

## **Network Services 2 (RM3808)**

Buyers Guidance to Further Competition

# About this Guide

The purpose of this document is to provide you with a guide on how to conduct a Further Competition on the Network Services 2 framework (RM3808).

This document will help you follow best practice when purchasing Services required for telecoms and network estates.

The guide includes 'handy hints' and additional information to help you use the framework.

To help you easily identify these elements we have used the following icons throughout this guide:



Handy hints



Tools to assist you



Additional information



Template documents

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# 1.

## When to use the further competition route

A further competition allows you to approach all of the successful Suppliers that are in a specific Lot or Lots on the Network Services 2 framework to obtain details of services and costs.

A further competition should be run if your requirement covers multiple lots on the framework or your requirement is complex and/or of high value. It should also be used when you require Suppliers to develop a proposal or solution to meet your Statement of Requirements.

As a Buyer, you are able to refine the Public Sector Contract Call-Off Schedules for a further competition, provided this is done in accordance with the Public Contract Regulations, thus giving more flexibility when defining your Statement of Requirements. Further competition is also the only route that enables you to add Special Terms to the Call-Off terms.



Refer to the **Buyer's Guidance to the Public Sector Contract** for further help with understanding Call-Off term options

Completing a further competition also gives you the option to run an eAuction or a multi-stage competition to identify the most economically advantageous tender (MEAT). This option is not available via direct award.

## 2.

# How does the Contract work?

**The Public Sector Contract** is the form of Contract used by CCS as the base for construction of its framework contracts. It's a composite product consisting of the following elements;

- a) Core Terms – CCS' standard commercial terms applicable at both the framework and Call-Off Contract level;
- b) Framework schedules – applicable at the Framework Contract level and managed by CCS;
- c) Joint schedules – applicable at both framework and Call-Off Contract levels;
- d) Call-Off schedules – applicable only to Buyer Call-Off Contracts resulting from the framework; and
- e) Framework Award Form

**The Call-Off Contract** sits between the Buyer and Supplier and governs the purchase and delivery of the services. It is entered into once the order has been placed (ie. at the end of a further competition)

The equivalent document to the Framework Award Form at the Call-Off level is the Order Form, which is incorporated into the Framework Contract as Framework Schedule 6 (Order Form Template and Call-Off Schedules). The relevant Buyer and Supplier sign a completed form to put a Call-Off Contract in place.

The Order Form covers all the elements and Schedules that can be included in the Call-Off Contract between the Buyer and the Supplier.

The blank Order Form highlights in yellow the components that Buyers will either need to complete to create the Call-Off Contract and optional Call-Off Schedules that Buyers have the ability to include where applicable.

The Framework Award Form, draws all of the components together and captures the key information on the construction of a particular Framework Contract. It documents any "Framework Special Terms" that amend the Core Terms specifically for the relevant Framework Contract and also provides a vehicle for the Supplier and CCS to sign the agreement.

The Framework Award Form states the scheduled duration of the Framework Contract, and any possible extension period, along with details of the Lots to which the relevant Supplier is appointed. It records the components of the agreement – those Framework and Joint Schedules incorporated together with the Call-Off Schedules that may be included in Call-Off Contracts resulting from the Framework Contract. The possible Call-Off Award procedures

are stated together with the contact details of key CCS and Supplier staff involved in management and performance of the agreement.

### 3.

## What Services are available?

Network Services 2 consists of 13 Lots offering a wide range of telecommunications and network services.



Buyers can select services from single or multiple Lots within the framework. However, where multiple Lots are selected and the Buyer is running a 'cross-lot' competition, only Suppliers that have a place on each of the selected Lots, will be able to bid. Such competitions are run in the same way as a single Lot competition, with a single successful Supplier awarded the call-off.



Refer to Joint Schedule 1 (Specification) for further details on the Lot scope.

## 4.

# Call-Off Contract Duration

When running a further competition, the maximum Call-Off Contract term must **NOT** exceed the maximum terms listed in the table below for each Lot.

