Date & Time of Print: 20/06/2016 10:11:23 - Time Zone: WET - Western Europe Time DST
Buyer Organisation: NHS Blood & Transplant

Overview

ITT Code	itt_1037
ITT Title	Cord Blood Collection Systems
ITT Description	NHS Blood and Transplant (the "Authority") is issuing this invitation to tender (ITT) in connection with the competitive procurement of Cord Blood Collection Systems. The NHS Cord Blood Bank collects cord blood at six NHS hospitals; and is the fourth largest internationally accredited cord blood bank in the world, with the second highest percentage of rare tissue types. Cord blood is collected Ex Utero from the umbilical cord following delivery of a baby and taken to a regulated area, where the cord blood is collected into a purpose designed bag (i.e. a Cord Blood Collection System). Once a successful collection is completed the cord blood unit is stored in a temperature controlled environment until it is transported to the Authority's evaluation facility in Colindale and then the Authority's processing facility at Filton. Cord blood is rich in stem cells and once processed can be used to treat patients who are suffering from life threatening diseases, including malignancies, bone marrow failure, haemoglobinopathies, immunodeficiencies and metabolic disorders.
Status	Running

ITT Settings

Online Response Required:	Yes
Allow Suppliers to Respond by Consortium	Yes
Closing	19/07/2016 17:00:00
Time Limit for Expressing Interest	19/07/2016 17:00:00
Awarding Strategy	No ranking

Additional Information

Section	Section Description	
Contract information	Contract information	
Title Description Value Assigned by Buyer		
Contract duration	* Contract duration	Four (4) years.

Attachments

Path	Description	Folder Size
Top Level (0)		
The Directory is empty		

Envelopes

Qualification Envelope	Yes
Technical Envelope	Yes
Commercial Envelope	No

Qualification Envelope

Allow general attachments in Supplier responses?
Not Allowed

Instructions for Tenderers

Question	Description
-	Please be aware the Authority has used conditional questions, which should ensure your online submission is simpler and easier to fill out, by hiding questions that are not relevant if a particular answer is chosen from a predefined list.
-	Please ignore the automatic numbering system applied by the eSourcing Portal as these numbers/ references are not relevant.

Invitation to Tender

Question	Description
PLEASE READ FIRST	Please read the attached document which contains important information about the Process and the Contract that the Authority intends to award.

1. Organisational Information: 1.1 Tenderer Details

Question	Description	
-	The Tenderer MUST provide the details below for the organisation that it is proposed would enter into any Contract with the Authority.	
Question	Description	Question Type
-	Name/ registered name:	Text
-	Registered company address:	Text
-	Registered company number:	Text
-	Registered charity number:	Text
-	Registered VAT number:	Text
-	Name of immediate parent company:	Text
-	Name of ultimate parent company:	Text
-	Please indicate your trading status:	Options List
-	Please indicate whether any of the following classifications apply to you:	Options List

1.1 Tenderer Details *Conditional Question*

This section is applicable only when:	- = vi) other	
Question	Description	Question Type
-	Please clarify your trading status "(vi) other".	Text

1. Organisational Information: 1.2 Bidding model

Question	Description	Question Type
a)	Please indicate whether you are bidding as a Prime Contractor and will deliver 100% of the key deliverables yourself.	Options List
b)	Please indicate whether you are bidding as a Prime Contractor and will use third parties to deliver SOME of the services.	Options List
c)	Please indicate whether you are bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver ALL of the services?	Options List
d)	Please indicate whether you are bidding as a consortium but not proposing to create a new legal entity.	Options List
e)	Please indicate whether you are bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).	Options List

1.2 Bidding model *Conditional Question b)*

This section is applicable only when:	b) = Yes	
Question	Description	Question Type
b)	Please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key deliverables each sub-contractor will be responsible for.	Text

1.2 Bidding model *Conditional Question c)*

This section is applicable only when:	c) = Yes	
Question	Description	Question Type
c)	Please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key deliverables each sub-contractor will be responsible for.	Text

1.2 Bidding model *Conditional Question d)*

This section is applicable only when:	d) = Yes	
Question	Description	Question Type
d)	Please attach details of your consortium to explain the alternative arrangements i.e. why a new legal entity is not being created. NOTE: The Authority may require the consortium to assume a specific legal form if awarded the Contract, to the extent that it is necessary for the satisfactory performance of the Contract.	Attachment

1.2 Bidding model *Conditional Question e)*

This section is applicable only when:	e) = Yes	
Question	Description	Question Type
e)	Please attach details of your consortium (current lead member and intended SPV) providing full details of the biding model.	Attachment

1. Organisational Information: 1.3 Contact details

Question	Description	
-	Tenderer contact details for enquiries about this Tender Response.	
Question	Description	Question Type
-	Name:	Text
-	Postal address:	Text
-	County:	Text

–	Phone:	Text
–	Mobile:	Text
–	Email:	Text

1. Organisational Information: 1.4 Licensing and registration

Question	Description	Question Type
a)	Please indicate (if applicable) whether your business is registered with the appropriate trade or professional register(s) in the European Union member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state).	Options List
b)	Please indicate whether it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the Requirement in this Procurement.	Options List

1.4 Licensing and registration *Conditional Question a)*

This section is applicable only when:	a) = Yes	
Question	Description	Question Type
a)	Please provide your registration number.	Text

1.4 Licensing and registration *Conditional Question b)*

This section is applicable only when:	b) = Yes	
Question	Description	Question Type
b)	Please provide additional details of what is required and confirmation that you have complied with this.	Text

