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Commercial
Service

Network Services agreement

How complete a general further competition order form

- when to use the general further competition route
- key stages
- options for running a general further competition

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How to complete a general further competition order form

To run a general further competition against the Network Services agreement you must complete a general further competition order form. This order form is a key part of the document set you will issue to suppliers to obtain a general tender response.

General further competition under this agreement is an RFP (request for proposal) process.

As part of this agreement a specific general further competition order form has been devised and agreed with suppliers.

The order form will be used by both you and the supplier to record key information that will form part of the call off contract. Completing the form is a three stage process; issue, bid and award. To begin your general further competition, you need to complete the first sections of the order form to send to suppliers to obtain their general tender response.

Section A

Confirms key information about your organisation. Any additional details that are relevant can be added to the form in addition to the boxes provided. Where multiple contacts are appropriate e.g. procurement and technical, these can be given. Please ensure you provide the full legal entity of your organisation.

Section B

Enables you to define certain elements of your requirement in terms of the aspects of the agreement which can be altered or amended for this type of competition. Your statement of requirements (SOR) will provide the suppliers with the full details of your requirements.

Clearly many of the options available have potential costs implications and may limit the ability of suppliers to respond to your RFP. We have provided guidance against each option, but this cannot be considered comprehensive as the potential impact of each option will depend on your specific requirements.

You may wish to consider requesting that suppliers provide a breakdown of costs where you select a number of options as this may give you the opportunity to assess the impact of a specific clause and to consider if you wish to award a contract with the option described.

The areas of the order form that need to be completed are:

Customer project reference please provide a unique reference which will identify this requirement. This assists us and the supplier with tracking your project from its procurement, to award and then on an ongoing basis through management information submitted to us by suppliers.

Statement of requirements (SoR) reference please provide the reference number of your statement of requirements, this details links the order form and your SoR together.

Closing date for supplier responses you may specify any closing date for responses. Please be aware that one of the main reasons suppliers give for non-response to general further competition is lack of time to prepare and submit a bid. The timescale given to suppliers ought to be relative to the complexity of your requirements and the potential time suppliers may need to gain internal sign-off to provide a response to you. All supplier responses must be kept confidential until the bid window closes. Please state the closing date and time for responses.

Lot or lots covered by the requirement please enter required details.

eAuction if you are proposing to utilise an electronic reverse auction following an initial full evaluation of all supplier tenders, please indicate here. Framework schedule 5 (Awarding a call off agreement) (clauses 5.1 to 5.8.3) outlines the requirements for an eAuction under the agreement.

Last price paid ensuring value for money for our customers and ongoing improvements to the offerings available through our arrangements is at the heart of everything we do. To enable us to measure the benefits achieved by customers using our arrangements, we ask that you provide us with the last price paid for the service for which you are contracting, for comparison purposes.

If you wish to discuss how this information could be provided, or you have any questions please contact our team, networkservices@crownccommercial.gov.uk.

Call off commencement date will be the date that the signed order form is dispatched to the successful supplier following receipt of bids and your evaluation. This date will be entered, by you, in section G of the order form at contract award.

Expected call off commencement date as described above the call off commencement date cannot be determined until contract award, however at this stage an indication of your

proposed contract award date will be of great value to suppliers in the preparation of their bid. The form clearly states that this information is for guidance only and cannot be considered by suppliers to be contractual. You do not have to provide this detail if you do not wish to.

Commencement dates for services at individual sites should be provided in section C where relevant. Additional details of commencement dates for services may also be provided in your statement of requirements.

Call off initial period this can be any period, in months, up to the maximum call off initial period which is 60 months for call off contracts awarded under a further competition. You may state any initial call off period. Contracts for the services covered by the framework are usually quoted in 12 month periods. Charges may be incurred for early termination of a contract, see clause 38 of the call off terms for details of customer termination rights.

Call off extension period the maximum extension period is 24 months, please ensure at this stage that you include the maximum number of months you will, or might, require. Additional extension periods cannot be added to a call off contract at a later date.

Extension periods do not need to be taken up, but you will need to inform the supplier, in writing, three months before the end of the initial call off period if you are planning to extend the call off initial period with a previously agreed extension.

As for the initial call off period it is most common to express extensions in periods of 12 months. If you wish suppliers to quote on the basis of the maximum extension period being broken into discreet periods e.g. 12 months plus 12 months, please state this in the space provided. Where separate extension periods are agreed you will need to inform the supplier, in writing, three months before the end of each period if you are planning to further extend your call off contract.

Charges may be incurred for early termination of a contract, see clause 38 of the call off terms for details of customer termination rights and clause 42 for details of the potential consequences of termination.

Implementation plan if you want suppliers to submit an implementation plan as part of their bid, you must request it here. Clause 6 of the call off terms outlines general conditions, how a plan should be formed by suppliers, how the plan is to be controlled and what happens if delays occur.

The importance of an implementation plan will depend on your requirements as will the impact in terms of cost. This impact might be minimal and an implementation plan is likely to be necessary for all but the most straightforward requirements.

The risks of not requesting and assessing supplier implementation plans could be significant.

Quality plan as for the implementation plan you are able to stipulate the requirement for a quality plan. Clause 8 deals with quality standards and supplier personnel. As for the implementation plan the additional costs versus risk will need to be assessed.

The following options (**boxed in red on the order form**) have potential cost implications and may limit the ability of suppliers to respond to your RFP.