Lot	1	2	3	4	5	6	7	8	9	10	11	12	13
Maximum Call-Off Contract Period (years)	10	10	7	10	7	3	7	7	7	7	7	7	7

**For a cross-lot requirement (Further Competition or Direct Award), the maximum length of the Call-Off Contract is limited to the lower of the maximum Call-Off Contract Period of the lots included. For example, where lot 6 is included, the maximum period can not exceed 3 years.**

As a Buyer you have the flexibility to decide the Initial term of your Call-Off Contract and any optional extension term(s) up to the maximum Call-Off Contract Period shown above.

For example for Lot 3;

- a full Call-Off Initial Period i.e. 7 years; or
- a Call-Off Initial Period + a Call-Off Optional Extension Period i.e. 5 years initial + up to 2 years extension = 7 years; or
- a Call-Off Initial Period + multiple Call-Off Optional Extension Periods. i.e 4 years initial + 2 years extension + 1 year extension = 7 years.

You must include the initial term and any optional extension term(s) in your completed further competition Order Form. Where an optional extension term is included on your Order Form you will need to notify your Supplier at least 90 days before the end of the initial term if you wish to make use of the optional extension term.



If an extension term is not included on your Order Form, you cannot continue with the Call-Off Contract beyond the initial term.

The Call-Off Contract term must include implementation, delivery, business as usual and exit management of the services.



Whilst opting for the maximum term might deliver more competitive pricing initially, it is important to balance that against the ability to re-tender, moving your network to the latest solutions and the latest pricing, bearing in mind any potential early-termination fees. Opting for a realistic timeframe for the initial term and including optional extensions with pricing adjustments in your tender, can help to deliver the flexibility and benefits your organisation requires.

## Lot Structure

The structure of the Lots includes three elements: Primary Services; Technology, equipment and solutions and Ancillary services.

The Lot structure provides more flexibility by enabling you, the Buyer, to have multiple options when procuring Services on the framework.

A **Primary Service** from a given Lot, can also be procured as part of the delivery of a primary service in another Lot, but **ONLY** when it is exclusively as an enabler for the delivery of the primary service procured in that second Lot.

For example, where a Buyer is looking to procure security and surveillance services within Lot 12 and in order to deliver this service, it is necessary to add connectivity between the supplier's hosted service and the Buyer's location(s), this can be included as part of the solution, without the need for a cross-lot competition including Lot 1.

Note - this connectivity has to be exclusively for the delivery of the security and surveillance services and not for wider use by the Buyer.

The **technology, equipment and solutions** are listed as optional within each Lot which may be required in the delivery of the Primary Service in the same Lot, it can also be procured in a separate Lot if used for the exclusive delivery of a Primary Service in a separate Lot.

**Ancillary Services** can now be procured as a standalone requirement and does not need to be procured with a Primary service. An example of this is procuring Support and Maintenance within each Lot, providing they relate to the main Lot descriptions. ie you can't procure maintenance under Lot 3 to maintain services within Lot 9.



Please see Framework Schedule 1 (Specification) for full details on Lot structure.

## 5.

# Key Stages

The process is broken down into 6 stages:

### Identify your needs

When establishing your service requirements you may wish to consider the following:

- Road maps and the expected life cycle of the Services;
- Total cost of ownership, recognising running costs;
- Compatibility with other in-house systems;
- What your budget parameters are; and
- Current and possible future scale of requirement.



We would highly recommend that you engage with ALL the framework Suppliers on your chosen Lot before formally starting a further competition. During this pre-market engagement you can ask Suppliers questions to help refine your requirement and also give them an early insight into the opportunity which may elicit feedback that can clarify your thinking. If you decide to undertake any pre-market engagement activities it must be fair, transparent and open.

### Finalise your requirements

It is important that you clearly articulate your exact requirements so the Suppliers can provide comprehensive, value for money bids without excessive provision for risk/contingency in the pricing. Therefore, ensure that your requirements are clearly and comprehensively captured within your further competition documents. Schedules cannot be added or deleted at a later date.



we recommend that you review the Statement of Requirements guidance to ensure you have captured all the details before reviewing the catalogue service offers.