2. Grounds for mandatory exclusion

Question	Description	Question Type
a)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/ JHA on the fight against organised crime.	Options List
b)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906.	Options List
c)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the common law offence of bribery.	Options List
d)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (i) The offence of cheating the Revenue.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (ii) The offence of conspiracy to defraud.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (iii) Fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (iv) Fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006.	Options List

e)	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (v) Fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994.	Options List
e)	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (vi) An offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (vii) destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (viii) Fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006.	Options List
e)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: ... (ix) The possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act.	Options List
f)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... any offence listed: ... (i) in section 41 of the Counter Terrorism Act 2008;	Options List
f)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... any offence listed: ... (ii) in Schedule 2 to of the Counter Terrorism Act 2008 where the court has determined that there is a terrorist connection.	Options List
g)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f).	Options List
h)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002.	Options List
i)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;	Options List
j)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004.	Options List
k)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of: ... an offence under section 59A of the Sexual Offences Act 2003	Options List
l)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... an offence under section 71 of the Coroners and Justice Act 2009.	Options List
m)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994;	Options List
n)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... any other offence within the meaning of Article 57(1) of the Public Contracts Directive: ... (i) as defined by the law of any jurisdiction outside England and Wales and Northern Ireland.	Options List

n)	Within the past five (5) years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of: ... any other offence within the meaning of Article 57(1) of the Public Contracts Directive: ... (ii) created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.	Options List
Summary	Have you answered "Yes" to any of the Grounds for mandatory exclusion set out above?	Options List

2. Grounds for mandatory exclusion: *Conditional Question*

This section is applicable only when:	Summary = Yes	
Question	**Description**	**Question Type**
-	Please attach evidence, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively "self-cleans" the situation referred to.	Attachment

2. Grounds for mandatory exclusion: Non-payment of taxes

Question	Description	Question Type
2.2	Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?	Options List

Non-payment of taxes *Conditional Question*

This section is applicable only when:	2.2 = Yes	
Question	**Description**	**Question Type**
-	Please provide further details and confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/ or fines?	Text

3. Grounds for discretionary exclusion

Question	Description	Question Type
a)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contract Regulations 2015 in the fields of environmental, social and labour law established by European Union law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time.	Options List
b)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State.	Options List
c)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation is guilty of grave professional misconduct, which renders its integrity questionable.	Options List
d)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has entered into agreements with other economic operators aimed at distorting competition.	Options List
e)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures.	Options List
f)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... The prior involvement of your organisation in the preparation of the Procurement has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures.	Options List
g)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.	Options List
h)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation: ... (i) has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Options List
h)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation: ... (ii) has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015.	Options List

i)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has undertaken to: ... (aa) unduly influence the decision-making process of the Authority.	Options List
i)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has undertaken to: ... (bb) obtain confidential information that may confer upon your organisation undue advantages in the Procurement.	Options List
j)	Within the past three (3) years, please indicate if any of the following situations have applied, or currently apply, to your organisation: ... Your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Options List
Summary	Have you answered "Yes" to any of the Grounds for discretionary exclusion set out above?	Options List

3. Grounds for discretionary exclusion *Conditional Question*

This section is applicable only when:	Summary = Yes

Question	Description	Question Type
-	Please attach evidence, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively "self-cleans" the situation referred to.	Attachment

4. Financial and Economic Information

Question	Description	Question Type
4.1 (Financial Standing)	Where a Creditsafe report is not obtainable or is materially short of information on the Tenderers accounts, the Tenderer MUST confirm they will provide either: (a) A copy of the audited accounts for the most recent two years. (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation. (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes/No Value
4.2 (Holding/ Parent Company)	Are you are part of a wider group (e.g. a subsidiary of a holding/ parent company)?	Options List

4. Financial and Economic Information *Conditional Question 4.2*

This section is applicable only when:	4.2 (Holding/ Parent Company) = Yes

Question	Description	Question Type
a)	Please provide the name of the organisation and relationship to the Tenderer.	Text
b)	Where a Creditsafe report is not obtainable or is materially short of information on the holding/ parent company's accounts, the holding/ parent company MUST confirm they will provide either: (a) A copy of the audited accounts for the most recent two years. (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation. (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. (d) Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Text
c)	Please confirm whether the holding/ parent company is willing to provide a guarantee (if necessary).	Options List

4. Financial and Economic Information *Conditional Question 4.2c*

This section is applicable only when:	c) = No

Question	Description	Question Type
c)	Please confirm whether you would be able to obtain a guarantee elsewhere (e.g. from a bank).	Options List

6. Self-Certification: Insurance

Question	Description	Question Type
B1	Please confirm whether you already have, or can commit to obtain, prior to the Contract Start Date, the levels of insurance cover indicated below: • Employer's (Compulsory) Liability Insurance = £5,000,000 • Public Liability Insurance = £5,000,000 • Product Liability Insurance = £5,000,000	Yes/No Value

6. Self-Certification: Compliance with equality legislation

Question	Description
-	For organisations working outside of the United Kingdom UK) please refer to equivalent legislation in the country that you are located.

