



INVITATION TO TENDER

For the Provision of Customer Service Excellence

PS/20/256

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The following handling instructions apply to this document:

* Handle, use and transmit with care
* Take basic precautions against accidental compromise,   
  opportunist or deliberate attack
* Dispose of sensibly by destroying in a manner that makes   
  reconstruction unlikely

**PART A GENERAL INFORMATION**

Invitation to Tender Letter



Instructions for Tenderers (For Information)



Form of Tender & Non-Collusive Tendering



Information to be provided by Tenderers



**PART B EVALUATION STRATEGY AND REQUIREMENTS**

Standard Supplier Questionnaire (For Completion & Return)



Specification (For information)



Pricing Schedule (For Completion & Return)

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**PART C APPENDICES**

Appendix A - Armed Forces Covenant



Appendix B - Procurement Counter Fraud & Bribery Statement



Appendix C - Travel and Accommodation Rates (For Information)



Appendix D - Terms & Conditions (Short Form Contract Terms)