We have provided guidance, where relevant, against the options, but this cannot be considered comprehensive as the potential impact of each option will depend on your specific requirements.

The options below are boxed in red on the order form.

Additional standards (quality plan) required please see clause 8 of the call off terms which outlines the requirements on suppliers where you have requested a quality plan. You are able to request any additional standards you require here.

Placing additional requirements on suppliers may increase costs and reduce the ability of some suppliers to respond to your RFP.

Milestone plan you are able to identify the key milestones for your project and require the suppliers to include these in their proposed implementation plans. Please add details of the milestones, descriptions and your requirements to the table in section D as appropriate.

Depending on the milestones you specify and the timescales there may be significant implications for some potential suppliers whose business model may not enable them to wait for payment after work has been completed. Because setting milestones allows you to spread the risk of your implementation it effectively increases risk for suppliers, this can lead to increased costs.

Service compatibility assessment required suppliers are required to meet the requirements of clause 7.1.4 (c) but you are able to request that any relevant tests e.g. penetration testing, vulnerability assessments or firewall testing, that are not listed.

Additional requirements may increase the costs quoted by suppliers, particularly where non-standard, obscure older equipment or software is involved. However where you need to confirm that proposed services will be compatible with current equipment and software the risks of not requesting this assessment could be high. Providing bidders with the details required should ensure that all bids received will meet your requirements.

Testing required clause 9 of the call off terms gives you the opportunity of requesting the supplier to provide details as required. If you indicate 'yes' to this question then additions will be required to call off schedule 4, annex 2 when you update the template call off terms.

The potential impact on costs of requesting testing will depend on the nature of your requirement. Some testing will be customer completed and the costs will fall on your organisation. As with other options costs may increase with complexity and the time required to complete the activity.

Bespoke information security management system (ISMS) please see call off schedule 7 which deals with security in detail. If you require a bespoke ISMS the supplier will need to present this for your approval.

Schedule 7 (security) deals with standards, systems, ICT policies, testing and other aspects of security. Any requests which place additional burdens on suppliers have the potential to increase costs and to deter some bidders from submitting a bid.

Customer security policy or ICT policy please see above.

Perpetual licences if required must be requested on the order form. Where perpetual licences are not stipulated then the duration of licences will be the duration of the call off contract. Requesting perpetual licences may have a significant impact on cost, but this will depend on the software package and how it is provided by the supplier.

Exit provisions the exit management provisions set out in schedule 9 (Exit management) of the call off terms shall apply for call off contracts where the total contract value is expected to exceed £500,000 during the call off contract period.

You are able to deselect the provisions if your contract is over this value (although this is not advised), or choose to add them for lower value contracts, which will most likely increase cost. Schedule 9 covers supplier obligations, exit plans and the other key aspects of the transition of services at the end of the call off contract.

Service maintenance level (SML) option refers to service maintenance levels (SMLs) and is required to enable suppliers to provide accurate bids. The levels available are detailed in call off schedule 6 (Service levels, service credits and performance monitoring) of the call off terms where information regarding service desk availability, critical service failures and the payment of service credits is all listed.

Suppliers have agreed to provide service levels which meet, as a minimum, those listed in this schedule. Please select the required level or levels to meet your needs.

If, instead, you wish for suppliers to quote for a bespoke service maintenance level, then please provide details of your requirements. Such requests will almost certainly add cost to supplier bids as you will be asking suppliers to provide what could be non-standard service levels.

Bespoke service period the standard service period is one month and this will be used to measure service level failures and to calculate service credits. You are able to specify a different service period in the order form. See paragraph 4 of call off schedule 6 of the call off terms for details. Whether requesting a bespoke service period increases costs will depend on your request. It might be possible to reduce costs by making an appropriate request.

Benchmarking required clause 23 enables you to stipulate that benchmarking will be carried out in accordance with schedule 14 (Benchmarking).

Schedule 14 provided definitions, frequency and details of the scope of the benchmarking process. The impact on costs of carrying out benchmarking is likely to depend on the method chosen. If you complete your own benchmarking activity then the costs could fall on your organisation. However requiring suppliers to undertake specific activity or to introduce new processes can increase their costs.

Benchmark name and address paragraph 5.1 states that a list of organisations that could be the benchmarker are to be provided, and you may supply a number of organisations from which suppliers could identify a preferred organisation. It is acceptable for you to identify a single organisation you wish to use as a benchmarker.

Suppliers can suggest alternative organisations in their responses if they wish and, if they do so, there will need to be agreement with your chosen bidder as to which organisation you use as a benchmarker. You may indicate that your organisation will conduct the benchmarking itself.

Comparison of price please see the definitions section of schedule 9, which requires you to indicate whether you require average price or upper quartile to be used when benchmarking reports are produced.

Comparison of service levels as for comparison of price, you are required to indicate if mean or median average are to be used in benchmarking reports.

Benchmark frequency is set out in the schedule 14 and date of the first benchmarking and the frequency of later exercises is provided. However if you wish to leave longer periods between benchmarking, you may state your requirements here.

Additional performance management requirements schedule 6 (part B) sets out a range of management requirements which suppliers must meet under the terms of the agreement. You are able to add any additional requirements that are necessary and relevant to the service provision. There may be a significant increase in costs if additional requirements are placed on bidders as well as the risk that some suppliers will not bid if they feel unable to meet your requirements or they are seen as onerous.

Bespoke service credit cap the standard service level cap for the agreement is defined in schedule 1 of the call off terms. You are able to indicate here if you require a different service credit cap to be applied.