Question	Description	Question Type
C1	In the last three (3) years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	Yes/No Value
C2	In the last three (3) years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?	Yes/No Value
C3	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	Yes/No Value

6. Self-Certification: Environmental Management

Question	Description	Question Type
D1	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three (3) years by any environmental regulator or authority (including local authority)?	Yes/No Value
D2	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	Yes/No Value

6. Self-Certification: Health and Safety

Question	Description	Question Type
E1	Please confirm that your organisation has a Health and Safety Policy that complies with current legislative requirements.	Yes/No Value
E2	Has your organisation or any of its directors or executive officers been in receipt of enforcement/ remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three (3) years?	Yes/No Value
E3	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	Yes/No Value

Business Continuity Risk Assessment (Bronze)

Question	Description	
-	The following questions will not form part of the Evaluation Methodology but may inform any additional assessment required of the Tenderer prior to or shortly after the Contract Start Date.	
Question	**Description**	**Question Type**
Business Continuity Assurance 1.1	Is your organisation or any part of it certificated against ISO 22301 Business Continuity Management (BCM) or another comparable national or international standard for BCM?	Options List
Business Continuity Assurance 1.2	Are your business continuity arrangements subject to formal external audit, for which records are maintained of the findings and the improvements made as a result?	Options List
Business Continuity Assurance 1.3	Are your business continuity arrangements subject to formal internal audit, for which records are maintained of the findings and the improvements made as a result?	Options List
Business Continuity Planning 2.1	Have you undertaken a Business Impact Analysis (BIA), including the identification of any business critical activities which underpin the supply of the goods and/ or services to which this Process applies?	Options List
Business Continuity Planning 2.2	Have you undertaken an assessment of the risks to those activities to determine the threats to them, and the possible impacts on your organisation if those threats are realised?	Options List
Business Continuity Planning2.3	With regards to the risks identified in 2.2 above do you have a documented Incident Management Plan (IMP) or plans to manage incidents in such a way as to minimise any disruption to your activities?	Options List
Business Continuity Planning2.4	Do you have a documented Business Continuity Plan (BCP) or plans to recover critical activities to an acceptable level which will ensure, so far as is reasonably practicable, that there will be no interruption to the supply of your goods/ and/ or services to the Authority?	Options List
Supply Chain Management 3.1	Have you identified elements of your supply chain which are critical to your operations, and have you conducted risk assessments on those suppliers to determine the potential of those suppliers to cause a disruption to your operations?	Options List
Supply Chain Management 3.2	Have you identified any single points of failure in your supply chain, and if so, have you taken steps to mitigate the risks that they present?	Options List
Supply Chain Management 3.3	Do you run exercises to test your BCPs and IMPs that include suppliers to provide assurance of their ability to continue to deliver during a disruption?	Options List

Business Continuity Risk Assessment (Bronze) *Conditional Question 1.1*

This section is applicable only when:	Business Continuity Assurance 1.1 = Yes	
Question	**Description**	**Question Type**
Business Continuity Assurance 1.1	Does the certification cover the supply of goods and/ or services to which this Process applies?	Options List

Business Continuity Risk Assessment (Bronze) *Conditional Question 2.3*

This section is applicable only when:	Business Continuity Planning2.3 = Yes	
Question	**Description**	**Question Type**
Business Continuity Planning 2.3	Is your Incident Management Plan (IMP) tested on a regular basis?	Options List

Business Continuity Risk Assessment (Bronze) *Conditional Question 2.4*

This section is applicable only when:	Business Continuity Planning2.4 = Yes	
Question	**Description**	**Question Type**
Business Continuity Planning 2.4	Is your Business Continuity Plan (BCP) tested on a regular basis?	Options List

Contract Terms and Conditions

Question	Description	
-	Please read the attached Contract, which is based on the standard NHS contract terms and conditions for the supply of goods published by the UK Department of Health (DoH). The UK DoH terms deliver a standard and balanced approach to risk for the NHS and suppliers and were subject to wide consultation and positive feedback from both industry and other stakeholders.	
Question	**Description**	**Question Type**
-	The Tenderer MUST confirm its agreement to such terms and conditions without amendment.	Yes/No Value

Offer Schedule

Question	Description	Question Type
-	The Tenderer MUST upload a completed copy of the Offer Schedule (attached).	Attachment

Form of Offer

Question	Description	Question Type
Form of Offer	The Tenderer MUST upload a signed copy of the Form of Offer (attached).	Attachment

Confidential and/ or commercially sensitive information

Question	Description	Question Type
-	If applicable, the Tenderer MUST upload a completed copy of the attached document	Attachment

Authority Tender Feedback questionnaire

Question	Description
-	The Authority invites you to provide feedback on your experiences of providing a Tender Response. The questionnaire (attached) should be completed and returned within ten (10) calendar days of the OJEU Standstill Period End Date and should take no more than 15 minutes to complete; although completion of this questionnaire is completely optional.

Technical Envelope

Allow general attachments in Supplier responses?
Not Allowed

Instructions for Tenderers

Question	Description
-	Please be aware the Authority has used conditional questions, which should ensure your online submission is simpler and easier to fill out, by hiding questions that are not relevant if a particular answer is chosen from a predefined list.
-	Please ignore the automatic numbering system applied by the eSourcing Portal as these numbers do not and are not meant to correlate with the unique references in the Specification.

Specification

Question	Description
PLEASE READ FIRST	Tenderers must confirm their level of compliance to each requirement detailed below (which are the relevant extracts from the Specification attached). NOTE: Where the Ä symbol appears instructions are provided for Tenderer's as to what information must be submitted in support of their compliance statement; where no symbol accompanies a requirement and either: • A response of “Compliant” is chosen, no further information is required; or • A response of “Non-Compliant” is chosen, information confirming the nature/ extent of the non-compliance MUST be submitted.

