

Standby and Portable Generators

RM6063 Customer Guidance Notes:



Contents

#### [Introduction 03](#_bookmark0) [Before you start 05](#_bookmark1) Appointing a supplier to deliver your standby and portable generators

#### requirements [10](#_bookmark2)

1. Obtain a supplier shortlist from the Marketplace 10
2. [Capability Assessment (optional) 10](#_bookmark2)

#### [Issue your specification 11](#_bookmark3)

1. [Review proposals from suppliers 12](#_bookmark4)
2. Award the contract 13
3. Provide feedback to suppliers [13](#_bookmark5) Managing your contract and being a good customer [14](#_bookmark6) Other agreements [15](#_bookmark7) [Annex 1: Timetable for appointing a supplier 17](#_bookmark8) [Annex 2: Specification writing guidance 18](#_bookmark9) [Annex 3: Document checklist before issuing your call for competition 20](#_bookmark10) [Annex 4: Evaluation matrix and score definitions 21](#_bookmark11)

Points to consider ……………………………………………………………………………… 22

# Introduction

## This guidance has been produced by the Crown Commercial Service (CCS) and Government Communication Service (GCS) to help you understand how to use the Standby and Portable Generators (RM6063) via a Dynamic Purchasing System (DPS).

This guidance document covers:

* How to use the Marketplace to identify a supplier list
* What to include in your specification
* The information you need to provide when issuing a call for competition
* Managing your contract with your appointed supplier

The guidance provides you with the best practice approach to using the agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

## What is the Portable & Standby Generator agreement?

The Standby and Po r t a b l e Generators DPS has been established to enable government and public sector bodies to commission Standby and Portable Generators. The principles and benefits of using the agreement are:

* The right suppliers hear about opportunities at the right time
* Accessible route for suppliers to apply and register their interest (at any time)
* A dynamic filtering system, giving customers flexibility based on requirements
* Quality and price can be assessed based on individual customer’s requirement
* An efficient structure and approach to commissioning a variety of generators
* Agility and flexibility to meet Government Estates changing needs to support their estates rationalisation programmes.
* Fully compliant with UK and EU regulations

The agreement can be used for a variety of sizes of Standby and Portable Generators, there is no minimum or maximum value.

You can select the areas of work and size of generator you want to commission to produce a shortlist of suppliers; this enables you to select as broad or as specific range of suppliers as is appropriate for your requirement.

## Who is on the Standby and Portable Generators DPS?

We have a wide range of national and local organisations on the Marketplace who are interested in working with the public sector.

New suppliers can apply to join the Marketplace at any time, they identify the areas of work they

specialise in as part of the application process. Once an application is complete, the process to assess and appoint a supplier to the Marketplace may take up to a maximum of 15 working days but is often much shorter than this.

## The basic process

Appointing a supplier through the Portable & Standby Marketplace includes the following key steps:

1. Define your objective including the size of the generator you require and the NUTS regional area you need
2. Develop your written specification with defined outcomes and deliverables
3. Use the Marketplace to obtain a supplier shortlist
4. Option of using a Capability Assessment to identify the suppliers that can meet your requirements
5. Issue your final specification, evaluation criteria and associated weightings to identified suppliers
6. Receive and evaluate written proposals from suppliers
7. Inform unsuccessful suppliers providing feedback and evaluation scores.
8. Award the contract to the successful supplier and confirm the award to CCS.
9. **N.B**. CCS has not undertaken any verification of supplier certifications or products prior to the award of this contract, therefore customers may request information at call off stage
10. Provide feedback and evaluation scores

There are additional optional steps that you can take depending on your requirement, which are outlined in detail within this document.

## Who can use the agreement?

This agreement can be used by all UK government and public sector bodies which includes:

* Central Government Departments, Arm’s Length Bodies and Executive Agencies
* Non Departmental Public Bodies
* Devolved administrations
* NHS bodies
* Local Authorities
* Charities
* Universities, colleges, schools, further education providers

## The role of Crown Commercial Service (CCS)

CCS’ role is to provide you with advice and guidance to help you get the best out of the Marketplace. We can help with any queries you may have such as

the best way to appoint a supplier and advice on structuring your evaluation criteria.

CCS manages the overarching Marketplace and the suppliers at agreement level. You are responsible for managing the contract with your appointed supplier. CCS is able to help with any issues you may have that require escalating, see [how to manage your](#_bookmark6)   [contract](#_bookmark6) for further details.