The likely cost impact will depend on the level you request but increase caps might deter smaller suppliers from responding to your RFP as it increases risk. Costs impact should not be significant if the level you select is proportionate to the value and type of services that make up your requirement.

New service credit cap please indicate your requirements, you are able to state any service credit cap you require. However please note that the standard cap has been agreed with suppliers under the framework and is considered reasonable and proportionate. Raising the cap may lead to an increase in bids costs.

Appointment of key personnel selecting 'yes' to this question, will require the supplier to complete the key personnel table in section D when submitting their response. This then restricts the circumstances under which the key personnel can be removed or replaced during the life of the call off contract, and requires the supplier to provide personnel with a suitable level of qualifications and experience.

As this request places an additional burden on suppliers it may increase costs or limit the number of suppliers who submit a bid.

Continuous improvement required clause 15 outlines the obligations on the supplier to identify and report to you in terms of improving the quality or efficiency of their services. By ticking 'yes' to this question you activate the clause.

The impact of this request will depend on the nature of your requirement and your objectives as set out in your SOR. Where you propose to work closely with a successful supplier to adapt or change the services you receive over the life of an awarded call off contract then this option should be ticked.

However if you are taking fairly straightforward services where there is little scope for improvement then there might be little value in this process for you or the supplier. It is likely that such work will increase costs to the supplier in the short term while any gains to either party may only be realised in the medium to long term. As for previous options, any additional burden on supplier might reduce their willingness to bid.

Full audit transparency required suppliers are required to meet the requirements of clause 18.2.2(a) to 18.2.2(q) under the terms of the agreement, but on the order form you should indicate if you also require them to meet the requirement of clause 18.2.2(r) which deals with open book data. Please note that suppliers may, or may not, be able to provide more information than that requested in clause 18 and additional requests may prevent some suppliers from bidding.

Supplier business continuity and disaster (BCDR) plans clause 12 refers to schedule 8 (business continuity and disaster recovery) of the call off terms. Suppliers are required to provide their BCDR policy (which will then become annex 1 to schedule 8). Such a request should not really impact on costs.

If you require the supplier to provide a bespoke plan, please request it and provide details in your statement of requirements. If such a plan is requested this will become annex 2 to the schedule when the call off terms are amended. Depending on your requirements there is the potential for increased costs to the supplier or for some supplier not to respond to your RFP.

Call off guarantor required if requested, the supplier must provide a call off guarantee prior to the call off commencement date. The details can be found in clause 4.1. Such a request

places a comparatively small, one off cost on the supplier, but does have the potential to deter bidders.

Financial distress provisions if you state you require these provisions, then schedule 5 of the call off terms will apply. Selecting this option may increase costs as it requires suppliers to undertake additional processes. It may also reduce the number of suppliers that bid.

Rating agency please indicate which ratings agency or agencies you wish to use and the threshold at which suppliers will be required to report downgrades in credit rating.

Schedule 5 (Financial distress) provides full details of the financial distress terms of the agreement.

Credit rating threshold please provide details of the minimum credit rating at which suppliers will be required to report downgrades in credit rating.

Payment terms/profile standard payment terms are included within the agreement, but if you require a different structure then please detail it here. You are able to request any terms you wish. If you request new terms these will become annex 2 of the call off schedule when the call-off terms are amended and agreed with the successful supplier. As with other options this can increase the risk for suppliers and selection may lead to an increase in costs. Longer payment terms may impact on the ability of small and medium businesses to respond to your RFP.

Bespoke liability limits standard liability limits are detailed in clause 33, but if you require different limits please indicate this by selecting 'yes'. The impact on costs and supplier bids will depend on the proportionality of your requested limit.

Liability limits you may set out any liability limits you require, please provide details here.

Bespoke insurance requirements a 'yes' selection indicates to bidders that you require further (to clause 28) insurance policies from the supplier. Again, the impact will depend on requesting a limit that is proportionate to the requirement.

Insurance requirements please detail your requirements where they are different to clause 28.

Relevant convictions selecting 'yes' places additional requirements on supplier in terms of the checks required to be carried out on supplier personnel. This is likely to increase costs to the supplier.

Personal data within UK only see clause 31.7.3, selection of this option prevents a supplier from processing or transferring any personal data to any country outside the UK without a variation to the call off contract. This option is likely to increase supplier costs and could have a significant impact on bid prices. There may also be a number of suppliers who are unable or, due to cost implications, unwilling to meet this requirement.

Additional clause - security measures selecting this option adds an additional clause (58) relating to security measures to the call off terms for an awarded contract. Clause 58 requires suppliers to undertake additional activities relating to the control of documents and secret matter. There is a potential for increased costs and for some suppliers to choose not to bid.

Additional clause - access to MOD sites this option also adds definitions and an additional clause (59) to the final call off terms. Clause 59 deals with access to customer sites, the provision of passes for supplier personnel and other key aspects of supplier conduct. There can be significantly higher costs to suppliers of meeting these requirements.

Additional clause – other see the framework agreement, schedule 5 for details. This option enables you to request, or specify, any additional requirements for suppliers. Please indicate briefly here what additional clauses you have added to direct suppliers to the relevant sections of your documentation.

TUPE (Transfer of Undertakings (Protection of Employment)) provisions are not specifically covered in the call off terms, but your SoR can include TUPE requirements and information. If TUPE applies, please indicate this clearly to suppliers in this section of the order form.