Product Design: 1. General

Question	Description	Question Type
1.1.a	Cord Blood Collection Systems MUST be designed for the collection of cord blood.	Options List
1.1.b	Cord Blood Collection Systems MUST be CE marked.	Options List
1.1.c	Cord Blood Collection Systems MUST have a sterile fluid pathway and be non-pyrogenic.	Options List
1.1.d	Cord Blood Collection Systems MUST comply with the standards/ regulations (detailed below) and ensure on-going compliance with the latest versions when updated: i. NetCord-FACT International Standards for Cord Blood Collection, Processing and Release for Administration. Fourth edition (2010). ii. Human Tissue (Quality and Safety of Tissues and Cells for Human Application) Regulations 2007, as updated by Directions 003/2010.	Options List

1.1.e	Cord Blood Collection Systems MUST ensure that the rear of the primary collection pack is clear, without any labels or other additions. NOTE: This is to allow the Authority to attach a start product label post collection.	Options List

Product Design: 2. Capacity

Question	Description	Question Type
2.1.a	Cord Blood Collection Systems MUST allow for a target collection volume of 200ml ± 10% of cord blood.	Options List
2.1.b	Cord Blood Collection Systems MUST allow for cord blood to be collected into the appropriate amount of citrate phosphate dextrose (CPD) anticoagulant.	Options List
2.1.c	Cord Blood Collection Systems MUST enable increased cell recovery through the incorporation of a rinsing bag into the appropriate amount of CPD anticoagulant.	Options List

Product Design: 3. Needles

Question	Description	Question Type
3.1	Cord blood collection systems MUST contain two needles, to allow double venepuncture of the umbilical cord, to minimise loss of cord blood due to blockage of needles by clots.	Options List
3.2	As a minimum needles MUST be 16-gauge and sized for umbilical veins, to allow for optimal flow; although the maximum needle diameter MUST NOT exceed 18-gauge.	Options List
3.3	The needle hub MUST have a visible or tactile means of indicating the position of the needle bevel.	Options List
3.4	Design of the bleed line and integral needle MUST incorporate a needle guard which can be permanently sleeved over the needle once removed from the venepuncture site and prior to disposal.	Options List
3.5	The design of the needle and the needle guard assembly MUST NOT significantly interfere with the venepuncture process.	Options List
3.6	On completion of venepuncture and during the collection, the needle MUST be capable of being fixed in position and unable to rotate except when manual adjustment is required.	Options List
3.7	The design of the needle and guard MUST be such that it is capable of being withdrawn from the venepuncture site smoothly, in a single step, in the same 'plane', directly into the needle guard.	Options List
3.8	The engagement of the needle guard MUST require minimal force and MUST be signalled to Personnel by an audible click or tactile indication.	Options List

Product Design: 4. Tubes

Question	Description	Question Type
4.1	The tubes which connect the needles to the primary collection pack MUST be 1005mm in length, ± 50mm. NOTE: The Supplier MUST ensure the dimensions (including dimensional tolerances) are achieved post sterilisation.	Options List
4.2	The tubes which connect the needles to the primary collection pack MUST NOT be interrupted by devices (e.g. clamps, Y-connectors, etc.), but MUST be graduated at regular intervals along the entire length; this to enable removal of samples in a closed system and the addition of solutions.	Options List
4.3	Tube internal/ external diameters and wall thickness MUST allow Personnel to make sterile connections using current commercially available equipment. NOTE: Sterile connection devices currently available from (but may in future not be limited to) FreseniusKabi, Genesis, Haemonetics, Macopharma and TerumoBCT.	Options List

Conditional Question 4.3

This section is applicable only when:	4.3 = Compliant

Question	Description	Question Type
4.3	The Supplier MUST provide information which accurately states the internal/ external tube diameter and wall thickness of all transfer tubes; this to enable an assessment of compatibility with sterile connection devices currently in use by the Authority.	Attachment

Product Design: 5. Supplier Labels

Question	Description	Question Type
5.1	Base labels MUST contain the following information: • Nature and volume of anticoagulant; • Maximum volume of cord blood that can be collected into the primary collection pack; • The words 'sterile non-pyrogenic'; • Reference and lot/batch numbers in barcoded and eye-readable format; • CE Marked; • Name and address of manufacturer; • Universal symbols; • Sterility expiry date; • Hematopoietic progenitor cells (HPC), Cord Blood.	Options List
5.2	Base labels MUST NOT be contaminated in such a way that the adhesion of Authority over-stick labels is impaired.	Options List
5.3	Base labels MUST be Tamper evident.	Options List

Product Design: 6. Over-wrap Packaging

Question	Description	Question Type

6.1	Over-wrap packaging MUST be designed to prevent inadvertent damage to the Cord Blood Collection System during its opening by Personnel.	Options List
6.2	Over-wrap packaging MUST be able to be opened without the use of scissors or knife.	Options List

Product Design: 7. Instructions for Use

Question	Description	Question Type
7.1	Detailed instructions for use (IFUs) of Cord Blood Collection Systems (including use of needle guards), MUST be included with each Outer Packaging Unit, preferably on a separate sheet within the Outer Packaging Unit.	Options List
7.2	IFUs MUST be version controlled and changes highlighted by an appropriate means.	Options List

Conditional Question 7.1

This section is applicable only when:	7.1 = Compliant	
Question	Description	Question Type
7.1	The Supplier MUST provide a copy of the Instructions for Use (IFU). If IFUs are to be provided via a website, the Supplier MUST detail the website address.	Attachment