If you have any other queries please email us at

[standbyandportablegenerators@crowncommercial.gov.uk](mailto:standbyandportablegenerators@crowncommercial.gov.uk) or call our Customer Service Desk on 0345 410 2222.

# Before you start

## Getting approval to spend

Before using this agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy.

## Allow sufficient time for proposals and evaluation

You should agree who will evaluate the responses before you run a competition and build in enough time to evaluate. Ideally, you should allow up to 8-12 weeks to complete the entire process, which is from the date of issuing your competition to contract award and installation of the generator. An example timetable has been provided in [Annex 1](#_bookmark8).

Your tender process should be proportionate to the value and complexity of your requirement. Suppliers will need a reasonable period of time to review and prepare a response. This includes allowing sufficient time for suppliers to ask clarification questions and consider your answers before the deadline for written responses.

## Agree how you want to work with the supplier

There are different types of arrangements you can have with suppliers using the Portable & Standby Marketplace agreement, for example:

* Project specific agreement

A contract for a specific project, within a time period.

* Defined rental term agreement

A call-off contract for a fixed period of time if you are opting to rent a generator. Your contract will need to cover the range of services/generators type you will need during the term and should be considered when establishing your evaluation criteria and associated weightings.

**N.B. \*** Please note: when renting a generator from a supplier, customers will be expected to insure the generator for the entire period of rental.

The maximum duration of contracts under the agreement is four years. We recommend a fixed term with the option for one or more extensions i.e. a 4 + 1 year, to give you flexibility. Please seek advice from your commercial function regarding

the most suitable type of agreement for your requirements.

## Using the Marketplace

The flow diagram sets out the best practice approach to using the Marketplace.

Request evidence of works already carried out if required

Define your Generator requirements (Rental or Purchase Option)\*

Create high level

specification with key requirements

Create initial supplier shortlist for pre-market engagement to assist

requirement

Export a refreshed supplier shortlist from the Marketplace

Identify evaluation criteria, panel and any special requirements

Finalise project specification incorporating any responses from pre- market engagement, if used

Option to use Capability Assessment stage

Publish full project specification to all suppliers from your shortlist, include your timescales, deliverables and evaluation criteria

Evaluate all written proposals received against evaluation criteria and scoring

Sign contract and confirm award details to CCS

Award contract to successful supplier and inform unsuccessful suppliers

Key Required Optional

Provide feedback to all suppliers who participated

## Identifying your generator needs

The first step to procuring a supplier is identifying what you need them to supply, along with the outcome required.

SMART objectives are the best place to start, however not every issue will be so clear cut at this stage. The important points to establish are:

* + The project objectives and whether you opt to purchase with services or rental terms
  + The size of the generator in meeting those objectives
  + Any significant barriers to reaching this objective – i.e. logistics or delivery and installation

## Writing your specification

The stronger the specification, the better the result. Focus on the objective and provide any relevant information that will help suppliers to understand your requirement with the generator needed. It should be clear what you require and your delivery lead times.

**Tip:** We have produced a sample template showing the type of information you need to

include in your project specification, please see [Annex 2](#_bookmark9). This template is not mandatory and can be amended according to your requirements.

**Tip:** Sometimes pinpointing objectives can take time but it’s time well spent to ensure

your project achieves the desired outcome.

## Evaluation criteria

You will need to decide in advance what information you need from suppliers and include this in your specification. Evaluation criteria must be linked

to your requirements. This will allow suppliers to see how their proposals will be evaluated and the weightings that will be applied against the quality and price scores.

The suppliers have not provided contract examples as part of their selection process of being appointed to the Marketplace. You can request to see evidence of these examples as part of your compliance check prior to awarding your contract, further detail on this process is in the [award section](https://docs.google.com/document/d/1UU4LT_H-eOCz32cjlxayS64hLSnQSmurGKKUYytbUyg/edit#heading%3Dh.2yys8kbedewy). As generic contract examples have already been provided by suppliers

when joining the Marketplace. You should not assess this in your call for competition criteria.

Suppliers are expected to be competitive in the rates offered to customers, you should use the pricing thresholds to check they are within the maximums and to help evaluate on price.

