**REQUEST FOR INFORMATION**

**UNDER THE**

**TECHNOLOGY SERVICES 2 AGREEMENT (RM3804)**

**REFERENCE NO:** [Insert Reference Number]

**LOTS COVERED:** [List the relevant Lot or Lots]

**[We have prepared this template for RFIs under the Technology Services 2 Agreement (RM3804). You should issue the template to all suppliers under the relevant lot – if your requirement is cross-lot, you should issue it to suppliers that are common to all of those lots.**

**You can use an RFI to gather information about the range of services available under RM3804**

**While you can ask for general pricing as part of an RFI for information purposes, you should not ask for a priced proposal to be submitted.**

**Where you wish to elicit a quote from suppliers, you should use the further competition procedure. Guidance to assist you in running a further competition is available on the RM3804 webpage**

**You should ensure that the RFI you issue is compliant with your own procurement processes, and takes into account any regulations and laws that might affect you.**

**You should complete any sections in yellow and delete any sections in green (like this one) when you have completed the document]**

**CUSTOMER:**  [Your Organisation]

**START DATE:**  [Day/Month/Year]

**DATE RESPONSE REQUIRED:** [Day/Month/Year]

Dear Supplier,

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

This Request for Information (RFI) seeks information relating to [add introductory information about the services you wish to procure].

Please note the following general conditions:

* This RFI will help us to refine the requirements.
* We reserve the right not to proceed with a further competition. Nothing shall constitute a commitment to ordering unless we undertake a further competition that results in the award of a Call-Off Contract.
* Should a Call-Off Agreement be awarded following a further competition, the Potential Provider agrees to supply the services in accordance with the Call-Off Terms contained within the Technology Services 2 agreement.
* Any and all costs associated with the production of such a response either to a RFI or a further competition must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.
* Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
* No down-selection of Potential Providers will take place as a consequence of any responses or interactions relating to this RFI.
* We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
* No information provided by a Potential Provider in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

# CURRENT SITUATION

[Insert brief background including legacy position and driver for this procurement]

# OUR AIMS – WHAT WE WANT TO ACHIEVE

The Customer is looking for one or more Suppliers to deliver the following aims:

* [insert high-level aim]
* [etc.]

# WHAT WE ARE LOOKING FOR

[Describe to the suppliers what you want from this RFI. Focus on outcomes rather than how those outcomes should be delivered – give the suppliers freedom to innovate. Include any explicit questions that you want the RFI to resolve. You can ask for outline costs for budgeting & planning purposes but bear in mind that this is not an RFQ.

# ATTACHMENTS

[List any attachments that you are including along with the RFI. The elements below are examples, but the RFI does not need to include any attachments – in which case delete this section.]

* [Draft RFQ documents]
* [Outline procurement timescale]
* [Site lists]
* [Network diagrams]
* [Non-Disclosure Agreements]
* [etc.]

# OUR TIMETABLE

[Amend this table as required – adding or deleting rows based on need]

|  |  |
| --- | --- |
| **DATE** | **ACTIVITY** |
| [Day/Month/Year] | Publication of the Request for Information |
| [Day/Month/Year] | Clarification period starts |
| [Day/Month/Year] | Clarification period closes |
| [Day/Month/Year] | Deadline for the publication of responses to RFI Clarification questions |
| [Day/Month/Year] | Deadline for submission of a RFI Response |
| [Day/Month/Year] | Analysis of RFI responses |
| [Day/Month/Year] | Confirm next steps to RFI Respondents |

# QUESTIONS AND CLARIFICATIONS

* Potential Providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted [describe how suppliers should submit questions].
* To ensure that all Potential Providers have equal access to information regarding this Procurement, responses to questions raised by Potential Providers will be published in a questions and answers document, which will be available [describe how answers will be provided back to suppliers].
* Responses to questions will not identify the originator of the question.
* If a Potential Provider wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Provider must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Provider will be invited to decide whether:
  + the question/clarification and the response should in fact be published; or
  + It wishes to withdraw the question/clarification.

# GENERAL CONTACT POINT FOR THIS RFI

|  |  |
| --- | --- |
| **RFI Lead** | |
| Name: | [Insert name] |
| Telephone Number: | [Insert telephone number] |
| Email Address: | [Insert email address] |