### Complete documentation

When you are ready to send your requirements to the market, you will need to complete the further competition documentation, which is made up of:

- Invitation to Tender (ITT), including timetable and evaluation criteria;
- Statement of Requirements and can include network diagrams;
- All relevant Public Sector Contract Schedules; and
- Call-Off Order Form.

Your Call-Off Order Form should be completed as much as possible, as it contains additional information about the Public Sector Contract Schedules you wish to incorporate into your Call-Off Contract. Any additional details from the Schedules can also be included within your Statement of Requirements.

You should allow Suppliers sufficient time to prepare and submit their bids. Taking into consideration the complexity of your requirements, we recommend that the minimum time for bid windows should be 30 working days (this does not include public holidays). You should include precise details of the closing time and date in the documentation so Suppliers are clear on their deadlines.

You will also need to tell the Suppliers how you will be evaluating their bids by clearly describing your evaluation model, including criteria and their relative importance. The permissible evaluation headings are in Annex B to Part 2 of Framework Schedule 7 (Call-Off Award Procedure).



For further competitions under this framework the price/quality mix can be varied between 0% - 100%. We would recommend that a minimum of 40% is allocated to quality attributes as best practice.

## Issue further competition invitation

Buyers are obliged to invite all Suppliers on the relevant Lot to bid against your requirement so you will need to identify them before issuing your requirement. If your requirements cover more than one Lot, you can complete a cross Lot competition. You only need to contact those Suppliers that are common to the Lots that cover your requirements.

A list of Suppliers by Lot is available within the ' Documents ' folder in the RM3808 webpage.

During the further competition process you must keep an audit trail of any dialogue and communication with the potential Suppliers. This can either be done via your own procurement system, email or utilising the free CCS esourcing tool (see section 7 of this guidance for further information). All Suppliers should have access to any clarification of your requirements where it could be of relevance to all of them.

There is no down select option under this framework. All Suppliers on this framework are able to select which competitions they participate in when invited. If Suppliers choose not to bid for your business, they should inform you of this as part of the procurement process.

## Evaluation

During your bid evaluation, you must treat all Suppliers equally and fairly, using the most economically advantageous tender criteria set out in your further competition documentation. It is also vital that you evaluate the bid in the same way you stipulated in the further competition documentation and keep a clear audit trail of the process.

## Award

Once you have identified the most economically advantageous tender, and the value of your requirement exceeds the threshold for application of the Public Contract Regulations, we recommend you apply a standstill period of a minimum of 10 working days before awarding your contract. You must tell **all** the Suppliers of the outcome of the further competition and you should provide written feedback to unsuccessful Suppliers, setting out the relative strengths and weaknesses of their bid.

After the standstill period is complete, you can place your order with the successful Supplier by finalising and placing the completed Call-Off Order Form - Framework Schedule 6 Part A (Order Form Template and Call-Off Schedules). If you have made any amendment or added to an optional Call-Off Schedule, you must send this to the Supplier with your Call-Off Order Form when you ask the Supplier to sign the Order Form and return it to you for signature.

## 6.

# How to complete the Call-Off Order Form

To run a further competition against the Network Services 2 framework you must partially complete a further competition order form. This Call-Off Order Form, can be found in Framework Schedule 6 (Order Form Template and Call-Off Schedules), there is also a template within the documents section of the RM3808 CCS webpage. This is a key part of the document set you will issue to Suppliers to obtain a tender response.

This Call-Off Order Form has been devised as part of the Public Sector Contract terms.

This Call-Off Order Form will be used by both you, the Buyer and the Supplier to record key information that will form part of the Call-Off Contract.

The following points provide guidance on how to complete **PART A: Further Competition Order Form Template** to support your procurement documentation.

**Call-Off Reference:** A unique reference which will identify this requirement. This assists you and the Supplier with tracking your project from its procurement to award and then on an on-going basis through invoices, this could be your Purchase Order for your project.

**The Buyer:** Your organisation name

**Buyer Address:** Your organisation's business address

**Supplier Reference:** A unique reference will be populated in this field by the **Supplier** and assists the Supplier and CCS with tracking your project from award to invoicing via the Management Information requirements.

**The Supplier:** Your Supplier's name. This can only be updated once you have completed your procurement and notified the successful Supplier.