Performance Criteria

Customers are expected to notify CCS via email at [standbyandportablegenerators@crowncommercial.gov.uk](mailto:standbyandportablegenerators@crowncommercial.gov.uk) if suppliers are not fulfilling their agreed contractual call off terms and conditions.

**N.B**. If a customer terminates a contract with a supplier, customers must ensure CCS is provided with copies of termination notices and supporting documents**.**

## Pre-market engagement (optional)

You may find it useful to communicate with suppliers ahead of issuing your final specification by undertaking a pre-market engagement exercise. Please ensure this activity is undertaken in a fair and transparent way providing each supplier in your shortlist with an equal opportunity. This will allow you to further shape your specification, gather ideas on new innovative products and understand if there are any changes within the market that may influence your requirements.

If you decide to speak to the industry ahead of your call for competition, you must prepare an outline of your specification before you contact suppliers, this can be done using a draft specification. You will need to contact all the suppliers from your shortlist but you can choose how you contact them - for instance you can email them for information, invite them to an event or meeting to discuss your requirement or issue a formal Request for Information. This stage is for informal information gathering**.** If suppliers do not engage at this stage, don’t assume that they do not want to participate. All suppliers shortlisted from your Marketplace search should have the option to bid when you issue your call for competition.

### Dos and don’ts checklist:

**Do**

#### Contact all suppliers from your shortlist

Provide a reasonable time limit to email requests to make sure suppliers know when they need to respond by

Keep an audit trail of all communication

**Don’t**

**X** Limit contact to suppliers that you know

**X** Contact suppliers in different ways; each supplier should be given an equal opportunity to respond (i.e. don’t email some suppliers and phone others to discuss your requirements)

**X** Forget that all suppliers can bid when you issue your final specification



# Appointing a supplier to deliver Generator requirements

## This section covers the process on how to invite suppliers to your call for competition. You will need to engage with your procurement function prior to making any contact with suppliers.

1. Obtain a supplier shortlist from the Marketplace

Customers are able to access the Marketplace by following these steps:

|  |  |
| --- | --- |
| Register or log-in to the [DPS](https://supplierregistration.cabinetoffice.gov.uk/) | |
|  | |
| Navigate to the Standby and Portable Generators | |
|  |  |
| Choose the ‘Access as a buyer’ option and confirm your acceptance of the customer access agreement | |
|  |  |
| Click on ‘create new category export’ and use the filters to reflect your specification and create your supplier shortlist | |
|  |  |
| Save your filtered shortlist by clicking on ‘Save category’ and give the shortlist a unique name specific to your competition.  Export the list of suppliers from the Marketplace | |
|  |  |
| Invite all the suppliers on the shortlist to a call for competition using a tendering portal | |

#### 1.

2.

3.

4.

1. Capability Assessment (optional)

You can start your call for competition using a capability assessment stage, this will help you to identify which suppliers from your shortlist are going to be the most suitable. You may wish to run this process to refine your shortlist or to assess capability of meeting your requirement.

You can use a series of yes and no questions that are mandatory for suppliers to pass to get to the written stage - you could, for example, use the ability to meet your stated deadline as a question. Please use questions that relate to key requirements only at this stage, and not those that you could score in the written stage.

You do not need to send the final specification to suppliers who have deselected themselves in a capability assessment unless you make material changes to the specification as a result of the exercise.

#### 5.

**Tip:** We have provided a template capability assessment which you can use, see the [agreement webpage](http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm6018).

The template is not mandatory and can be amended according to your requirements.

#### 6.

We recommended that the exported supplier list is used within 2 working days, as new suppliers may be added at any point, thus changing the list of suppliers eligible to compete. Please refresh your final list as necessary.

## Issue your specification

Your completed specification along with all other relevant documents, must be issued to all shortlisted suppliers, unless they have deselected themselves in a capability assessment. This can be done either via the CCS online procurement tool (eSourcing), your organisations own procurement tool or by emailing suppliers. Please invite the contact listed in your exported shortlist to reach the right supplier contact.

Using a portal gives an auditable approach to the tender process. It is used to:

* Respond to clarification questions
* Track bid responses
* Send reminders to bidders
* Communicate to successful and unsuccessful suppliers
* Provide feedback to all parties

Please refer to the [eSourcing user guidance](https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers) for further information on using CCS’ portal.

**Tip:** A checklist of everything that you will need to include in your call for competition

has been provided in [Annex 3](#_bookmark10).

