

# Building Cleaning Services Dynamic Purchasing System

RM6130

Customer guidance



Crown  
Commercial  
Service

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# 1. Introduction

This guidance covers what the Building Cleaning Services (RM6130) commercial agreement is, and how to use it via the Dynamic Purchasing System (DPS). It includes:

- The scope of the Building Cleaning Services DPS
- Its benefits and key features
- How to run your procurement using the DPS
- How to use the DPS system to create a supplier shortlist
- The role of CCS
- How to manage your contract with your appointed supplier

## 1.1. What is RM6130 Building Cleaning Services?

It's a commercial agreement that provides public sector buyers with a route to market to procure cleaning related services, including medical and hazardous waste services. It is free to use. Its key features are:

- It's fully compliant with procurement regulations
- It provides access to a range of pre-appointed suppliers
- It provides buyers with a set of contract terms, pre-agreed by suppliers

Here is a short video that summarises this guidance. Please watch the video that is most relevant to your procurement:

[Intro to Procuring Cleaning Services](#)

[Intro to Procuring Medical and Hazardous Waste Services](#)

## 1.2. What is a Dynamic Purchasing System (DPS)?

A DPS is a public sector sourcing tool for goods and services ([Public Contracts Regulations 2015](#)). It is similar to a framework, but with a DPS, new suppliers can join at any time.

A DPS enables you to produce a shortlist of suppliers based on the services and locations you require. You can then use this shortlist to run your further competition.

## 1.3. Which services are covered?

Buyers can access the following Services via the Building Cleaning Services DPS:

- **Building Cleaning Services** – You can procure a range of Building Cleaning Services based on the services required and the geographical location where the services are required. For example, office cleaning, routine and reactive deep cleans, Covid-related cleaning, window cleaning (including high-rise),

office clearances, external building cleaning, caretaking, road sweeper services, IT equipment cleaning, specialist floor cleaning, barrier mat cleaning/exchange, trauma cleaning, external signage, locking/unlocking buildings, chimney cleaning, sandblasting, gutter cleaning, litter picking, wall/patio cleaning, cleaning that requires working at height, mobile cleaning, commercial kitchen cleaning, wet and dry changing rooms, graffiti removal, cleaning fume cupboards and air duct systems, cleaning that requires security clearance. You can decide if services include or exclude consumables e.g. toilet paper, soap, cleaning chemicals. You can decide if services include or exclude equipment e.g. vacuum cleaners, brushes, mops.

- **Medical and Hazardous Waste Management** – You can procure Medical and Hazardous Waste Management based on the geographical location where the services are required. For example, healthcare offensive waste, waste medicines, sharps and related waste, anatomical waste, bagged clinical waste, laboratory chemicals, hazardous waste (including asbestos, chemicals, solvents, equipment containing ozone depleting substances like fridges).
- **Delivery and Performance Assessments** – You can procure the services of a supplier to review current building cleaning and/or waste management practices and receive transparent, expert advice that is focused on your organisation's needs. The appointed supplier conducts an in-depth assessment and analysis of your current operating practices, policies, procedures and documentation to identify more efficient ways of working.

Upon application to join the DPS, suppliers indicate which services they are able to deliver, in which locations. This enables you to apply service and location 'filters' to create a shortlist of suppliers on the DPS system. Here is a list of the filters that are built into the DPS:

[Services and Locations \(List of Filters\)](#)

## 1.4. Where does it cover?

It covers local, regional and national contracts throughout England, Northern Ireland, Scotland and Wales.

## 1.5. Who can use it?

This agreement can be used free of charge by any public sector organisation, including central government, the wider public sector and the third/charity sector. This includes:

- Central Government Departments, Arm's Length Bodies and Executive Agencies
- Non Departmental Public Bodies
- Devolved administrations
- NHS bodies
- Local Authorities
- Emergency services

- NHS bodies
- Charities
- Universities, colleges, schools, further education providers
- Housing Associations

## 2. Why use it?

The Building Cleaning Services DPS offers several benefits for public sector buyers:

- **Achieve commercial benefits** – achieve cost savings and higher quality services, meaning better value for money for your organisation. This is driven by the competition between the suppliers and the due diligence checks CCS conducts on the suppliers.
- **Compliance** – using this commercial agreement ensures that you are compliant with public sector procurement regulations.
- **Time/resource savings** – this commercial agreement has pre-agreed contract terms, meaning you don't need to spend time/resource creating contract terms from scratch or negotiating with suppliers.
- **Legal protection** – the pre-agreed terms have been established in line with best commercial practice, and provide legal protection for customers and suppliers.
- **Supplier assurances** – all suppliers on this commercial agreement have passed a certain level of due diligence e.g. monthly financial risk assessment, proof of insurance, positive reference from a previous customer.
- **Procurement support** – we can often provide procurement support. For example, we can provide you with advice on running your procurement, and support with writing your requirements specification and other tender documentation.
- **Flexibility** – the DPS has a flexible design, meaning you can get the exact service and service structure your organisation requires e.g. set your own specification, Key Performance Indicators (KPIs), pricing structure, and evaluation weightings for quality/price/social value.
- **Social Value** – you can include social value measures in your requirements specification and quality questions, to maximise the amount of social value your contract achieves e.g. supporting local business, promoting equality and accessibility, preventing modern slavery, working conditions, sustainability.
- **Supplier flexibility** – due to the DPS filtering system, you only invite the suppliers who can meet your requirements. Also, if there are any particular suppliers you'd like included in your competition, you can ask them to apply to the DPS, as suppliers can apply to join at any time. Due to this flexibility, the DPS is popular with SMEs. 69% of suppliers on the DPS are SMEs<sup>1</sup>.
- **Prevent modern slavery** – all appointed suppliers are required to work to prevent modern slavery in their supply chains, and to produce an annual slavery and human trafficking prevention report, which is worked through with CCS. You can also assess suppliers on their modern slavery prevention measures/activity in your quality questions.