Service Support: 8. Customer Service

Question	Description	Question Type
8.1	Employees of the Supplier MUST be qualified for the job they perform through education, training and/ or work experience, and be knowledgeable of the Goods and appropriate quality tools, defect awareness and processes that affect the quality of Goods and services provided to the Authority.	Options List
8.2	The Supplier MUST provide a helpdesk facility and/ or account management support, Monday through Friday from 0900 hours to 1700 hours (local time of the Premises).	Options List

Conditional Question 8.1

This section is applicable only when:	8.1 = Compliant	
Question	Description	Question Type
8.1	The Supplier MUST provide details of named individuals, their role and their location; if not yet employed the Supplier MUST confirm their plan for recruitment.	Attachment

Conditional Question 8.2

This section is applicable only when:	8.2 = Compliant	
Question	Description	Question Type
8.2	The Supplier MUST provide details of the helpdesk facilities/ customer support that they offer, including: a. The number and location of staff who are knowledgeable in the Goods and can provide end user/ technical support; b. The escalation procedures and timescales for dealing with customer calls.	Attachment

Service Support: 9. Complaint/ Defect Handling

Question	Description	Question Type
9.1	The Supplier MUST cooperate in dealing with Authority (and/ or third party) complaints concerning the Goods and shall take action to promptly investigate and resolve such complaints, ensuring key employees are available at all times.	Options List
9.2	The Supplier MUST maintain a written record of Authority (and/ or third party) complaints that relate to the Goods, whether received orally or in writing. Additionally, the Supplier MUST give notice to the Authority by email or telephone within twenty-four (24) hours of becoming aware of a complaint from other customers.	Options List
9.3	The Supplier MUST comply with the applicable regulations on traceability of Goods from raw materials through all stages of receipt, production and distribution of Finished Goods, and be able to provide information on any individual parts, sub-assemblies and/ or components of the Goods within two (2) working days of being notified by the Authority of a complaint/Defect. NOTE: The Supplier MUST be able to demonstrate by a desk-top exercise through their own audits, product recall tests or in another way that their traceability system is valid and reliable; this should include upstream and downstream traceability.	Options List
9.4	If the Supplier or the Authority determines that a recall or other action involving the Goods should be considered, they MUST immediately notify the other parties.	Options List
9.5	In the event that any Goods are recalled the Supplier MUST replace such Goods free of charge within two (2) working days or as otherwise agreed with the Authority and cover expenses (if any) incurred by the Authority in connection with shipment of the recalled Goods back to Supplier.	Options List
9.6	In the event that any Goods are defective or have been rejected and the Authority has notified the Supplier, the Goods will either be: a. Returned to the Supplier for subsequent investigation and analysis; in this instance the Supplier MUST provide suitable transport containers which comply with current national regulations relating to the transport of pathological material and the Authority will, wherever possible, supply a test certificate in order to permit the Supplier to handle, transport and analyse the Goods. b. Held on the Premises for collection for subsequent investigation and analysis by the Supplier; in this instance Goods will be held for a maximum period of one (1) month although this period is at the discretion of the Authority.	Options List

9.7	In the event that any Goods are defective or have been rejected and are: a. Unused (regardless of whether they have been removed from Over-wrap packaging), the Supplier MUST replace such Goods free of charge with two (2) working days or as otherwise agreed with the Authority; b. Used (i.e. where the Goods have either been used for collection or in subsequent processing activities), the Supplier MUST compensate the Authority for all costs attributed to the lost donation. However, where the Supplier can show beyond reasonable doubt that the Defect is not their fault but an error by the Authority, then no compensation will be due.	Options List

Conditional Question 9.1

This section is applicable only when:	9.1 = Compliant	
Question	**Description**	**Question Type**
9.1	The Supplier MUST provide a summary overview of their written procedures (including references to formal documents where any exist).	Attachment

Conditional Question 9.3

This section is applicable only when:	9.3 = Compliant	
Question	**Description**	**Question Type**
9.3	The Supplier MUST confirm for all Goods: a. Their definition of a 'Batch'. b. The minimum/ maximum Batch size (where applicable) for Finished Goods, Welded (separate) bags, Needles, Anticoagulant and Additive Solutions. c. How the number of lots within a Batch of Finished Goods varies and/ or what would typically be the main differences between Batches of Finished Goods, in terms of batches of parts, sub-assemblies and/ or components. NOTE: The aim of bullets a. to c. is for the Supplier to provide assurance to the Authority that there is sufficient Batch to Batch variation, to ensure stocks of Finished Goods are available or could be made available to minimise impact on the Authority's ability to meet their collection and manufacturing targets; in the event there is a problem/ defect with a specific Batch of parts, sub-assemblies or components. Upon request by the Authority the Supplier MUST provide a report which confirms the extent to which certain batches of parts, sub-assemblies and/ or components overlap batches of Finished Goods.	Attachment

Conditional Question 9.4

This section is applicable only when:	9.4 = Compliant	
Question	**Description**	**Question Type**
9.4	The Supplier MUST provide a summary overview of their recall procedures (including references to formal documents where any exist); which SHOULD be compatible with any national and local recall procedures of the Authority.	Attachment