**Supplier Address:** Your successful Supplier's registered address.

**Registration Number:** Your successful Supplier's registration number.

**DUNS Number:** Your successful Supplier's DUNS number.

**SID4GOV ID:** Your successful Supplier's SID4GOV ID.

**Call-Off Lot (s);** Insert the relevant Lot(s)

**Call-Off Incorporated Terms:** The Order Form lists all the Joint and Call-Off Schedules that are relevant to further competitions. The listed Schedules are mandatory, with the exception of those that are highlighted yellow, which are optional. We strongly advise that you review and familiarise yourself with **all** the Schedules and decide if the optional Schedules are applicable for your requirements. It is essential that if you, as the Buyer, add to or amend any aspect of any Call-Off Schedule, **you must send the updated Schedule** with the Order Form to the Supplier.

Also refer to the **Buyer's Guidance to the Public Sector Contract**, this provides further details on the options within the mandatory schedules.



Bear in mind that optional Schedules or bespoke requirements may incur additional costs

**Call-Off Special Terms:** Update a summary of where you have revised or supplemented the Core Terms and/or Schedules.

**Call-Off Start Date:** The start date of the Call-Off Contract between Buyer and Supplier

**Call-Off Expiry Date:** The expiry date of the initial Call-Off Contract term

**Call-Off Initial Period:** The period in years and months of the Call-Off Contract, this will be the period between the Start and Expiry Dates

**Call-Off Optional Extension Period:** Any additional months and years required after the initial Call-Off Contract.



Extension Periods must be updated on the Call-Off Contract before being used as part of your tender. This cannot be added at a later date.

**Minimum Period of Notice for Without Reason Termination:** Where you may need to terminate the contract without reason the Core Terms at Clause 10.3 requires that you give the Supplier at least 90 days notice. You can amend this notice period here. Consider the amount of time you will require to re-procure and implement a replacement service.

**Caution:** A reduction in the notice time to less than 90 days may impact the number of suppliers interested in your opportunity and significantly increase the price.

**Call-Off Deliverables:** There are two options for you to update the details of your requirements.

Option A - you can update the details on the Order Form; or

Option B - if your deliverables are more complex, you can update the details within Call-Off Schedule 20 (Call-Off Specification) - remembering to include this document within your ITT Pack.

Remember to delete the option not used on the Order Form

**Maximum Liability:** Refer to the Core Terms clause 11.2, you, as the Buyer must make an appropriate risk assessment if you wish to change the liability stated within the Core Terms and update in the Order Form where requested.

**Call-Off Charges:** There are two options for you to update the charges for the deliverable

Option A - you can update the details on the Order Form; or

Option B - if the charging model is too complex, you can update the details within Call-Off Schedule 5 (Pricing Details).

**Reimbursable Expenses:** Refer to Framework Schedule 3 (Framework Prices), within sections 3 and 6.

**Payment Method:** Update your payment method of invoices to the Supplier

**Buyer's Invoices Address:** Update here all the contact information that the Supplier requires to send their invoices to you.

**Buyer's Authorised Representative:** The contact within your organisation that will be the contact for the Supplier in respect of the Call-Off Contract

**Buyer's Environmental Policy:** There are two options for you to update your organisations environmental policies.

Option A - insert your organisations documents or insert your website URL into the Order Form; or

Option B - update the details as an additional item within Call-Off Schedule 4 (Call-Off Tender)

**Additional Insurances:** Refer to Joint Schedule 3 (Insurance Requirements), if your organisation requires any additional insurances to those listed in the Annex of this Schedule, add the details into the order form, otherwise keep the Not applicable option.

**Guarantee:** Refer to Joint Schedule 8 (Guarantee), As a Buyer, you have the option to request your chosen Supplier have a Call-Off Guarantor. Annex 1 of this Schedule provides a draft certificate that can be used and included in your requirements to the Supplier. If this is not required, keep the 'Not applicable' option.

**Social Value Commitment:** To add anything additional to the Call-Off Contract, the Supplier should use Call-Off Schedule 4 (Call-Off Tender) to provide the details to the Buyer.

