

Managed Service Procurement

INVITATION TO TENDER

Volume 1

Instructions and Guidance for Tenderers

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1. Background & Summary Table
	1. Bedford College Academies Trust is a two-school academy trust based in Bedford. Their ICT service is currently hosted at Bedford College. This service is provisioned via a WAN extension which runs from the secondary school to the college via WAN fibre. The trust wishes to move all ICT services away from the college to either a local or hosted/cloud solution which is fully independent of the college. They currently have an interim managed service in place but are seeking to procure a Managed Service Partner to help them move away from the college completely.
	2. Summary table

|  |  |
| --- | --- |
| **Item** | **Framework details** |
| Contract description and procurement method: | This Invitation to Tender (ITT) is for the procurement of a Manged Service Partner for Bedford College Academies Trust and is operated according to UK Government FTS open procedure guidelines. |
| Estimated value: | Between £500k and £750k (over 5 years) |
| Contract award: | Tenders will be evaluated to determine the preferred bidder who offers the most **economically advantageous tender** as evaluated against the award criteria as detailed in **Section 13.** |
| Insurance requirements: | Employer’s (Compulsory) Liability Insurance = £5,000,000Public Liability Insurance = £5,000,000Product Liability insurance = £5,000,000Professional Indemnity = £2,000,000  |
| Contract period: | 3 Years (+ 1 + 1)January 2023 – December 2027 (2028)(2029) |
| Queries/clarifications: | Any queries or clarifications must be issued through <https://cimple.uk>. The deadline for clarification questions is **Monday 28 November 2022**. |
| Submission instructions: | All responses to the ITT are to be submitted electronically through <https://cimple.uk>. |
| Date & time for ITT return: | Monday 5 December 12:00 |

1. Procurement Timetable

| **Milestone** | **Stage Start Date(s)/time** |
| --- | --- |
| FTS notice published (Electronic): | Friday 4 November 2022 |
| Clarification period: | Friday 4 November – Monday 28 November |
| Submission of tenders (Deadline): | Monday 5 December 12:00 |
| ITT period: | Friday 4 November - Monday 5 December |
| Evaluation period: | Monday 5 December – Monday 19 December |
| Supplier presentations: | Week commencing 12 December |
| Preferred Bidder selected: | Monday 19 December |
| Standstill period: | Monday 19 December – Wednesday 28 December |
| Contract signing: | Wednesday 28 December – Monday 16 January  |
| Commencement of service: | January 2023 |

1. Structure of Tender Documentation
	1. The following documents are included within this ITT documentation package:

|  |  |
| --- | --- |
| **File Name** | **Action** |
| BCAT ITT Vol 1 Instruction and Guidance for tenderers - Final.docx | For information. |
| BCAT ITT Vol 2 Selection Questionnaire - Final.docx | To be completed by all tenderers and returned. |
| BCAT ITT Vol 3 Award Questionnaire - Final.docx | To be completed by all tenderers and returned. |
| BCAT ITT App 1 Cost Matrix - Final.xlsx | To be completed by all tenderers and returned. |
| BCAT ITT App 2 Current Support Arrangements and Solution.docx | For information. |