Service Support: 10. Delivery

Question	Description	Question Type
10.1	Frequency and timings of deliveries MUST be agreed with the Authority's nominated representatives; to ensure the Authority always has the required quantity of Goods at its Premises, to allow the Authority to meet its collection and manufacturing targets.	Options List
10.2	Where Goods are to be held on Premises the Supplier MUST indicate the storage and handling requirements.	Options List
10.3	For all deliveries the Supplier MUST ensure all Goods are compliant with their recommended environmental storage conditions up to point of delivery to Premises. If non-compliant, the Supplier MUST inform the Authority as soon as they become aware and MUST replace such Goods free of charge with two (2) working days or as otherwise agreed with a Authority.	Options List
10.4	For all deliveries the Supplier MUST ensure Certificates of conformance/ compliance, Certificates of analysis and Certificates of sterility for each Batch are included. These certificates MUST: a. Include the manufacturer's name and/ or logo. b. Confirm which product code the certificates relate to. c. Confirm the lot number(s) for these product codes. d. State that each Batch conforms to CE marking requirements. e. State that each Batch complies with the Specification. f. State that each Batch has been manufactured according to the requirements of Good Manufacturing Practice (GMP). These certificates SHOULD be available via a secure website that the Authority can access.	Options List
10.5	The Supplier MUST ensure that all Goods have an expiry date of at least nine (9) months later than the date of delivery, to the Authority; shorter shelf life Goods may be accepted upon prior agreement from the Authority, especially where a change in the Authority's usage has resulted in the shorter shelf life.	Options List
10.6	Delivery times for urgent orders SHOULD be one (1) working day subject to a request being placed by the Authority by 1200 hours (local time of the Premises) the previous working day.	Options List
10.7.a	Delivery of Goods by the Supplier MUST be Delivered Duty Paid [Incoterms 2010].	Options List
10.7.b	Delivery of Goods by the Supplier MUST be made between 0730 hours and 1630 hours Monday to Thursday and between 0730 hours and 1530 hours on Friday.	Options List
10.8	The Supplier MUST ensure that all Goods are properly and adequately protected and packaged for safe arrival at Premises.	Options List
10.9	The Outer Packaging Unit MUST be of a size that is suitable for safe lifting by one member of Personnel in compliance with the European Directive on Manual Handling.	Options List
10.10.a	The Outer Packaging Unit MUST display the Supplier defined product code and lot number in barcode and eye readable format.	Options List
10.10.b	The Outer Packaging Unit MUST display the number of Outer Packaging Units which can be safely stacked one on top of another.	Options List

10.10.c	The Outer Packaging Unit MUST display the recommended storage temperature(s) including the minimum and maximum temperature range for the unopened Outer Packaging Unit.	Options List
10.11.a	For all deliveries the Supplier MUST ensure Goods are consigned on euro-pallets, specifically EUR or EUR 1 pallet types.	Options List
10.11.b	For all deliveries the Supplier MUST ensure the euro-pallets only contain one lot number and the Outer Packaging Units are stacked in such a way that the Authority required information on the Outer Packaging Unit can be read without Personnel unloading the pallet OR where this is not possible the Supplier MUST apply an A4 size label in a consistent manner to the exterior of the euro-pallet, which MUST clearly and distinctively state the euro-pallet is “MIXED” and detail the product code, lot numbers and quantity of each product code (in terms of Outer Packaging Units). NOTE: Only one product code and lot number per euro-pallet is preferred.	Options List
10.12	For all deliveries the Supplier MUST ensure vehicles are fitted with a tail-lift to allow ease of delivery and minimise manual handling risks. Where a delivery arrives and the vehicle is not fitted with a tail lift, the Authority will have the right to reject the delivery and the Supplier MUST re-deliver within two (2) working days or as otherwise agreed with the Authority.	Options List

Conditional Question 10.1

This section is applicable only when:	10.1 = Compliant	
Question	**Description**	**Question Type**
10.1	The Supplier MUST confirm: a. The lead time (expressed in weeks), from raw material to release and delivery to the Authority, for a new Batch of Finished Goods. NOTE: This MUST NOT exceed ten (10) weeks. b. The storage locations of Goods and quantity to be held at each location.	Attachment

Conditional Question 10.2

This section is applicable only when:	10.2 = Compliant	
Question	**Description**	**Question Type**
10.2	The Supplier MUST: a. Confirm the footprint dimensions (expressed in centimetres) of the Outer Packaging Unit. b. Confirm the recommended environmental storage conditions, including the minimum and maximum temperature range. c. Provide details of permissible deviations (temperature and duration) from the recommended environmental storage conditions for Goods transported between and stored at the Premises, where there has been a failure of temperature control by the Authority. d. Provide validation data on the holding time for the Cord Blood Collection System following collection .NOTE: Cord Blood Collection Systems are stored by the Authority at a temperature of 22'C ± 2'C for at least forty-eight (48) hours post collection before being transferred into a cryopreservation storage system (i.e. bag).	Attachment

Conditional Question 10.3

This section is applicable only when:	10.3 = Compliant	
Question	**Description**	**Question Type**
10.3	The Supplier MUST provide confirmation of how compliance with their recommended environmental storage conditions will be monitored/ achieved. NOTE: Periodic temperature mapping and validation of the supply chain or temperature sensitive labels are considered acceptable for transportation purposes only.	Attachment

Conditional Question 10.4

This section is applicable only when:	10.4 = Compliant	
Question	**Description**	**Question Type**
10.4	The Supplier MUST provide an example of each certificate. NOTE: If certificates are available via a secure website, the Supplier MUST detail the website address and the procedure for the Authority requesting access.	Attachment