**Staff Transfer:** As a Buyer you will need to ensure appropriate provisions are included for any staff transfer requirements. Refer to and fully understand the details within Call-Off Schedule 2 (Staff Transfer) and delete the options on the Order Form that are not required.

**Quality Plan:** Refer to Call-Off Schedule 6 (ICT Services) clause 6 Standards and Quality Requirements. If as the Buyer you require a Quality Plan, insert on the Order Form the number of working days this is required from the Supplier, otherwise opt for the Not applicable option.

**Maintenance of ICT Environment:** Refer to Call-Off Schedule 6 (ICT Services) clause 8 Maintenance of the ICT Environment. If as the Buyer you require a Maintenance Schedule, insert on the Order Form the number of working days this is required from the Supplier, otherwise opt for the Not applicable option.

**Business Continuity and Disaster Recovery:** Refer to Call-Off Schedule 8 (Business Continuity and Disaster Recovery (BCDR)) Within this Schedule there are two options.

Option A - As part of the Framework Award, each Supplier has confirmed a standard BCDR plan is available. You can ask the Supplier to provide this to you.

Option 2 - A Bespoke BCDR Plan can be requested from the Supplier and provided to the Buyer within the set number of days stated within this Order Form. The bespoke BCDR plan should be updated within Annex B of this Schedule. Note that this option could incur additional costs.

Before sending the Order Form to the Supplier, delete the option that is not applicable.

**Security Requirements:** Refer to Call-Off Schedule 9 (Security) where there are two options to consider:

Part A - Short Form Security and Part B - Long Form Security.

Part B should only be considered if there is a high level of risk to personal or sensitive data. Also refer to the options regarding Information Security Management Systems (ISMS) for further options when choosing Part B - Long Form Security.

Delete the option that is not applicable to your requirements.

**Buyer's Security Policy:** Refer to Call-Off Schedule 9 (Security). If as the Buyer you have your own Security Policies that you wish to add to the Call-Off, you must add the details to the Order Form or update the details as an additional item within this Schedule and include in your requirements to the Supplier.

**Information Security Management Systems (ISMS):** If you have opted Part A - Short Form Security as part of your security requirements within Call-Off Schedule 9 (Security), you must insert Not Applicable to this section.

If Part B - Long Form Security is applicable to your requirements, please refer to section 3 of Part B to this Schedule for your options of requesting a bespoke ISMS.

You must ensure that the Order Form is updated to confirm whether a bespoke ISMS is or isn't required.

Note that there may be additional costs from the Supplier for any bespoke Security requirements.

**Clustering:** Refer to Call-Off Schedule 12 (Clustering) This Schedule provides the ability to have Other Contracting Authorities join with the Buyer to collectively contract under a single Call-Off Contract. The Supplier will provide the same level of service to the Cluster Members and provide individual reporting and invoicing. All Cluster Members must be updated within the Order Form.

Cluster Members cannot be added to the Call-Off Contract once awarded.

**Service Levels and Service Credits:** Refer to Call-Off Schedule 14 (Service Levels). There are two options to be considered, Part A - Short Form and Part B - Long Form

Part A allows the Buyer to set the Service Levels and Service Credits. Annex 1 sets out examples of how these can be calculated and measured. This option may incur additional costs from the Supplier.

Part B states the standard Service Levels and Service Credits available. If Part B is opted, you must also state on the Order Form the required Service Level Maintenance.

The Service Credit Cap has been set within the Definitions of this Schedule, if as the Buyer this does not meet your requirements, update the Order Form with both the value and period.

**Performance Monitoring:** Refer to Call-Off Schedule 14 (Service Levels) Part C for the Performance Monitoring details, if additional Performance Monitoring is required, the details should be updated either within the Order Form or Part C Annex 1 of this Schedule.

**Supplier's Authorised Representative:** The Suppliers named contact for the Framework.

**Supplier's Contract Manager:** The Suppliers named contact to oversee the Call-Off Contract.

**Progress Report Frequency:** The frequency of which the Buyer requires an update from the Supplier of the deliverables against the Call-Off Contract.

**Progress Meeting Frequency:** The frequency of which the Buyer requires a meeting with the Supplier as an update of the deliverables against the Call-Off Contract.