##### Dos and don’ts checklist: Do:

State that the competition is being run through the CCS Standby and Portable Generators Marketplace agreement (RM6063) at the start of competition documents

* Provide a clarification period for suppliers to ask questions
* Specify any particular requirements that need to be fulfilled
* Include an indicative budget or range
* Provide a clear deadline for responses
* Make sure that your requirements, documentation and evaluation are proportionate to the value and complexity of your specification

Ensure suppliers have equal access to information during the competition process and publish all responses to questions asked or clarifications raised to all suppliers involved

##### Don’t:

**X** Be overly prescriptive, give the supplier space to propose an innovative solution

**X** Use acronyms or civil service terminology - use plain English

**X** Overwhelm the reader with excessive data

**X** Forget to disclose any conflict of interest issues you may have in your specification

## Review proposals from suppliers

All suppliers will need to provide a written proposal in response to your specification. It is recommended that you assign three people to evaluate the proposals as this makes reaching an objective decision easier. Responses should not be discussed outside of the evaluation team and pricing information should be treated as commercially sensitive. Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

**N.B.** As part of your award, customers should be cautious against entering into a long term contract towards the end of the DPS agreement, especially if a customer has not taken this approach consistently.

**Tip:** To help make reviewing proposals easier, a template has been developed for

scoring written proposals. See [Annex 4](#_bookmark11).

**Tip:** We have produced an example evaluation matrix in [Annex 4](#_bookmark11) to help you

score proposals.

##### Dos and don’ts checklist: Do:

State in your call for competition whether you intend to hold a face-to-face presentation

Stipulate that supplier’s presentation team should ideally include the key people that will be working on your project

Ensure the suppliers are aware of any technology or other logistical restrictions for the presentation

Inform suppliers in advance of who will be on the evaluation panel and their role in the organisation/ project

Communicate any additional information that comes out of the face-to-face presentation stage to all shortlisted suppliers

##### Don’t:

**X** Discuss additional information with a particular supplier that has not been shared with another

**X** Share any information regarding a particular supplier’s approach

**X** Introduce new elements to the specification

## Award the contract

As part of your compliance check before awarding your contract, you have the option to request evidence of contract examples, insurance and cyber certificates provided by the suppliers on the Marketplace. To do this, you will need to log-in to the Marketplace and navigate back to your saved search. Find the supplier(s) you wish to see further information for and click on ‘see evidence’. The suppliers will then be sent a notification and will give you access to see the evidence.

Following the successful completion of your competition evaluation you can now award a contract to the successful supplier. Once you have the relevant internal approvals in place you can notify all participating suppliers of the outcome. A standstill period is not mandatory but can be used voluntarily for high value contracts.

You must use the letter of appointment to form your contract, which is aligned to the contract terms set out in the agreement. There are some sections of this contract that you can alter depending on your organisation and requirements.

The letter of appointment must be completed by the customer prior to being sent to the supplier for signature. The document includes guidance so you understand how to fill in the relevant sections.

Once your contract has been signed, please send your award details to info@ crowncommercial.gov.uk, including:

* Contract name
* Contract length (including any extension options)
* Contract total value
* Winning supplier name

Please remember to fulfil your organisation’s transparency requirements and publish details of your award on [Contracts Finder](https://www.gov.uk/contracts-finder), where necessary.

## Provide feedback to suppliers

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring. Feedback comments should be objective and link back to the evaluation criteria. This will help suppliers understand how they can improve for future opportunities.

# Managing your contract and being a good customer

## The focus is to work in partnership with our suppliers. A collaborative approach will allow us to make the best use of their knowledge and expertise.

Our obligations as customers

There are a number of obligations we have as customers. These include:

* Providing a clear specification setting out your requirements (services and deliverables) and timelines of each phase of work
* Communicating with your supplier on a regular basis to discuss progress
* Promptly addressing any issues with your supplier
* Agreeing at the start of the project how frequently you expect to receive reports from your supplier (if required), this should be in line with the requirements in your specification.
* Pay your supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your contract

You should be able to rely on your supplier to give you expert advice and consultation that comes from their experience. A good supplier will explain its strategy and offer honest advice.

As a customer, you should also proactively advise the supplier on anything it needs to know to deliver the best results.