Service Support: 11. Notification of Change

Question	Description	Question Type
11.1	All changes initiated by a Supplier (including changes requested by any Material Sub-contractor) MUST be notified in writing to the Authority (via its nominated representative).	Options List

Conditional Question 11.1

This section is applicable only when:	11.1 = Compliant	
Question	**Description**	**Question Type**
11.1	The Supplier MUST provide: a. A summary overview of their written change management procedures (including references to formal documents where any exist) and confirm how they will communicate and enforce this requirement upon any Material Sub-Contractors. b. Annotated technical diagrams, naming the components and significant areas of the Goods.	Attachment

Service Support: 12. Contingency Stock

Question	Description	Question Type
12.1	The Supplier MUST hold a minimum of four (4) weeks of Finished Goods as contingency stock. In the event that the Authority in response to any information obtained as part of routine due diligence and/ or in relation to a Supplier adverse event (i.e. recalls, defects), has resulted in a heightened concern/ risk of a failure in supply; the Authority reserves the right to request that the Supplier increases their contingency stock holding, but by no more than an additional four (4) weeks (i.e. eight (8) weeks in total). NOTE: The aim of this requirement is to ensure contingency stock is truly contingent; in layperson terms the Supplier MUST ensure (as far as reasonably possible) that all or a significant proportion of contingency stock would not be implicated in and/ or having to be recalled/ destroyed by any one incident (e.g. quality, regulatory, natural disaster or other). Additionally, the corresponding level of stock to be held MUST be based on the weekly estimated Authority usage (e.g. 500 units weekly usage, therefore 4 weeks equates to 2,000 units).	Options List

Conditional Question 12.1

This section is applicable only when:	12.1 = Compliant	
Question	Description	Question Type
12.1	The Supplier MUST confirm locations of assembly and manufacture of the Goods.	Attachment

Service Support: 13. Training

Question	Description	Question Type
13.1	The Supplier MUST train Personnel on the proper use of the Goods, tailored wherever appropriate to the Authority's specific requirements. NOTE: It is expected that the Supplier will either provide "train the trainer" training for further cascade by authorised Personnel or provide face to face training to groups of Personnel (based on their location); there is no expectation that "one to one" training of all Personnel is required.	Options List
13.2	Additional ad hoc training MUST be provided by the Supplier: a. Where a change is implemented by the Supplier (in accordance with the Notification of Change process) which affects the use of the Goods by Personnel. b. Where Personnel would benefit from refresher training (e.g. to reduce occurrence of Defects attributable to Authority handling of Goods).	Options List
13.3	All training provided by the Supplier MUST minimise impact on the Authority's ability to meet its collection and manufacturing targets.	Options List
13.4	An e-learning facility SHOULD be provided by the Supplier. Where e-learning is claimed then it MUST be maintained/ refreshed and be available to Personnel during the life of the Contract.	Options List
13.5	The Supplier MUST produce training materials and/ or guidance documents to provide Personnel with a comprehensive understanding on the proper use of the Goods and to assist with the categorisation and description of Defects should they arise.	Options List

Conditional Question 13.4

This section is applicable only when:	13.4 = Compliant	
Question	Description	Question Type
13.4	If available, the Supplier MUST provide details of the e-learning facility.	Attachment

Conditional Question 13.5

This section is applicable only when:	13.5 = Compliant	
Question	Description	Question Type
13.5	The Supplier MUST provide relevant training materials and/ or guidance documents which apply to the Goods.	Attachment

Service Support: 14. Quality/ Regulatory

Question	Description	Question Type
14.1	The Supplier MUST manufacture Goods that meet recommended standards for GMP.	Options List
14.2	The Supplier MUST comply with the requirements of an internationally recognised standard for quality management (i.e. ISO13485 or another comparable National or International standard).	Options List
14.3	The Supplier MUST notify the Authority within five (5) working days if their quality management system is suspended, expires or receives any major non-conforming compliance from the certifying and/ or notified bodies.	Options List
14.4	The Goods MUST NOT pose a safety or health risk to Personnel; where any residual risks associated with the use of the Goods exist (when used in accordance with the Supplier's instructions for use), the Supplier MUST inform the Authority.	Options List

Conditional Question 14.2

This section is applicable only when:	14.2 = Compliant	
Question	Description	Question Type
14.2	The Supplier MUST provide a copy of all relevant certificates, which covers all manufacturing/ warehouse locations intending to be used in the provision of Goods under the Contract. If certificates are available via a secure website, the Supplier MUST detail the website address and the procedure for the Authority requesting access.	Attachment

Conditional Question 14.4

This section is applicable only when:	14.4 = Compliant	
Question	Description	Question Type
14.4	The Supplier MUST: a. Confirm what residual risks exist and the actions that MUST be implemented to reduce risk to an acceptable level. b. Confirm what hazards have been eliminated or controlled by design.	Attachment

Service Support: 15. GMP audits and Business Continuity assessments

Question	Description	Question Type
15.1	The Supplier MUST permit or procure permission for the Authority or its authorised representative during normal working hours having given advance notice, access to any premises and facilities, books and records reasonably required to audit/ asses the Supplier's compliance with its obligations under the Contract. Where the Supplier uses Material Sub-Contractors, the Authority shall also have the right to audit and inspect each Material Sub-Contractor.	Options List

Conditional Question 15.1

This section is applicable only when:	15.1 = Compliant	
Question	Description	Question Type
15.1	The Supplier MUST provide an up-to-date list of Material Sub-Contractors for any individual parts, sub-assemblies and/ or components.	Attachment