1. Important Notices
	1. The goods and services that a supplier will be required to supply is set out in Volume 3 and a short description is contained in the FTS contract notice. A copy of the FTS notice is published at <https://cimple.uk>, [Find a Tender](https://www.find-tender.service.gov.uk/), or [Contracts Finder](https://www.contractsfinder.service.gov.uk/Search).
	2. The contents of this ITT and of any other documentation sent to you in respect of this tender process are provided on the basis that they remain the property of The Trust and must be treated as confidential. If you are unable or unwilling to comply with this requirement you are required to destroy this ITT and all associated documents immediately and not to retain any electronic or paper copies.
	3. No supplier will undertake any publicity activities with any part of the media in relation to this ITT process without the prior written agreement of The Trust, including agreement on the format and content of any publicity.
	4. This ITT is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it and any liability or any inaccuracy or incompleteness is therefore expressly disclaimed by The Trust and their advisers/contractors.
	5. The Trust reserves the right to cancel the ITT process at any point. They are not liable for any costs resulting from any cancellation of this ITT process, and do not accept any liability for any costs incurred by you in the process of responding to this tender.
	6. All suppliers will be informed as to the outcome of their ITT submission.
	7. Nothing in this ITT shall bind The Trust to accept any ITT submission. No information contained in this ITT or in any communication made between The Trust and any suppliers in connection with this ITT shall be relied upon as constituting a contract, agreement, or representation that any agreement or contract shall be offered in accordance with this ITT.
	8. You are deemed to understand fully the processes that The Trust is required to follow under relevant European and UK legislation, particularly in relation to The Public Contracts Regulations 2015 (as amended).
	9. The Trust may wish to conduct interviews, make enquiries of your existing customers, sample services, carry out site visits and/or require further information from you at any stage during the selection process.
	10. You must satisfy yourself that execution of the contract is within your capabilities and powers and demonstrate this to The Trust.
	11. The Trust reserves the right to clarify any element of the submitted tender.
	12. The Trust reserves the right to reject non-compliant tender responses.
2. Freedom of Information Act 2000
	1. The Trust is subject to The Freedom of Information Act 2000 (“Act”) and The Environmental Information Regulations 2004 (“EIR”).
	2. As part of The Trust’s obligations under the Act or EIR, they may be required to disclose information concerning the procurement process or the contract to anyone who makes a reasonable request.
	3. If suppliers believe that any of the information provided in their ITT is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party) then it should be clearly marked as “Not for disclosure to third parties” together with a valid reason in support of the information being exempt from disclosure under the Act and the EIR.
	4. The Trust will endeavour to consult with suppliers and have regard to comments and any objections before they release any information to a third party under the Act or the EIR. However, they shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR or is to be disclosed in response to a request of information. The Trust must make their decision on disclosure in accordance with the provisions of the Act or the EIR and can only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.
	5. The Trust will not be held liable for any loss or prejudice caused by the disclosure of information that:
		1. not been clearly marked as “not for disclosure to third parties” with supporting reasons (referring to the relevant category of exemption under the Act or EIR where possible); or
		2. does not fall into a category of information that is exempt from disclosure under the Act or EIR (for example, a trade secret or would be likely to prejudice the commercial interests of any person); or
		3. in cases where there is no absolute statutory duty to withhold information, then notwithstanding the previous clauses, in circumstances where it is in the public interest to disclose any such information.
3. Consequences of misrepresentation
	1. A serious misrepresentation which induces The Trust to enter into a contract may have the following consequences for the signatory that made the misrepresentation:
		1. The potential supplier may be excluded from bidding for contracts for three years, under Regulation 57(8)(h)(i) of the Public Contracts Regulations 2015.
		2. The Trust may sue the supplier for damages and may rescind the contract under the Misrepresentation Act 1967.
	2. If fraud or fraudulent intent can be proved, the potential supplier or the responsible officers of the potential supplier 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).
	3. If there is a conviction, then the company must be excluded from procurement for five years under Regulation 57(1) of the Public Contracts Regulations 2015 (subject to self-cleaning).
4. Tendering Guidance
	1. Tenderers should submit their expression of interest in the framework electronically through <https://cimple.uk>.