## How to manage issues

By ensuring you have regular communication with your supplier you should be able to avoid any major issues. In the event that you do experience performance issues with your supplier, you should take the following steps to address the issue as quickly as possible.

1. Raise the issue with your supplier lead and / or commissioner lead as soon as possible
2. Clearly set out your concerns and agree a plan of action with the supplier including a deadline for resolution - put in place more frequent status updates if necessary.
3. If the issue is not resolved by the agreed deadline, escalate the matter internally and to supplier directors
4. If the issue is not resolved by the agreed deadline, contact the CCS Marketplace manager to notify them and agree next steps
5. If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied then you will need to decide how to resolve the issue with internal colleagues and CCS.

## Glossary of terms

|  |  |
| --- | --- |
| Term | Meaning |
| Specification | This is the equivalent of a Statement of Requirement and forms part of your call for competition. |
| Contract Terms | A legally binding agreement for the provision of services made between a customer and supplier. This is completed following a call for competition. |
| Call for competition | Is undertaken to establish which of the suppliers can offer the best value for your specific needs. Your specification and supporting documents are issued for this tendering process. |
| Capability Assessment | An optional stage in the further competition process which allows the customer to pass or fail suppliers before the written proposal stage. |

# Timetable for appointing a supplier: approximately 8-12 weeks from initial engagement to installation

The timetable below provides an example of the timescales that are involved in a call for competition, from the date of issuing your tender to contract award. Please engage with your commercial function when planning the timetable.

You should allow up to 8-12 weeks if you choose all recommended options. You may require more time for more complex, high value projects.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | Timescale | |
| Task | Required/ Optional | Task owner | Working days | Weeks |
| Tender issued | Required | Customer | Day 1 | Week 1 |
| Deadline for submission of Capability Assessment | Optional | Supplier | Day 4 - 5 | Week 1 |
| Evaluation of Capability Assessment | Optional | Customer | Day 6 - 7 | Week 2-3 |
| Shortlisted agencies from Capability Assessment notified | Optional | Customer | Day 8-10 | Week 2-3 |
| Deadline for the submission of clarification questions | Required | Supplier | Day 11 | Week 3 |
| Deadline for response to clarification questions | Required | Customer | Day 12 - 16 | Week 3 |
| Deadline for submission of proposals | Required | Supplier | Day 17 - 20 | Week 4/5 |
| Evaluation of proposals | Required | Customer | Day 21 - 24 | Week 5 |
| Shortlisted suppliers notified | Optional | Customer | Day 25 - 32 | Week 6-7 |
| Award contract: | Required | Customer | Day 35 - 36 | Week 8 |
| Project inception meeting | Required | Customer and Supplier | Day 38 | Week 8 |
| Installation Works | Required | Customer and Supplier | Day 39 - 84 | Week 8 - 12 |

# Annex 2:

# Specification writing guidance

## Drafting a Specification

#### The section will take you through the following areas of developing your supplier project specification. A good Portable & Standby Generator specification should include all of the following:

1. Title

This notifies the reader of the focus of the project.

## Summary

Use this section to set out the nature of the issue and the project specification to the supplier. The supplier should be able to use the summary to decide whether it would be appropriate for them to bid for your work. Make sure you cover:

* A clear and specific description of the generator(s) needed
* A short summary of your requirements
* Any mandatory services required
* Who the customer is
* Expected project length

## Background to the requirement

Use this section to provide detailed information on the background to the requirement, including services or rental

#### Make sure you cover:

* Outline the project requirements
* Explain who you are as a customer - don’t assume the supplier knows your department/ organisation
* Set out any installation issues the supplier needs to understand
* Provide data and any useful links

## 4. Generator objectives

What is the aim of the generator? This should be clear-cut, detailing the overall requirement

And functionality objective plus a bullet point list of specific requirements. If you already have SMART objectives you should include these here.

#### Make sure you include:

* Any data you have on generator size

#### Suggested approach

#### Use this section to explain your proposed approach (if you have one). If you do have an existing approach you should be very clear

where/if you are seeking new ideas. The project specification should encourage suppliers to problem solve rather than being prescriptive in its strategy.

Make a clear statement of the type and complexity of project, the supplier will need these details to determine the item(s) that will be required.

Be sure to specify requirements for sub- contracting if you have any.

1. Outputs

The deliverables required – state what you will need the Generator for or if hiring state the expected rental contract length.