Service Support: 16. Contract Management

Question	Description	Question Type
16.1	The Supplier MUST attend meetings to review performance of the Goods and services provided, as follows: • Frequency: Initially there should be two (2) meetings in the first six (6) months of the Contract, following that the review meetings should occur every six (6) months, unless agreed otherwise. • Location: The format/ venue for the meetings shall be suggested by the Authority and agreed with the Supplier. • Purpose: The responsibilities of the attendees will be to: i. Ensure that processes are in place to enable it to monitor and measure supplier performance in achieving contractual (or otherwise agreed) objectives. ii. Identify and have an understanding of the principal risks associated with the Specification, and ensure that appropriate systems are in place which effectively monitor and manage those risks. iii. Identify and resolve issues associated with the Specification as quickly as possible and ensure there is an opportunity to talk about such issues in a positive atmosphere and monitor the outcome of any actions assigned/ taken. iv. Consider ways in which a better, shared understanding might be introduced with the aim of discussing opportunities and implementing improvements, which focus on efficiency and effectiveness of either party's activities/ responsibilities.	Options List
16.2	Key performance indicators (detailed in Annex B) MUST be agreed between the Authority and the Supplier to monitor performance of various aspects of the Specification within one (1) month of the Contract commencement date. As such the Supplier MUST cooperate in good faith to: a. Finalise the indicators and processes for monitoring/ reporting performance; and b. Agree the timescales for reporting on and correcting poor performance.	Options List
16.3	The Supplier MUST provide timely/ accurate information to the Authority, including but not limited to: a. A monthly contingency stock level report which confirms the minimum contingency stock levels currently being held and how the minimum contingency stock levels are planned to be achieved over the subsequent twelve (12) weeks. b. Other data/ information required to monitor performance in accordance with 16.2 above (e.g. indicators on the quality of production at manufacturing sites, quality of Goods, quality of deliveries, quality of service, quality of invoicing etc...).	Options List

Service Support: 17. Sustainability

Question	Description	Question Type
17.1	The Supplier SHOULD meet the requirements of an internationally recognised standard for environmental management (i.e. ISO14001, Eco-Management and Audit Scheme (EMAS) or another comparable National or International standard).	Options List
17.2	Goods MUST be designed to limit the environmental impact of their production and consumption.	Options List

Conditional Question 17.1

This section is applicable only when:	17.1 = Compliant	
Question	Description	Question Type
17.1	The Supplier MUST provide a copy of all relevant certificates, which covers all manufacturing/ warehouse locations intending to be used to provide Goods under the Contract. NOTE: If certificates are available via a secure website, the Supplier MUST detail the website address and the procedure for requesting access.	Attachment

Conditional Question 17.2

This section is applicable only when:	17.2 = Compliant	
Question	Description	Question Type

17.2	The Supplier MUST provide details of the environmental impacts of all Goods; including the initiatives they have in place to mitigate these impacts.	Attachment

Annex A: Authority Warehouse Locations

Question	Description	Question Type
Annex A	Please find listed below details of all our warehouse sites: • Holland Drive, Newcastle Upon Tyne, NE2 4NQ. Tel: 01912024448 • Unit 14 Adlington Court, Birchwood Business Park, Risley, Warrington, WA3 6PL. Tel: 01925679102 • Bridle Path, Leeds, LS15 7TW. Tel: 01138208662 • Longley Lane, Sheffield, S5 7JN. Tel: 01143584829 • Unit 6 & 8 Queens Drive, Kings Norton Business Centre, Birmingham, B30 3HH. Tel: 01212786252 • Unit 203, Emerald Park East Business Park, Bristol, BS16 7FG. Tel: 01179882800 • Unit 3 Manor Place, Manor Way, Borehamwood, WD6 1WG. Tel: 02083248155 NOTE: The Authority reserves the right to increase or reduce the number of Premises to be delivered to at any time during the term of the Contract.	Options List

Annex B: Key Performance Indicators (KPIs)

Question	Description	Question Type
KPIs	Defect Rate: To confirm the defect level for a given period and to identify any trends.	Options List
KPIs	Defect Resolution: To ensure defects are being raised, investigated and closed in a timely manner	Options List
KPIs	Processing: To monitor issues in the processing environment (e.g. health and safety), which may not be captured by defect reporting.	Options List
KPIs	Change Control: To ensure change controls are being resolved and implemented in a timely manner.	Options List
KPIs	Donation: To monitor issues in the donation environment (e.g. health and safety), which may not be captured by defect reporting.	Options List
KPIs	Warehousing: To monitor internal stock holding levels and any delivery issues.	Options List
KPIs	Volume forecast accuracy: To ensure the Supplier is not under or over manufacturing and/ or holding contingency stock	Options List
KPIs	Procurement: To ensure any contractual issues are being resolved in a timely manner.	Options List
KPIs	Contingency Stock: To ensure supplier held contingency stock levels are being maintained.	Options List

Non-Compliance Information

Question	Description	Question Type
Summary	Have you answered "Non-Compliant" to any aspect of the Specification/ Requirements set out above?	Options List

Non-Compliance Information *Conditional Question*

This section is applicable only when:	Summary = Yes

Question	Description	Question Type
-	Where a response of “Non-Compliant” is chosen against one or more aspects of the Specification, information confirming the nature/ extent of the non-compliance MUST be submitted by the Tenderer by uploading a duly completed copy of the attached document.	Attachment