	2. Tenders must be submitted in accordance with the instructions contained within this ITT. Any tenders not complying with the requirements of the tender in any way may be rejected by The Trust, whose decision will be final. All tender documents must be completed in their entirety.
	3. Tenderers should read all instructions and guidance contained within this ITT documentation carefully before completing the required sections. Failure to comply with these requirements may result in the rejection of your tender.
	4. Your tender will only be accepted for consideration if you complete it strictly in accordance with these instructions, and you do not impose any additional qualifications or conditions. The Trust’s decision on whether a tender is acceptable will be final and the Tenderer concerned will not be consulted. If a tender is excluded from further consideration the Tenderer concerned will be notified as such. The Trust may reserve the right to clarify any statements made by a Tenderer.
	5. By submitting a tender, it will be assumed that you have agreed that your tender will remain open for acceptance for a minimum of 90 days from the closing date.
	6. Tenders must not be conditional, qualified in any way, or be accompanied by any statements which may be construed as making them equivocal or considered in a different manner to those of other tenderers.
	7. The Trust retains the right to seek clarification from any Tenderer where they believe that an error, omission, or mistake has been made.
	8. The Trust does not bind itself to accept any tender and shall not be liable for any loss or expense incurred by any Tenderer in the production of the tender or because of their decision not to award the contract to any Tenderer. The Trust reserves the right to accept or reject any written tender and to abort the tender process and reject all written tenders at any time prior to award of contract without incurring any liability to the affected tenderers.
	9. The tender process has been designed to ensure that all Tenderers are given equal and fair consideration. It is important therefore that Tenderers provide all the information asked for in the format and order specified. Tenderers are asked to not make changes to any part of the tender document. Failure to adhere to this request may invalidate your tender.
	10. You must complete the ITT in English and in the format outlined in the Supplier ITT Award Questionnaire and return it via the online submission method, to arrive no later than the date and time specified in the Summary table.
	11. If it is necessary for you to refer to another document that you are submitting with your tender, it is your responsibility to make sure that you explain this in a way that is easy to follow and identifies the name of the document or file, and the page and paragraph that deals with the question. If the reference is ambiguous or The Trust cannot adequately find your answer, it will be at your risk, and is likely to have a detrimental effect on the evaluation of your tender. We reserve the right to seek clarification from any supplier where it cannot adequately find the information signposted.
	12. If there is any question in the Award Questionnaire you cannot answer or any requested information you cannot provide, you should give a full explanation of the reasons why within your tender documentation submission.
	13. All documents submitted should be in the same file format and layout as the supplied documents. It is important that the documents remain in the same format and are not converted to PDFs or any other archival file format.
	14. Tenders must be based upon the conditions set out in Volume 2 Selection Questionnaire and Volume 3 Award Questionnaire.
	15. Any information provided that has not been asked for will not be taken into consideration.
	16. The tender documents must not be amended by the Tenderer; any modifications considered to be expedient should form the subject of a separate part of the tender submission and marked ‘Alternative Proposals’.
	17. Tenderers should answer the questions as written in the questionnaire and do not include general marketing, promotional material, or company policies in response to any of the questions unless specifically requested to do so, as we will only consider and evaluate attached documents where the question expressly asks for them.
	18. All requested enclosures and supporting documents should be clearly marked with the sections and questions to which they relate. Where policies are requested and included, tenderers should indicate which volume, section, lot or sub-lot, and question (AQ) or reference number they relate to. All supporting documents must be uploaded to <https://cimple.uk>. Failure to upload relevant documents where requested could lead to the submission being rejected as ineligible.
	19. Tenderers should ensure that all documents requiring signature are signed as requested, this can include an electronic signature.
	20. If it is found that any successful supplier has provided information in support of their ITT submission which is later found to be false and/or misleading, we reserve the right to cancel the supplier’s appointment to the contract and claim reimbursement of any additional costs incurred.
	21. The Trust reserves the right to issue supplementary documentation at any time during the tendering process to clarify any issue or amend any aspect of the ITT. All such further documentation that may be issued shall be circulated to all suppliers and deemed to form part of the ITT documents and shall supplement and/or supersede any part of the ITT to the extent indicated.
	22. Suppliers must obtain for themselves at their own expense all information necessary for the preparation of their bid.