1. Liaison arrangements

The requirements for contact and liaison throughout the project. Is there a team or advisory group the project manager will need to meet? What are the envisaged frequency, type (if any) is required?

1. Timings

Give dates for awarding the contract, completion of the call off – and any interim deadlines. This will help in the planning of what is feasible.

e.g. *the successful agency will be notified by [****date****]. A project set-up meeting is scheduled at [department] for [****date****]. We require the generator call off to be complete and installed by [****date****].*

1. Budget

A guide that will allow the supplier to work out what is possible within the money available. A guideline budget also results in competitive proposals that can be judged on equal terms.

e.g. *the budget for this project, including expenses and any respondent incentive payments is £45,000 (excluding VAT). A detailed breakdown of costs is required within the proposal.*

1. Form of project proposal

A clear statement of what the proposal should include.

e.g. *a proposal of works will be required by [****date****].Examples of projects and works undertaken can be included as an appendix, along with any additional information you think is relevant.*

The proposal should contain the following:

* A succinct summary of the project
* A demonstrable understanding of Standby and Portable Generators.
* Your organisation’s experience of similar projects and [relevant] capability
* Details of the personnel to be involved including their role for this project and their relevant experience such as CDM
* Arrangements for managing this work and quality assuring outputs, including how you would like to work with the supplier during the project
* A detailed budget, including a breakdown of time and costs per call off activity

1. Evaluation criteria

The basis on which the contract will be awarded. The criteria could include – suitability; cost; experience in the area; evidence of understanding the brief.

# Document checklist before issuing your call for competition

|  |  |
| --- | --- |
| Document | Checked? |
| State RM6063 Portable & Standby at the start of your competition document |  |
| Dates for the clarification period |  |
| Tender timetable which sets out the high level stages of the process and when you intend to award and start the contract |  |
| Detail on the process and evaluation of the Capability Assessment stage (if used) |  |
| Detail on the process, evaluation and weighting of the presentation stage (if used) |  |
| Appendices (if used) |  |
| Letter of appointment and contract terms |  |
| Tendering instructions (detail on the submission process specific to your organisation) |  |
| Procurement tool registration details (if inviting suppliers to your organisation’s own portal) |  |

# Evaluation matrix and score definitions

The table below provides an example scoring matrix with potential weightings that can be used during the evaluation process. You can adapt this to reflect your individual requirement.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Weighting | Score 0-100 | Evaluator comments |
| Quality stage 1 | | | |
| Objectives |  |  |  |
| Methodolgy and approach |  |  |  |
| Implementation |  |  |  |
| Scoring |  |  |  |
| Quality stage 2 | | | |
| Quality stage 1 & 2 total: | 0% |  |  |
| Price - % | 100% |  |  |
| Quality and Price total | 100% |  |  |

The table below provides example score definitions that can be used during the evaluation process, you can adapt the mark score i.e. by using a 1 - 5 point scale or amend the score definition based on the complexity of your requirement. You may wish to include a minimum pass mark for questions considered vital.

|  |  |
| --- | --- |
| Mark | Comment |
| 0 | Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations. |
| 25 | A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements. |
| 50 | Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark. |
| 75 | A good response that meets the requirements with good supporting evidence. Demonstrates good understanding. |
| 100 | An excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence. |

# Contact Information

#### If you need general advice about using Crown Commercial Service please contact our helpdesk:

[info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk) 0345 410 2222

Should you require further information in relation to your brief please email: [standbyandportablegenerators@crowncommercial.gov.uk](mailto:standbyandportablegenerators@crowncommercial.gov.uk)

[www.gov.uk/ccs](http://www.gov.uk/ccs)

[@gov\_procurement](https://twitter.com/gov_procurement)

[Crown Commercial Service](https://www.linkedin.com/company/government-procurement-service)

Points to Consider:

Rental Agreements:

In the event customers are using the rental agreement as part of their call off, please contact CCS to discuss on [standbyandportablegenerators@crowncommercial.gov.uk](mailto:standbyandportablegenerators@crowncommercial.gov.uk)

This requirement is due to potential interim changes which are currently under review on the draft rental terms which form part of the bid pack for RM6063.

\*\*\*\*\*\*\*\*\*Also include the details as a TIP for applying the filters for exporting the supplier list containing the information detailed in the email from NQC\*\*\*\*\*\*\*\*

**Tip:**