cleaning</b>
Lot 2a	General Cleaning Services and Pest Control
Lot 2b	Ambulance Cleaning Services
<b>Lot 3</b>	<b>Waste</b>
Lot 3a	Non-Hazardous Clinical Waste
Lot 3b	Hazardous Clinical Waste
Lot 3c	Hazardous and Non-Hazardous General Waste
Lot 3d	Recyclable General Waste
Lot 3e	Confidential Waste
Lot 3f	Feminine Hygiene Waste
Lot 3g	Total Waste Management
<b>Lot 4</b>	<b>Catering</b>
Lot 4a	Patient Catering
Lot 4b	Retail Catering and Hospitality Services including 24 Hour Catering Service
<b>Lot 5</b>	<b>Bundled Soft FM</b>

Bidders are able to submit a bid on one or more sub Lots.

There is no limit on the number of suppliers to be awarded a Framework Contract for each Lot.

## 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 Find a Tender (FTS) and our website <https://www.crowncommercial.gov.uk/agreements/RM6331>.

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.

**However, you cannot bid as a single entity and as a Consortium member in the same Lot.**

Bidders are permitted to bid as a single entity **OR** as a Consortium member **AND** be a named Key Subcontractor in another bid in the same Lot.

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)	28/07/2023
Publication Date (this is the date the ITT pack will be published)	28/07/2023
Clarification Questions Deadline	<del>17:00 29/08/2023</del> 17:00 31/08/2023
Deadline for our Responses to Clarification Questions	14/09/2023
Clarification Questions Deadline (Call Off Schedule 14 (Key Performance Indicators only))	20/09/2023 at 17:00

Deadline for our Responses to Clarification Questions (Call Off Schedule 14 (Key Performance Indicators only)	27/09/2023
Bid Submission Deadline	15:00 <del>26/09/2023</del> 15:00 04/10/2023
Compliance	From the bid submission deadline through to Award of Framework Contracts
Issue of Intention to Award Notices to Successful and Unsuccessful Bidders	09/02/2024
End of Mandatory Standstill Period	midnight at the end of 19/02/2024
Award of Framework Contracts	20/02/2024
Framework Start Date	21/02/2024

## 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 must 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

<https://www.crowncommercial.gov.uk/agreements/RM6331>

The percentage management charge is stated in the Framework Award Form at section 13 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
- Services will only be provided to Buyers under Call-Off Contracts, no services will be provided to CCS under the Framework Contract

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
- there are organised groupings of employees delivering services
- the responsibility for delivering those or comparable services will transfer to the Supplier who is awarded the Call-Off contract

## 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

Subject to paragraph 1.10 of this document, 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 advisors comply.

Your bid must remain valid for 180 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 or the same Lot, 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 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 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) or Lot(s) as a result of the competition
- choose to award different Lots at different times
- make any changes to the timetable, structure or content of the competition
- accept bids submitted after the bid submission deadline
- carry out the evaluation stages (selection and award stages) of this procurement concurrently
- extend Lots by varying durations
- 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:

<https://www.crowncommercial.gov.uk/agreements/RM6331>

### 10.1 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.

### 10.2 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.

### 10.3 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.

Do not make any amendments to the Framework Award Form. If any amendments are required, please send a message via the eSourcing suite outlining the amendments required.

## 10.4 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 (Deliverables)
- 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.

## 10.5 The Contract Documents

This table lists and briefly describes each contract document. You can find the individual documents on the CCS procurement pipeline page <https://www.crowncommercial.gov.uk/agreements/RM6331>

Document title	What is it?	Optional at Call-Off Stage (Y/N)
<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>	A letter Suppliers must send to CCS each year to confirm that it has tested its own records and reporting about the Framework Contract.	
<b>Framework Schedule 9 (Cyber Essentials Scheme)</b>	Obligations on the Supplier to maintain cyber security accreditation.  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.	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 Information 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 is 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.	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 FTS Contract 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>	Allows in scope organisations with procurements valued above £5 million per annum the means to include clauses that require suppliers to: a. advertise subcontract opportunities of £25k+ on	

	Contracts Finder that arise after contract award; b. report on how much they spend on subcontracting; and, c. report on how much they spend directly with SME or VCSE organisations in the delivery of a contract.	
<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.	
<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.	
<b>Call-Off Schedule 3 (Continuous Improvement)</b>	The requirement that the Supplier always improves how it delivers the Call-Off Contract.	
<b>Call-Off Schedule 4 (Call-Off Tender)</b>	How the Supplier proposes to meet the requirements of a Call-Off Contract.	Yes
<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	Yes

	continue to deliver public services.	
<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 (Service Levels)</b>	The standards of service required by the Buyer and what happens when these are not met.	Yes
<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>	Information on background checks required.	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>	This schedule 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>	This schedule is for Buyers who want to lease equipment via our agreements	Yes

<b>Call-Off Schedule 23 (HMRC Terms)</b>	HMRC terms	Yes
<b>Call-Off Schedule 24 (Supplier Furnished Terms)</b>	Schedule to enable inclusion of specific terms relating to Software	Yes
<b>Call-Off Schedule 25 (Billable Works and Projects)</b>	Schedule setting out how Billable Works and Projects will be dealt with under the contract	
<b>Call-Off Schedule 26 (Buyer Remedies for Default and Step in Rights)</b>	Schedule setting out remedies for default including step in rights	
<b>Call-Off Schedule 27 (Accessed Contracts)</b>	Schedule setting out how Supplier can access Government Frameworks and specific terms relating to Construction Contracts	
<b>Call-Off Schedule 28 (TUPE Surcharge)</b>	Schedule detailing the TUPE Risk Premium Pricing Options	
<b>Call-Off Schedule 29 (Redundancy Surcharge)</b>	Schedule detailing the process for determining the Redundancy Surcharge	
<b>Call-Off Schedule 30 (Concession Agreement)</b>	Schedule containing the Concession agreement to be used in the event the Buyer requires it	Yes
<b>Call-Off Schedule 31 (Collateral Warranty Arrangements)</b>	Schedule containing the Collateral Warranty agreement to be used in the event the Buyer requires it	Yes
<b>Call-Off Schedule 32 (Performance Bond)</b>	Schedule containing the Performance Bond agreement to be used in the event the Buyer requires it	Yes
<b>Call-Off Schedule 33 (Corporate Resolution Planning)</b>	Schedule detailing the Corporate Resolution Planning information required for applicable contracts and suppliers	

## 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

12.1 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.

12.2 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](#).

12.3 The Corporate Covenant gives guidance on the various ways you can demonstrate your support.



- 12.4 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

- 12.5 Paragraphs 12.1 – 12.4 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.