

Clarification Questions and Answers - RM3809 DPS

Version 3

Information which is new to this version will be highlighted in YELLOW. Previously answered questions will be shaded BLUE

Question Number	Question Classification	Date	Question	Published Response	Date Answered	Version No.
FAQ1	DPS SQ - Contract Pad	-	How do I provide my Contract Pad if I do not wish to use the Template Contract Pads within the Application Pack?	<p>Applicant's can use their own Contract Pad during the first 12 months only, following the Commencement Date of this DPS (i.e. 12 months from 23rd August 2018).</p> <p>The applicant shall provide their Contract Pad to the Authority at the same time as their Request to Participate in this DPS.</p> <p>The applicant can send the PDF of their Contract Pad they wish to use to: ussdps@gemserv.com</p>	8/8/2018	1
1	DPS SQ - Question process	6, Mon Aug 18	We have registered via the portal in order to potentially participate, however we see that we have to respond Yes to the second question regarding the Agreement and it appears that until we do this we cannot progress further with the process including seeing the Selection Questionnaire. The Agreement is a substantial (81 pages) document so while we are still working through it, is it possible to select Yes to that specific question so that we can see the questionnaire any other requirements but still reserve the right not to participate once we have finished going through the agreement should there be any issues with the Agreement?	<p>Yes, it is possible to select 'yes' to question 1.1.3 and still reserve the right to decline to participate in the DPS Agreement.</p> <p>For the avoidance of doubt, the duly authorised representative is required to declare acceptance of the Terms and Conditions of the DPS agreements in Part 9. It is this declaration that forms the DPS agreement between the Authority and the Supplier.</p> <p>Applicants shall note that the full set of the DPS SQ questions is contained within the Application Pack at the following address: - https://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline/Utilities-switching-services</p>	8/8/2018	1
2	DPS - Lot 5	8, Wed Aug 18	<p>Hi,</p> <p>I would like to register [Supplier] for the Utilities Switching Services in Lot 5. Unfortunately, I could not select this option in the questionnaire.</p> <p>Can you advise when this will be possible?</p>	Throughout the term of the agreement consideration will be looked at for Lots 3,4,5 & 6. If progress has been made towards any of these Lots where they become an addition to Lots 1&2 then this would be made available for suppliers for participation. This is detailed within (Specification) point 4.2.1.	10/8/2018	2
3	DPS Platform	9, Thu Aug 18	Please could you provide a copy of the Platform Access Term that we will need to sign up to in relation to the above scheme?	We cannot provide them at this time as they are still in draft form, however they will be available on the appointed technology supplier's website soon. A link to these will be provided to Suppliers as they become available. Suppliers are expected to take account of these terms by adjusting their pricing accordingly once they become available.	10/8/2018	2
4	Time scale	17, Fri Aug 18	Are we still able to join the DPS after it becomes available to Calls for Competition or is there a cut off date when suppliers will no longer be accepted?	This will not create any issues as you are able to apply to join the DPS Agreement RM3809 at any point during the duration of the DPS Agreement.	23/8/2018	3

5	Switches	17, Fri Aug 18	<p>Are you able to advise if many Suppliers have registered and if there have been many "switches"?</p> <p>Can you also advise the Switching fee that is applicable to USS DPS provider?</p>	<p>We are not able to advise as to the number of Suppliers who have registered so far but we can confirm that there have been no 'switches' as yet, as the DPS Agreement is not yet open to Contracting Authorities to call for competition until after 23:59hours on 22nd August 2018.</p> <p>The switching fee will be detailed within the T&C's from Gemserv, CCS do not manage the circulation of this information to suppliers.</p>	23/8/2018	3
6	DPS Agreement clause 4.2	22.08.18	Explanation of the clause 4.2 "the customer shall choose the cheapest tariff/supplier"	<p>Customers can select another option that is not the most competitive priced. In this case, a 'pop up' message will appear advising them that their choice is not the most competitive priced tariff available and asking whether they wish to proceed. The Customer can then choose to continue with their choice or go back and opt for the most competitive priced tariff.</p>	23/8/2018	3