Any additional clauses or requirements have the potential to increase costs and to prevent, or discourage, suppliers from submitting a response to your RFP.

Scots or Northern Ireland law call off schedule 13 (Alternative and/or additional clauses) contains a number of alternative and/or additional clauses that may be requested. Details of the impact of selection of these options can be found in paragraph 4.1 of the schedule.

Non-Crown body please indicate if your organisation is a non-Crown body. See schedule 13 clause 2.1.3 and 4.3.

Ticking this option deletes clause 43.3.1(a) of the call off terms (Official Secrets and Finance Act). You can check if you are a non-Crown body on the [National Archives](#) website.

Non FOIA public body please indicate if you are a body that is exempt from the provisions of the Freedom of Information Act (FOIA) and Environmental Information Regulations (EIR). See schedule 13 clause 2.1.4 and 4.4.

Ticking this option deletes clause 31.6 of the call off terms and replaces it.

Section C

Please provide details of all the sites to which services will be delivered. Where the service will only be delivered to one site, please confirm the details of that site in this section of the form.

If a site does not have a postal code, please provide an Ordnance Survey National Grid reference, which can be found using an internet search such as [Grid Reference Finder](#).

If it is easier to attach a list of sites, please do so and make reference to the attachment in this section of the form.

Section D

A table has been provided for details of key milestones that you wish suppliers to meet. Please add the specific milestones and add detail to describe the milestone in terms of the options provided.

Section E

This section will be relevant where you have indicated that a service compatibility assessment required in response to the question in section B. Clause 7.1.4(c) to (v) of the call off terms refers, please provide additional information as required.

Section F

Is for supplier responses.

Section G

Do not sign the order form at issue of your ITT to suppliers. The suppliers will sign this section when they submit their bid. Customer signature is only required at contract award.

When to use the general further competition route

A general further competition (GFC) allows you to approach all of the successful suppliers that are in a specific lot or lots of the network services agreement to obtain details of services and costs.

A general further competition should be run when your requirement covers multiple lots of the agreement and/or you require agency services. It should also be used where you require suppliers to develop proposals or solutions to meet your statement of requirements.

A general further competition enables you to amend or refine a wider range (than those which are shown on the direct award and short form further competition order forms) of the call off terms, thus giving you more flexibility when defining your statement of requirements. It is also the only route that enables you to add additional clauses to the call off terms. Please see the Framework agreement, schedule 5 for details.

A general further competition gives you the option to run an [eAuction](#) or a multi-stage competition to identify 'capable suppliers'. These options are not available via direct award or short form further competition.

In summary a general further competition will be appropriate where any of the following apply:

- you wish to make changes to the call off terms which are not allowable under the direct award or short form further completion routes
- you wish to add to the call off terms through the 'additional clause' option, see section B of the general further competition order form
- the competition is for agency services – this must be included in your with a core component from a lot on the agreement
- your statement of requirements needs suppliers to propose a solution
- you wish to run an eAuction following evaluation of supplier responses
- after inviting all suppliers to an initial stage of the competition, you propose to down-select the suppliers who are invited to participate in any later stages
- catalogue items which meet your requirements are not available, because, for example, your requirement is too complex for suppliers to provide in terms of generic service offers

- services are required from more than one lot of the agreement, which means a short form further competition cannot be run. See framework schedule 2 [lot structure](#) for details of what is covered within each lot

Key stages in running a general further competition

If you are interested in your procurement activity being run by us, please see our website for details of the options available or email us; networkservices@crownccommercial.gov.uk.

Whether you run your own competition or opt to use one of our supported routes, the key stages of the procurement process, following pre-procurement, are the same.

Clarify your requirements and write your statement of requirements a clear and detailed statement of requirements (SOR) is vital to enable suppliers to provide you with proposals and prices. Please see the [sections](#) later in this document which how you can work with the suppliers on the agreement to clarify your requirements.

At this stage you must also complete the first sections of the general further competition order form. This will ensure that suppliers are aware of all your agreement specific requirements and that your procurement and subsequent call off order are covered by the terms of the agreement.

Public Services Network (PSN) compliant services may be provided by suppliers and if you require these they should be detailed in your SOR. If you wish to check if a supplier is PSN compliant, please visit the [PSN web page](#) on the gov.uk website. This will also give details of what you, as a customer, are required to do to use PSN services.

Cyber essentials is a government-backed, industry supported scheme to help organisations protect themselves against common cyber-attacks. Please see the [Cyber Essentials web site](#) for details. If you require Cyber Essentials certification for suppliers, this should be detailed in your invitation to tender.

There are three certifying bodies and you can check if one of our suppliers is certified on the [Crest](#), [IASME](#) or [QG](#) Management Standards websites.

TUPE can be included in your SoR, please indicate in the 'additional clause' section of the order form that this will apply. Full details will need to be provided in your statement of requirements.

Complete your general further competition order form it is on this form that you provide potential bidders with specific information about you, as the customer, and where you indicate any changes that you require, as allowed on the form, to the template call off terms which are provided on the agreement [web page](#). Do not sign the order form at this stage.

The information you include on the order form will be vital to suppliers as they will use it to inform their reply to your request proposal (RFP).

As part of this agreement a GFC call off form has been devised and agreed with suppliers.

