

## **Tender: For warehousing and distribution, merchandising, and creative services - Clarification Questions and Answers**

**Question 1: Can you confirm whether it is possible to tender to supply one service or whether UKAD are seeking one organisation for all services?**

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Answer 1: Tenderers can bid for an individual section(s) of the brief but UKAD will then have to consider whether this is economically advantageous. While UKAD will consider bids for individual sections its preference is for tenderers to be able to offer the entire range of services being procured. (see also Question 18)

**Question 2: The Invitation to Tender (ITT) makes reference to submitting a signed confidentiality agreement, where can this be found?**

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Answer 2: Amendment to the ITT: There is no need to submit a signed confidentiality agreement at this time. We treat everything as commercial in confidence and will only ask the contracted provider to sign a confidentiality agreement. A reminder that UKAD is subject to the Freedom of Information Act and therefore may need to release certain information.

The forms found in the Appendix are due with submission of tenders.

**Question 3: Please could we have a full specification and print requirements for each of the branded and printed materials detailed in App 1. This includes quality/brand and also size of garments etc. The details provided are a little ambiguous to provide accurate and comparable costs within the ITT**

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Answer 3:

UKAD branded pens  
Eco-friendly/ bio-based pens, budget, 2 colour logo

200 items of branded hoodies (pullover) and 200 polo t-shirts  
Logo: 1x logo, embroidered, 2 colours, left chest, 8cm x 4cm  
Sizes: 40 each of XS, S, M, L, XL

Notepads  
Size of pads: A5  
250x Soft touch, 2 colour logo on cover, 160 pages, lined, elastic closure, ribbon marker  
250x glue top, 4 colour logo on each page header, 15 pages, no cover but card backing

200 design and production of a report c15 pages  
Size of report: A4  
Cover: Yes  
Perfect Bound

500 Corporate business cards  
Size of card: 8.5cm x 5.5cm  
Printed one or both sides  
No special finish required

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**Question 4: A hard copy sample of each item as detailed above in 1. would be good to have for costing purposes**

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Answer 4: Unfortunately due to COVID-19 and our current office moves we are unable to provide a hard copy sample. We aim to produce high quality yet cost-effective and eco-friendly products, so please keep this in mind.

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**Question 5: Does TUPE apply? If so, please could you share further details from your incumbent.**

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Answer 5: UKAD does not have any staff who would be subject to TUPE, but cannot comment whether this also applies to the incumbent.

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**Question 6: Do UKAD have a draft agreement that they would like to share with bidders as an example to feedback on?**

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Answer 6: UKAD does not have a draft agreement to share at this time.

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**Question 7: Please could you provide current stock levels at the incumbent that would need to be transitioned over to the new supplier?**

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Answer 7: We have approximately 160 different types of items, with a total count of approximately 14,000, stored across approximately 40 pallets.

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**Question 8: Who owns the existing stock, the incumbent or UKAD?**

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Answer 8: UKAD owns the existing stock.

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**Question 9: £50-100K is quite a big variance in spend per annum. What was spent in 2019 vs 2020 and what is the budget/forecast for 2021 - 2022?**

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Answer 9: With COVID-19 our future requirements are likely to be different from those in the past, so we will not be sharing a breakdown of the spend.

**Question 10: What is the standard delivery option that UKAD would expect in terms of number of days?**

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Answer 10: UKAD will ideally plan for standard delivery at minimum a week in advance of required receipt. However, UKAD also requires a next day delivery option.

**Question 11: Do UKAD pay for all materials upon production and delivery into warehouse storage or upon subsequent call off and delivery instructions?**

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Answer 11: UKAD pays for materials 30 days after they have been received and invoiced.

**Question 12: Appendix 2 suggest completion of a pricing matrix. Where is this available from as we cannot see it contained within the ITT document?**

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Answer 12: Please complete the matrix in the excel document attached.