**Operational Board:** Refer to Call-Off Schedule 15 (Call-Off Contract Management) Complete this part of the Order Form if Operation Board meetings are required. Insert both Supplier and Buyer's details within the Order Form.

**Key Staff:** Refer to Call-Off Schedule 7 (Key Supplier Staff) If key staff is important to your delivery, the Supplier should list the contact details within this Schedule

**Key Subcontractors:** The Supplier will notify the Buyer of the Key Subcontractors that will support the deliverables of the Call-Off Contract

**Commercially Sensitive Information:** If applicable, the Supplier will update the information as listed within Joint Schedule 4 (Commercially Sensitive Information)

Both parties to sign and date the Order Form to finalise the Call-Off Contract.

## 7.

# Options for running a further competition

There are three available options to run your procurement:

**Your own tendering system** If you are using your own tendering portals you must ensure that all the Suppliers within your chosen Lot have access.

**E-mail** You must include the further competition Order Form in any documentation you send out to Suppliers.

For both options use the email addresses provided on the Supplier by Lot matrix available within the ' Documents ' folder on the RM3808 webpage.

**Crown Commercial Service 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 the eSourcing portal.

### Aggregated Procurements

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

The Aggregation 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

Please contact CCS to explore opportunities for aggregation under this new framework. To enable prompt consideration please mark your request "NS2 aggregation".

Full details on all our current and future aggregation opportunities along with recent aggregation case studies can be found via the link <https://ccsheretohelp.uk/how-to-buy/aggregation/>  
For more information please contact [aggregation@crownccommercial.gov.uk](mailto:aggregation@crownccommercial.gov.uk).

## 8.

# Award Criteria

For further competitions the award criteria, expectations from 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 bids against the framework.

Full details of the Call-Off Award Procedure and criteria can be found within Framework Schedule 7 (Call-Off Award Procedure).

The Call-Off Contract shall be awarded on the basis of the most economically advantageous tender (MEAT) from the Buyers point of view.

If a criterion listed below is not relevant to the Deliverables it should either not be included or given a zero weighting.



You can not include any award criteria that has already been included as part of the framework award. This includes previous contract examples.

Further competition award criteria can be conducted with either single or multi stages. The below listed criteria can be used for the first or subsequent stages, but not the final stage.

Criteria Number	Criteria	Percentage Weightings
1	Technical Merit	[ ]
2	Delivery Approach (incl delivery period)	[ ]
3	Implementation Approach	[ ]
4	Scalability	[ ]

The percentage weightings can be set by the Buyer from 0% to 100%

The following table provides a list of criteria that can be applied to the Deliverables set out in the Buyers tender, again not all of these need apply. These can be used when conducting a single stage further competition or the final stage of a multi stage competition.

Criteria Number	Criteria	Percentage Weightings
	<b>Price</b>	
A	Price	[ ]
B	Cost Effectiveness	[ ]
C	Implementation Cost	[ ]
D	Running Cost	[ ]
E	Exit Cost	[ ]
F	Whole Life Cost	[ ]
	<b>Quality</b>	
G	Quality	[ ]
H	Technical Merit	[ ]
I	Technical Assistance	[ ]
J	After Sales Service	[ ]
K	Aesthetic and Functional Characteristics	[ ]
L	Environmental Characteristics	[ ]
M	Delivery Date and Delivery Period	[ ]
N	Period of Completion	[ ]
O	Transition	[ ]
P	Implementation	[ ]
Q	Mobilisation	[ ]
R	Service/Approach to the delivery of the service	[ ]
S	Legal / Commercial	[ ]
T	Added Value / Innovation	[ ]
U	Social Value	[ ]
V	Use of Supply Chain / Partner	[ ]
W	Risk and Risk Management	[ ]

# 9.

## Contact us

### Crown Commercial Service (CCS)



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## Webinars

Further support and training is available through scheduled webinars that provide an overview of the information given in this Buyer's guide and use of the templates. If this would be of interest please click on LINK or <https://www.eventbrite.co.uk/o/technology-webinars-at-ccs-14738735974>

You can also learn more about what we offer online:



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