The form is multi-purpose and:

- supports your request for a proposal and/or a quotation from the suppliers within the required lot or lots of the agreement
- ensures that you are covered by the terms and conditions of the agreement
- clearly identifies, supporting your invitation to tender, any specific requirements of your procurement process such as the use of an eAuction
- supports your statement of requirements by providing key information about your requirements in terms of the options available within the agreement
- provides options for you to indicate your requirements against key clauses of the framework agreement e.g. implementation plans
- ensures consistency in the information provided to suppliers - resulting in quicker and more accurate quotations/responses
- supports suppliers in responding to your requests more effectively - the form prompts suppliers to provide relevant information
- provides you with signed supplier bids, so that once you have chosen a successful supplier you can move straight to contract award
- it enables you, after your own evaluation and award process; to award a call off contract with a supplier, again ensuring the supplier complies with the terms and conditions of the framework agreement.

The order form also provides instructions as to which sections will be completed at each stage and indicates the information required from both you and the supplier.

Review and amend the call off terms need to be reviewed and amended as necessary to meet your requirements. Template call off terms are provided on the agreement web page and details of the possible changes, as captured on the order form, have been covered in

this document. You will need to send your amended call off terms with the general further competition order form to all suppliers with your ITT.

Many of the changes that can be made are captured on the order form but depending on your requirement you may need to make amendments to the call off terms template before you issue your ITT.

For example if your requirements includes agency services then schedule 10 of the call off terms needs to be completed and issued with your ITT.

Please ensure that all changes that need to be made to enable suppliers to respond with a general tender response are made to the template call off terms and that these are issued with your ITT and general further competition order form.

There are also changes that you will need to make to the template call off terms at contract award. These are outlined later in this guidance.

Issue your invitation to tender (ITT) your order form, your statement of requirements and other relevant documentation to all suppliers in the relevant lot or lots.

Where you are running a cross-lot competition you should only invite the suppliers that appear in all the lots which cover your requirements. To assist with identification of suppliers who are able to respond to a cross-lot competition, please see the agreement [web page](#) for details of which suppliers appear in each lot.

Your ITT will need to give clear instructions to suppliers on the procurement systems to be used, response dates and the award criteria and weightings you will apply to evaluation. Details of the general further competition [award criteria](#) for the agreement can be found later in this document.

Where our eSourcing tool has been used, bids will be returned to the portal and will be available to view from the closing date and time.

Where one of our other supported procurement routes are used your statement of requirements will be used by us to issue an ITT to appropriate suppliers.

Receiving bids the supplier will use your statement of requirements and any other documentation you provided to complete section F of the order form. They will attach their response to the form and return it by the requested method. All bids must be kept confidential

until the closing date and time of the competition has passed. The supplier will also add their details to section A.

Suppliers must sign the form at section G before submitting a bid to you. An unsigned bid is not compliant under the terms of the agreement and cannot be considered a valid offer from the supplier.

Evaluation complete the evaluation of supplier bids using your own processes and systems, ensuring that the [award criteria](#) are appropriately applied. Challenges from suppliers are a risk if the award criteria are not applied as described.

Call off contracts can be awarded on the basis of price only or a combination of price and quality elements.

If you are proposing to run an eAuction, please see framework schedule 5 (Awarding a call off agreement) 5.1 to 5.8.3 for details of the processes that form part of this agreement and which will apply to your procurement exercise.

Award once a chosen bidder has been identified you can award a call off contract by issuing them with a signed general further competition order form.

There is no need for a standstill period when using our agreement. However a standstill period will give time for you to provide feedback to unsuccessful bidders and will allow for any queries from suppliers.

Send your completed general further competition order form, signed (at Section G) to the successful supplier. Bidders will have signed their section of the form as part of their response to your ITT.

As previously described, amendments will be required to the template call off terms at award stage, these are covered later in this document. The guidance in the template call off terms will prompt you to include all relevant documents provided by you and the successful supplier throughout the procurement process. The documents and the amended call off terms form part of the call off contract.

A legally binding agreement is formed on the date you dispatch the call off contract to your chosen supplier, completed order forms may be dispatched to suppliers by email, signed for 1st Class Mail, or other prepaid next working day service.

Feedback to all unsuccessful suppliers is required. See paragraph 3.1.2 of the framework schedule 5 (Call off procedures) for details. This can be found on the [agreement web page](#)

Finalise the call off terms template call off terms can be found on the agreement web page and these need some amendments to finalise the call off terms which you will attach to your signed order form. Guidance (green highlights) and required amendments (yellow highlights) can be found throughout the template document.

Key at this stage is the insertion of the documents that form parts of the call off contract into the call off terms. Please do not embed documents into the call off terms

The following is not meant to be exhaustive but will provide an indication of the areas of the document that require your review at award stage.

Forming a contract please delete this page and replace it with your completed order form. Remove the reference to template as the completed document will be the call off terms.

Call off schedule 2, Services, annex 1 please insert a copy of your statement of requirements. This forms Annex 1 of the call off terms.

Call off schedule 2, Services, annex 2 insert a copy of the supplier response to your statement of requirements. This forms Annex 2 of the call off terms.

Call off schedule 3, Call off contract charges, payment and invoicing, annex 1 please insert a copy of the supplier's contract charges/charging structure.

Call off schedule 3, Call off contract charges, payment and invoicing, annex 2 where you request these on the call off form, the supplier should provide payment terms/profile. The agreed versions of these terms, should be inserted.

Call off schedule 4, Testing (annex 2, Test certificate) where testing has been indicated as a requirement in you call off form and described in your statement of requirements, you will need to complete the relevant details of the test certificate and satisfaction certificate. Please make required insertions. The certificates will then be completed in due course.