**Question 13: Do you have details to share of order call off frequency and volumes for the last 12 months?**

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Answer 13: Due to COVID-19, the call off frequency in the last 12 months is not representative of business as usual. Please account for on average, a frequency of three times per month, with three boxes each time. UKAD does experience peaks and troughs based on activity.

**Question 14: Are we able to attach supporting information to the document (appendices)**

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Answer 14: Only the content included in accordance with the Tender Requirements portion in the ITT will be evaluated. Please follow the format requested, all other documentation will be disregarded.

**Question 15: Can we please have further clarification on what is required to answer this section:**

**A comprehensive budget for one, two or three years, showing the service activities proposed, with charge-out rates and budgeted hours**

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Answer 15: We have set out a matrix (see Answer 12), which covers what should be submitted. The ITT sets out the items we wanted costed and the years we want them costed for.

**Question 16: Would UKAD consider a two-year contract plus one?**

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Answer 16: UKAD is looking for a one-year contract with a possible 12-month extension.

**Question 17: For creative services what proportion of the contract are you expecting to be for 1) 'merch design' and what proportion 2) other...i.e. digital, animation, branding design services?**

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Answer 17: UKAD's preference is for tenderers to be able to offer the entire range of services being procured. As outlined in the ITT, the services have not been separated. Please refer to the Tender Evaluation portion of the ITT for weighting of evaluation.

**Question 18: Will single service responses be marked according to our service only, against similar single applications, or against tender responses from those who can offer all 3 service areas?**

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Answer 18: All responses will be graded against each other. Tenderers can bid for an individual section(s) of the brief but UKAD will then have to consider whether this is economically advantageous. While UKAD will consider bids for individual sections its preference is for tenderers to be able to offer the entire range of services being procured. (See also Question 1)

**Question 19: How many suppliers have you invited to tender? (and are they a range of single service and/or multiple service offer?)**

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Answer 19: This ITT has been posted on Contracts Finder and is therefore open to everyone to bid.

**Question 20: From the £50-£100K per year guide spend, do you have an average budget break down for each of the 3 services per year?**

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Answer 20: Please refer to Answer 9.

**Question 21: In Appendix 1 - Specification, you have provided what you are looking for in each service area, but then some details overlap and you also listed some specific questions about approach and understanding of issues and risks facing UKAD etc. It is a little confusing, so I have attempted to reorder / assign where I can - the points in the spec, within the 3 Quality Criteria weighted factors/titles, and Pricing factors, that will be scored on, to help my team create a response that covers everything you have asked. Please see attached and let me know if how I have collated/reordered the Spec, is what you might expect to see within the sections to be answered/marked?**

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Answer 21: It is not appropriate for UKAD to help bidders in this way and it is for each bidder to make their own assessment.

**Question 22: Would you be willing to give an extension to the timeline for response? (if needed - depending when clarification questions have been responded to)**

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Answer 22: Currently there is no intention for an extension.

**Question 23: You detail a merge of premises, will stock be required for pick up at both locations or just the one?**

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Answer 23: Stock may be required to be picked up from and delivered to two locations. Stock is currently stored in one location.

**Question 24: Do you currently have a CRM system you work with, would you like to keep this and integrate into our system?**

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Answer 24: We do not have a CRM.

**Question 25: Do you have an existing contract we would need to agree to, or do we need to supply one as part of our submission? In the tender document you mention the Crown Commercial service framework? Do we have to be a framework supplier to submit a tender proposal to UKAD?**

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Answer 25: Proposed contract terms must be submitted as part of the tender including which (if any) Crown Commercial Framework applies to the tender.

**Question 26: You have listed some items and volumes on p15 are these the only items you would require us to cost for you?**

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Answer 26: Please provide costs as requested in the ITT and matrix attached.

**Question 27: Do you require any costs for the fulfilment element at this stage and if so are there any specific requirements that you have with your current supplier that we need to be aware off?**

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Answer 27: Please provide costs as requested in the ITT and matrix attached.