1. Social Value
	1. All public sector bodies have a legal obligation under the public services (Social Value) Act 2012 to consider the social value that can be achieved from the procurement of services.
	2. The Social Value Act requires public sector bodies to consider how the services they commission and procure might improve the economic, social, and environmental well-being of the area. This means that all public sector bodies should consider the benefit to the community from a commissioning/procurement process over and above the direct purchasing of goods, services, and outcomes.
	3. The Trust is interested in your approach to low energy technologies, the move to decarbonisation and Net Zero, and how your offering can have a significant impact on the journey to delivering a low energy, zero carbon future.
2. Clarifications and queries
	1. If you have any enquiries about the ITT Award Questionnaire or tender documentation which might have any bearing on your tender, you should raise these via <https://cimple.uk>, by the date stated in the Summary table or by emailing eplatt@2psolutions.co.uk. Where such an enquiry has been made, we will circulate a copy of the clarification and its written reply to all Tenderers but will not publish the Tenderer who has asked the clarification.
	2. Tenderers should notify The Trust of any perceived ambiguity, inconsistency, or omission in the tender documents, any of its associated documents and/or any other information issued to them during this procurement process. All queries/questions/requests for information regarding this tender should be made online using the Cimple portal. Any subsequent amendments or clarifications will be made via the portal.
	3. The Trust may make changes to the ITT documentation. Tenderers will be notified of such changes via the online portal as tender amendments. Where such tender amendments are issued within six working days of the submission date, we will extend the deadline of the tender period where significant changes are made.
3. Tender Submissions
	1. Tenderers may modify their submission prior to the deadline for receipt. No submission may be modified after the deadline for receipt. Tenderers may withdraw their submission at any time prior to accepting the notification of award.
	2. The submission of a tender by the Tenderer is deemed to mean that they have understood the nature and extent of the service required. No claim founded on a tenderers failure to obtain interpretation of the contract prior to submission of their tender will be considered.
	3. The only method of submission for completed ITT submissions is via <https://cimple.uk>. Completed ITT submissions (and attached supporting documentation) must be uploaded onto the Cimple portal by no later than **09:00** on **Monday** **21 November 2022**.
	4. ITT submissions by hand, post, fax, or other electronic means will not be accepted.
	5. It is the supplier’s responsibility to ensure that they have allowed adequate time to upload all documents to meet the deadline date and time. ITT submissions can be uploaded at any point before the submission deadline.
4. Evaluation Process
	1. The Selection Questionnaire (Volume 2) evaluation process incorporates a Pass/Fail assessment of each supplier’s acceptability. Suppliers must have passed all the ‘Pass/Fail’ sections in Volume 2 to be evaluated for the ITT Award Questionnaire (Volume 3).
	2. Suppliers who self-certify that they meet the requirements outlined in Volume 2: Selection Questionnaire will be required to provide evidence of this if they are successful at contract award stage.
	3. The technical capability evaluation of the ITT Award Questionnaire in Volume 3 is evidence based and scored using the evaluation and scoring criteria set out in the Award Questionnaire table which can be found inEvaluation Criteria of the Volume 3 Award Questionnaire and below.
	4. Suppliers are advised that all questions in the ITT Award Questionnaire (Volume 3) must be answered. Failure to respond to all questions, or to provide incomplete or inadequate evidence, supporting documentation or details where requested may result in your submission not being considered. If a question is believed not to be applicable to your organisation, this should be clearly stated, and an explanation provided.
	5. To be successfully appointed as The Trust’s managed service partner, suppliers must have:
		1. completed/passed all sections of the Volume 2: Selection Questionnaire,
		2. achieved a quality score of at least 60% of the available marks for Volume 3: Award Questionnaire,
		3. achieved an initial score of at least a 3 out of 5 for each award question in the Volume 3: Award Questionnaire, and
		4. the highest final score using the Evaluation Criteria below.
5. Evaluation Criteria
	1. The evaluation criteria for this procurement will include a combined quality score + cost score to determine the most **Economically Advantageous** tender submission, according to the following weighting:

|  |  |
| --- | --- |
| **Evaluation Aspect** | **Weighting** |
| Quality Score | 60% |
| Cost Score | 40% |

* 1. Quality score

The quality evaluation will be marked in accordance with the **Evaluation Criteria** table in Volume 3: Award Questionnaire. Each individual award question (AQ) will be evaluated on a scale of 0-5 and the table will show the maximum marks available by question as illustrated in the tables below.

|  |  |  |
| --- | --- | --- |
| **Question** | **Evaluation Scale** | **Maximum Marks Available** |
| AQ1: Helpdesk Services | 0-5 | 10 |
| AQ2: Remote Support & Monitoring | 0-5 | 15 |
| AQ3: Onsite Support Services | 0-5 | 20 |
| AQ4: Ancillary Services | 0-5 | 10 |
| AQ5: Strategic Services | 0-5 | 10 |
| AQ6: Contract Management | 0-5 | 10 |
| AQ7: Migration & Exit Management | 0-5 | 20 |
| AQ8: Social Value | 0-5 | 5 |
| **Totals** | **0-40** | **100** |

The response to each AQ will be evaluated utilising the **Qualitative Assessment** table detailed below and for each response, an initial Score between 0 - 5 will be determined and used to award a mark.

* 1. Qualitative Assessment table

|  |  |  |
| --- | --- | --- |
| **Score** | **Description** | **Assessment** |
| 5 | 1. The response completely covers all the competencies, services and deliverables requested in Requirement and Required Response from the Award Questionnaire table.
2. The response demonstrates a thorough understanding of the requirements and provides a clear, succinct yet detailed explanation of how the requirements will be met.
3. The response provides consistent, significant, relevant added value that is Economically Advantageous.
4. There are no significant and/or relevant risks, assumptions and/or gaps present, thus highly convincing.
 | Excellent. Highly capable with consistent, significant, relevant added value. No significant risks or gaps. |
| 4 | 1. The response meets the competencies, services and deliverables requested in Requirement and Required Response from the Award Questionnaire table.
2. The response demonstrates a very good yet not completely thorough understanding of the requirements and provides a broadly clear, succinct yet detailed explanation of how the requirements will be met.
3. The response provides broadly consistent, significant, relevant added value that is Economically Advantageous.
4. There is a very small quantity of significant and/or relevant risks, assumptions and/or gaps present, thus very convincing.
 | Very good. Variably capable with variably consistent, significant, relevant added value. Very few significant risks or gaps. |
| 3 | 1. The response meets the competencies, services and deliverables requested in Requirement and Required Response from the Award Questionnaire table.
2. The response demonstrates a compliant yet not completely thorough understanding of the requirements and provides a variably clear, succinct, and compliant explanation of how the requirements will be met.
3. The response provides satisfactory yet variably significant, relevant added value that is Economically Advantageous.
4. There is a small quantity of significant and/or relevant risks, assumptions and/or gaps present, thus broadly convincing.
 | Good. Meets requirements with satisfactory yet variably significant, relevant added value. Few significant risks or gaps. |
| 2 | 1. The response meets many yet not all the competencies, services and deliverables requested in Requirement and Required Response from the Award Questionnaire table.
2. The response demonstrates a broadly compliant yet not completely thorough understanding of the requirements and provides a variably clear, succinct, and compliant explanation of how the requirements will be met.
3. The response provides variably significant, relevant added value with minor deficiencies or gaps that. is Economically Advantageous.
4. There are, on balance, too many significant and/or relevant risks, assumptions and/or gaps present, thus broadly unconvincing.
 | Unsatisfactory in places.Minor deficiencies or gaps.On balance, too variable with some significant and/or relevant risks, assumptions and/or gaps. |
| 1 | 1. The Bidder’s response meets some yet not all the competencies, services and deliverables requested in Requirement and Required Response from the Award Questionnaire table.
2. The Bidder’s response demonstrates a sometimes compliant and sometimes not completely thorough understanding of the requirements and provides a variable and at times uncompliant explanation of how the requirements will be met.
3. The Bidder’s response has major deficiencies or gaps and on balance does not provide significant, relevant added value with that is Economically Advantageous.
4. There are, on balance, too many significant and/or relevant risks, assumptions and/or gaps present, thus very unconvincing.
 | Sometimes non-compliant. Highly variable.Major deficiencies or gaps.On balance, too many significant and/or relevant risks, assumptions and/or gaps. |
| 0 | The Bidder’s response fails to meet any of the criteria either with a response which is not appropriate to the requirements, the omission of an answer, or a blank response. | Not compliant. |

* 1. Each mark will be allocated on a pro-rata basis by using the following formula:

*Initial score x* (*maximum marks available ¸ 5)*

***For example****: If after evaluation an initial score of 3 is determined for AQ1 the following mark is awarded*

*3 x (25 ¸ 5) =* ***15***

* 1. A final **quality score** for each lot is determined by adding up all the marks awarded for each AQ and applying the following formula:

*Total marks awarded x quality score weighting % = quality score*

* 1. Evaluation examples

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Maximum marks Available** | **Bidder A – evaluation (initial) score**  | **Bidder A - marks awarded** | **Bidder B – evaluation (initial) score**  | **Bidder B - marks awarded** | **Bidder C – evaluation (initial) score**  | **Bidder C - marks awarded** |
| AQ1: Helpdesk Services | 10 | 3 | 6 | 4 | 8 | 5 | 10 |
| AQ2: Remote Support & Monitoring | 15 | 3 | 9 | 4 | 12 | 5 | 15 |
| AQ3: Onsite Support Services | 20 | 3 | 12 | 4 | 16 | 5 | 20 |
| AQ4: Ancillary Services | 10 | 3 | 6 | 4 | 8 | 5 | 10 |
| AQ5: Strategic Services | 10 | 3 | 6 | 4 | 8 | 5 | 10 |
| AQ6: Contract Management | 10 | 3 | 6 | 4 | 8 | 4 | 8 |
| AQ7: Migration & Exit Management | 20 | 3 | 12 | 4 | 16 | 4 | 16 |
| AQ8: Social Value | 5 | 3 | 3 | 4 | 4 | 4 | 4 |
| **Totals** | **100** | **24** | **60** | **32** | **80** | **37** | **93** |

*Total marks awarded x quality score weighting % = quality score*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Total marks awarded** | **Quality score weighting** | **Quality score awarded** |
| Bidder A | 60 | 60% | 36 |
| Bidder B | 80 | 60% | 48 |
| Bidder C | 93 | 60% | 55.8 |

* 1. Cost Score

The evaluation of the submitted costs will be marked in accordance with the **Cost Assessment** tablebelow.

|  |  |  |
| --- | --- | --- |
| **Cost assessment**  | **Relative costs** | **Maximum marks available** |
| Submitted Costs | Marks will be awarded for costs submitted on the following basis:The lowest cost submitted will be awarded the highest mark, and all other Bidders will be awarded pro rata marks on the relative competitiveness of their costs compared to the lowest cost using the following formula:*Available marks (100) x (lowest submitted cost ¸ bidder submitted cost)* | 100 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Submitted Price £** | **Maximum Available Marks** | **Marks awarded** |
| Bidder A | £50,000 | 100 | 100 |
| Bidder B | £60,000 | 100 | 83.33 |
| Bidder C | £65,000 | 100 | 76.92 |

 A final cost score is determined by applying the following formula:

*Marks awarded x cost score weighting % = cost score*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Marks awarded** | **Cost Score Weighting** | **Cost Score Awarded** |
| Bidder A | 100 | 40% | 40 |
| Bidder B | 83.33 | 40% | 33.332 |
| Bidder C | 76.92 | 40% | 30.768 |

* 1. Further competition award criteria

A **total score** will be calculated for all Bidders after which theContractingAuthority may then choose to invite the three highest scoring Bidders to a clarification discussion before awarding a **final score**.

***Quality score + cost score = final score***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Quality score awarded** | **Cost score awarded** | **Final score awarded** |
| Bidder A | 36 | 40 | 76 |
| Bidder B | 48 | 33.332 | 81.332 |
| Bidder C | 55.8 | 30.768 | 86.568 |

1. Decision to Award
	1. The Trust will inform all potential suppliers via email and the portal of the intention to award. Following the standstill period and subject to there being no substantive challenge to that intention, the Authority and the Successful Bidder will review the proposed Service Contract and then sign the agreement.
	2. The term “Standstill Period” refers to the period set out in Regulation 87(2) and, in summary, is a period of ten calendar days following The Trust’s notice of decision to conclude the procurement tendered via the government FTS service. It allows unsuccessful Bidders the opportunity to raise any questions with The Trust that relates to the decision to award before the procurement is concluded. The Trust cannot provide advice to unsuccessful potential service providers of the steps they should take and, if they have not already done so, potential service providers should always seek independent legal advice, where appropriate.
	3. The conclusion of the procurement is subject to contract (including the satisfaction of any conditions precedent) and subject to provision of due ‘certificates, statements and other means of proof’ where potential service providers have to this point relied on self-certification. These ‘certificates, statements and other means of proof’ must be provided to The Trust within 5 working days if and as requested post award.
2. Service Delivery / Monitor Performance
	1. Once installation (where required) is complete and formally signed off by the customer following the User Acceptance Tests (UATs) set out in the contract, the project should move into the Service Delivery phase. The specific nature of service provided will depend on the nature of the project and service as contracted.
3. Continuous Improvement
	1. All suppliers are required to collaborate with The Trust over the full period of the contract to achieve continuous improvement in the quality and delivery of the services procured under this framework in accordance with their obligations under Part 1 of the Local Government Act 1999.
4. Procurement Fees
	1. There is a 1% fee payable by the supplier to Cimple for the use of their procurement portal.