Call off schedule 8, Business continuity and disaster recovery, annex 1, BCDR tender policy please insert the supplier's submitted BCDR policy.

Call off schedule 11, Dispute resolution procedure identifies the role that will act as the contact at your organisation and at the supplier for the resolution of disputes (see clause 3.1).

Clauses 6.4.6 and 6.4.7 identify the location for any arbitration proceedings. The default location is London, but you are able to specify a location that is more appropriate and acceptable to you and the supplier.

If you have not made any required changes at the stage where you issue your ITT (as you might wish to wait to know the successful supplier) then you need to make amendments at award stage.

Call off schedule 12, Variation form has been provided for use as required throughout the life of the call off contract. Clause 19 of the call off terms describes the variation procedure. Please note that call off contracts awarded against this agreement are subject to the Public Contract Regulations 2015, regulation 72.

Please also insert any attachments required into the call off terms as indicated by the guidance notes e.g. service descriptions and breakdown of costs. Other amendments may be required to the call off terms and these are described later in this document.

The call off contract consists of the signed call off order form and the call off terms which have been amended as required with inclusion of the appropriate attachments.

Before you issue your general further competition order form

Completing and issuing the order form is a key stage in the procurement process, however prior to this you will need to have completed:

Pre-procurement approvals

You will, of course, need to meet the requirements of your organisation in terms of a business case and approvals.

Cabinet Office Controls may also apply - this depends on your organisation (mainly applies to central government), the services covered by the procurement and the value of the contracts to be awarded. Please check the Cabinet Office guidance to see if the [controls](#) will apply.

Pre-procurement engagement

Discussions with suppliers to confirm your requirements and finalise your statement of requirements are allowed and encouraged under the terms of RM1045. Supplier contact details are available on the agreement [web page](#).

Pre-procurement engagement must meet the requirements of the agreement, as laid out in schedule 5 (Call off procedures) and relevant procurement regulations in terms of transparency, non-distortion of competition and non-discrimination.

Supplier discovery days

These are, of course, optional but suppliers will welcome the opportunity to meet with you at supplier discovery days.

Confirm invitation to tender documentation

Your invitation to tender must contain information and instructions for supplier as to how you propose to run your competition. It is requested that you repeat some of the information on the order form that you send to suppliers with the ITT e.g. closing date for responses to provide an easy confirmation to them of your expectations.

Define your requirements

A detailed, clear, specific statement of requirements is vital as this will be the basis against which suppliers will provide details of their proposed solution and costings. Your requirements can be identified to suppliers in any format you wish.

Lot structure and core components

Each lot of the network services agreement contains a core component which must form part of your requirement for the lot against which you are running your general further competition. Details of the core component for each lot can be in schedule 2 of the framework agreement which can be found on the agreement [webpage](#). A [summary](#) is provided later in this document.

Supplementary components can be added to your statement of requirements to meet your needs. Supplementary components cannot be procured from additional lots without the core component from that lot.

If you have a requirement for agency services this must form part of a competition in which a core component from a least one of the 10 lots of the agreement forms part of your statement of requirements.

Call off terms

Template call off terms can be found on the agreement web page and these may need some amendments before you issue your order form to suppliers.

Guidance (green highlights) and required amendments (yellow highlights) can be found throughout the template document.

Please do not embed documents into the call off terms

The following is not meant to be exhaustive but will provide an indication of the areas of the document that may require your review before you issues your ITT to suppliers.

Call off schedule 7, Security, annex 1, Security policy if relevant, please attach your security policy

Call off schedule 7, Security, annex 2, Security management plan insert the initial plan here. This will be used by the supplier to provide the security plan as detailed in clause 4.1.

Call off schedule 10, Agency agreement there are a number of guidance notes in this schedule. Definitions are required in paragraph 2.1, 3.1, 4.1 to 4.5, 5.1, 6.1 and 7.1

Call off schedule 11, Dispute resolution procedure identifies the role that will act as the contact at your organisation and at the supplier for the resolution of disputes (see clause 3.1).

Clauses 6.4.6 and 6.4.7 identify the location for any arbitration proceedings. The default location is London, but you are able to specify a location that is more appropriate and acceptable to you and the supplier.

Amendments can be made at ITT stage, but you may wish to make any changes at award stage once you have identified a successful supplier.

Call off schedule 13, Alternative and/or additional clauses the reference to clause 58 is for guidance only, and no changes are required to the call off terms. However if this option was selected on your call off form then the supplier will be required to meet the terms of clause 58. Similarly the reference to clause 59 is for guidance only, no action is required but clause 59 will be added to the call off terms.

Call off schedule 15 and clause 59, become applicable if you have selected the additional clause on your call off form. As part of clause 59, schedule 15 will apply to the call off contract.

Options for running a general further competition

If you wish to run your own procurement using your own tendering systems then you must include the general further competition order form in any documentation you send out to suppliers. Alternatively we offer two online tendering tools for customer use:

Crown Commercial Services eSourcing tool

Please see our website for details and guidance on running a procurement exercise through our [eSourcing](#) tool. Templates for this agreement will be available for you to use within our eSourcing tool.

Contracts Directory

[Contracts Directory](#) within the Government eMarketplace is additional to the technology catalogue (used for direct award orders) and offers an option for running your own further competitions.

The lot details for this agreement are set up within Contracts Directory and relevant documentation is provided as attachments. You can request for quotations under the short form further competition arrangements by completing your call off form and sending this, via the portal, to all suppliers in the lot with any additional documentation you wish to provide. Suppliers can respond to our via Contracts Directory and their bids can be kept sealed until the deadline for responses. It is easy to download documentation for review and evaluation, and you are able to award and place a purchase order through the portal if you wish. For further [guidance](#) please see our website.

Aggregated procurements

Our Aggregation and Design team are planning a series of aggregated procurements for services including mobile voice & data, fixed telephony, SIP-based services, data access and more.

For further information on Aggregated procurements see [Aggregation Opportunities](#) CCS webpages if you feel your requirements might be suitable for inclusion in one of our aggregated procurements, or you want more information please contact info@crownccommercial.gov.uk. The Aggregation and Design team will develop pro-forma invitation to tender documentation, although depending on the level of complexity, you will still need to complete a statement of requirements and finalise the ITT to reflect your detailed requirements and evaluation criteria.

For details of planned procurements please contact info@crownccommercial.gov.uk.

General further competition award criteria

For general further competitions the award criteria, expectations of suppliers and the percentage weightings that will be applied at evaluation must be clearly communicated to suppliers as part of your invitation to tender. This should accompany the order form which forms the basis of your request for quotation against the agreement.

The general further competition order form can be downloaded here from the [agreement web page](#).

Full details of the award criteria can be found in schedule 6, award criteria which is also available on the agreement [web page](#).

Single stage competitions

The following should be used for single-stage procurements.

You may select some, or all, of the criteria listed. They can have with percentage weightings from 0% to 100% and can be applied to suit the needs of your requirement.

Criteria	Award criteria*	Percentage weightings**
A	Quality	
B	Cost effectiveness	
C	Technical merit	
D	Technical assistance	
E	After sales service	
F	Price	
G	Aesthetic and functional characteristics	
H	Running costs	
I	Environmental characteristics	
J	Delivery date and delivery period	
K	Period of completion	
L	Service	
M	Transition	
N	Legal / commercial	

* to be defined by the Contracting Body conducting the further competition

** to be set by the Contracting Body conducting the further competition

Multi-stage competitions

The following should be used in the **first** (and any subsequent stages) of a multi-stage procurement, but should not be applied to the final stage.

As for a single-stage procurement you may select some, or all, of the criteria listed with percentage weightings from 0% to 100% applied to suit the needs of your requirement.

Criteria	Award criteria	Percentage weightings*
1	Technical merit	
2	Delivery approach (including delivery period)	
3	Implementation approach	
4	Scalability	

* to be set by the Contracting Body conducting the further competition

For the **final stage** in a multi-stage competition, the following should be applied. As previously, these should be clearly communicated to suppliers in the invitation to tender. Please note you should not be re-evaluating, in a subsequent stage, any criteria that have been previously evaluated.

Criteria	Award criteria*	Percentage weightings**
A	Quality	
B	Cost effectiveness	
C	Technical merit	
D	Technical assistance	
E	After sales service	
F	Price	
G	Aesthetic and functional characteristics	
H	Running costs	
I	Environmental characteristics	
J	Delivery date and delivery period	
K	Period of completion	
L	Service	
M	Transition	
N	Legal / commercial	

* to be defined by the Contracting Body conducting the further competition

** to be set by the Contracting Body conducting the further competition

Lot descriptions and scope

Network Service agreement – lot description, scope and core component				
Lot scope		<ul style="list-style-type: none"> each lot includes the services listed but is not limited to the description provided. the scope of all lots will include the supply, installation (including any building or civil engineering works), management, help desk services, customer service portals, maintenance, technical architecture, system design, project management and related professional services associated with the provision of the services. all lots may also contain migration & transition support and other related services to enable the successful implementation and performance of solutions provided under a lot. 		
Core components		<ul style="list-style-type: none"> provide the functionality and service that are material to a customer requirement. All orders placed under a lot must include a core component of that lot 		
Supplementary components		<ul style="list-style-type: none"> are optional ancillary requirements that enhance or otherwise supplement the core components and will be set out by the supplier in their service offers or responses to further competitions. 		
Lot	Provision	Scope	Core component	
Lot 1	Data access services Ranged connectivity services, enabling site-to-site or site-to-cloud interconnectivity.	<ul style="list-style-type: none"> terrestrial, wireless and satellite solutions; network related security and access control solutions including but not limited to provision of security equipment; data networking equipment; domain name resolution services; support for classes and/or qualities of service; individual or multiple data connectivity circuits; the provision of IP connectivity to support voice services; closed user groups and virtual private networks; ISP and Internet services & gateways, including; internet access, transit and ISP peering solutions; broadband routing and performance monitoring tools (including user self-test speed detection and reporting) home and teleworker service packages, including remote access solutions e-mail and website services as part of ISP service co-location and hosting – but only as part of ISP service on-line storage as part of ISP service (i.e., not SAN solutions or components) 	<p>Connection between a site and a centrally hosted service (e.g. in the cloud), enabling the consumption of those central services by users at the Site.</p> <p>or</p> <p>A point-to-point data-only connection between customer sites</p>	
Lot 2	Local connectivity Local connectivity services, constrained to a single site, enabling a user to consume a locally hosted service. Local connectivity services to connect an end user to a local service, including but not limited to provision of local area network (LAN) equipment, storage area network (SAN) equipment.	<ul style="list-style-type: none"> specialised power solutions including but not limited to uninterruptible power supplies (UPS), managed equipment rooms and monitoring solutions local infrastructure audit and/or testing services (such as asset management tools) environmental and local access control solutions specialist security and/or operational management solutions optimal equipment operation services (including air conditioning, fire suppression and power consumption management) 	<p>The ability to connect a user device to a local service hosted on-site.</p> <p>External data access services connectivity do not fall within the scope of this lot</p>	
Lot 3	Traditional telephony services Voice services enabling a customer's local traditional (i.e. non-IP) telephony equipment to be connected to the PSTN, enabling a user to make and receive telephone calls.	<ul style="list-style-type: none"> traditional voice connectivity (ISDN2, ISDN30 and analogue and digital exchange lines) session initiation protocol (SIP) trunks voice call packages (including voice minutes, volume packages) direct dial in (DDI) ranges carrier pre-select (CPS) services the adoption/on-boarding and management/maintenance of existing legacy equipment estates until end of life and then transitioning into the new solutions procured via this framework. 	<p>The ability to connect local exchange equipment to a Telco carrier exchange enabling users to make and receive telephone calls.</p>	
Lot 4	Inbound telephony services Inbound call management services for an established local call centre function	<p>Non-geographic numbers such as:</p> <ul style="list-style-type: none"> 03xx number services 05xx number services 08xx number services 09xx number services 	<p>The ability to provide a customer with a non-geographic number, and deliver all calls to that number to the customer's nominated service desk.</p>	

How to complete a general further competition order form

Lot	Provision	Scope	Core component
Lot 5	IP telephony solutions End-to-end IP telephony services with the ability to connect the telephony service to the PSTN, enabling a user to be able to make and receive telephone calls.	The scope of this lot is strictly IP/Internet-Protocol based. <ul style="list-style-type: none"> voice call packages (including voice minutes, volume packages) direct dial in (DDI) ranges authentication and access management messaging services interconnection gateways to traditional PSTN call delivery services contact-centre functionality and features for the use of Contracting Body employees only, including: <ul style="list-style-type: none"> speech recognition software automated call distribution (ACD) functionality, including intelligent contact routing (ICR), enhanced queuing and transfer intelligent voice response (IVR) solutions involving provision of automated call routing using speech recognition software other specialist administrative and reporting tools call recording and quality management solutions that record calls either for training, development purposes and/or for compliance are also to be considered as within scope of this lot. 	The ability to make and receive telephone calls over an IP/Internet Protocol based network service, including breakout to PSTN.
Lot 6	Mobile voice and data services, Mobile voice and/or data services,	<ul style="list-style-type: none"> the ability to make and receive voice calls; the ability to send and receive short message service (SMS); voicemail services; mobile data connectivity; mobile e-mail services (push and pull); mobile data applications and value added mobile services; mobile device management (MDM), including the administration of mobile devices, such as smartphones, tablets and laptops when linked to a corporate network. 	<p>The ability to make and receive telephone calls and/or send and receive data from a compatible hand held mobile device outside of a building.</p> <p>The provision of connectivity is permitted under this Lot 6 only as an intrinsic part of a mobile solution.</p>
Lot 7	Paging services, Paging and mobile messaging services,	<ul style="list-style-type: none"> tone, numeric and word paging, as well as bureau services. 	<p>The ability to provide (and users receive), a tone, numeric or word based paging alert.</p> <p>The provision of connectivity is only permitted under this Lot 7 as an intrinsic part of a Paging Services solution.</p>
Lot 8	Video-conferencing services including but not limited to all traditional and IP based conferencing services and the provision of all elements of a complete solution (excluding connectivity).	<ul style="list-style-type: none"> related consultancy and training services to optimise performance or otherwise improve operations. related software management tools (including performance enhancing software and software based clients to extend reach and inter-operability of the services) call recording and quality/usage analysis tools related ancillary video conferencing services and/or peripheral equipment, including test and analysis tools, security access products, collaboration tools, call recording and playback, and transcribing/translation services. 	The ability to call, connect and share audio-visual communications with another IP-based video device over any distance in real time.
Lot 9	Audio-conferencing services, including call recording and quality/usage analysis tools.	<ul style="list-style-type: none"> the ability to reserve/pre-book and obtain dedicated dial-in numbers and coded access references (up to 1-month in advance) to use the service to set up an audio/voice-only conference related ancillary audio conferencing services and/or peripheral equipment, (including software, management tools, test and analysis tools, security access products, collaboration tools, call recording and playback, and transcribing/translation services). 	The ability to use the service to set up an audio/voice-only conference on demand.
Lot 10	Integrated communications Unified communications solutions that deliver a cohesive user experience using a consistent user interface across a range of end user devices to access real time and non-real time communication services, such as fixed and mobile voice services, email, messaging, voice & video conferencing services, collaboration tools and integration services.	<p>Lot 10 is a special lot that has a core component that incorporates the core components from the following lots:</p> <ul style="list-style-type: none"> Lot 5; Lot 6; Lot 8; Lot 9; 	<p>The ability to provide a consistent user interface across multiple devices providing a cohesive end user experience in accessing two or more of the core components from the following lots:</p> <ul style="list-style-type: none"> Lot 5; Lot 6; Lot 8; Lot 9;
	Agency services Where the requirements includes a core component under one of the lots listed above, agency services can be included in a general further competition....	Agency services means the services of an agent acting within the scope of authority defined by the customer in Call Off Schedule 10 (Agency Agreement).	Agency services are not a core component and cannot be procured independently of a core component