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<sup>1</sup> At time of writing this document (April 2021)

## 3. How does it work?

For a detailed list of actions on how to run a procurement using the Building Cleaning Services DPS, see our [Action Plan Template](#). For an explanation of each procurement stage, see section '5. Running your procurement'.

### 3.1. Main documentation

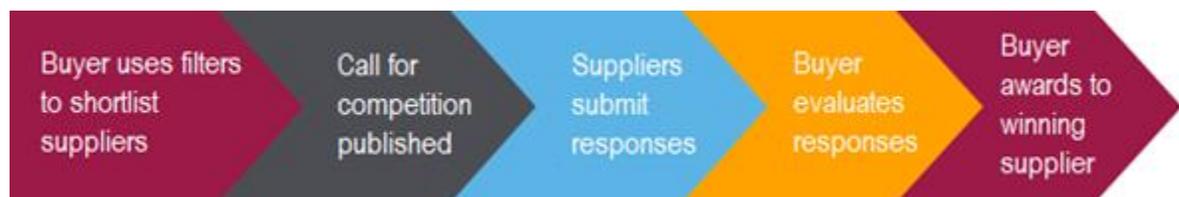
Here is the main documentation you will need:

- a) Invitation to Tender (Attachments 1&2)
- b) Requirements Specification (Attachment 3)
- c) Contract Terms and Schedules (Attachment 4)
- d) Pricing Matrix (Attachment 5)
- e) TUPE Information – if applicable (Attachment 6)

See our [Bid Pack Templates](#) for templates of documents/attachments in points a, b, d and e above.

See the [Contract Terms](#) for the set of documents in point c above.

### 3.2. The Basic Process



1. Use the [DPS system](#) to obtain a supplier shortlist (you'll need to register first).
2. (Optional) Use a Capability Assessment to further shortlist suppliers to make sure they can meet your requirements. See our [Bid Pack Templates](#) for a template.
3. Issue your Call for Competition along with your final documentation (including your evaluation criteria, quality questions and associated score weightings).
4. Receive and evaluate responses from suppliers.
5. Award the contract to the successful supplier.
6. Confirm the award to CCS.

These are only the basic steps involved in procuring services through the Building Cleaning Services DPS. For a detailed list of actions, see our [Action Plan Template](#). For an explanation of each procurement stage, see section '5. Running your procurement'.

Although CCS has undertaken some basic due diligence, you must complete your own due diligence before awarding the contract.

## 4. The role of CCS

### 4.1. What we do

Our role is to provide you with advice and guidance to help you get the best out of the Building Cleaning Services DPS. We can help with any queries you may have such as how to use the DPS system, what the Building Cleaning Services DPS covers, help with your Requirements Specification, help with understanding the contract terms, advice on structuring your evaluation criteria, help with setting your quality questions, help with setting your Key Performance Indicators et cetera.

We manage the overarching DPS and the suppliers at agreement level, whereas you are responsible for managing the contract with your appointed supplier.

We act as a point of escalation if you have any issues with your supplier that you cannot resolve – see section ‘6. Managing your contract...’ for further details.

If you have any queries, please email us at: [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk) or contact our Customer Service Centre on **0345 410 2222**.

### 4.2. How do we appoint suppliers?

To become appointed on the Building Cleaning Services DPS, suppliers need to complete a series of questions to identify their suitability, which is assessed by our DPS team. As part of this, suppliers must meet the following minimum requirements:

- [Cyber Essentials](#) basic certification before their first contract
- Employer’s Liability Insurance of £5,000,000
- Public Liability Insurance of £5,000,000
- Professional Indemnity Insurance of £1,000,000 (only for suppliers that offer Delivery and Performance Assessment Services)
- Have an Equality and Diversity Policy that complies with [current legislation](#)
- Compliance with the [Supplier Code of Conduct](#)
- Compliance with the [Modern Slavery Act](#)
- Provide a relevant contract example and a ‘Letter of Confirmation of Works’ signed by a previous customer
- Pass a financial risk assessment by Dun & Bradstreet (this is checked monthly - suppliers that pose a high financial risk are removed from the DPS)

## 5. Running your procurement

Broadly, these are the steps you should take to run a procurement under the Building Cleaning Services DPS. For a summary checklist and document tracker, see our [Action Plan Template](#).

### 5.1. Secure initial approvals

Apply for and receive the necessary budget/spending approvals that are relevant to your organisation, and agree your procurement strategy.

### 5.2. Apply for Cabinet Office Controls (if applicable)

Central government organisations, including departments and the bodies they sponsor, must follow the Cabinet Office spend controls process when they want approval to spend money on specific activities. They don't apply to the wider public sector or the third/charity sector. See the [Cabinet Office Controls website](#) for more information. For guidance on controls that relate to cleaning contracts, visit the [FM Controls section](#) of the website.

### 5.3. Create a procurement timeline/project plan

Estimate how long each part of your procurement will take, and work backwards from your proposed contract start date. Make sure you include enough time for spend approvals, document creation and approvals, site visits from suppliers (if applicable), bid evaluation and moderation, winning supplier due diligence checks, internal approval to award (if applicable), and mobilisation time for the supplier.

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.

An example timetable has been provided in [Annex 1](#). This example allows around 8-12 weeks from the date of issuing the competition to awarding the contract, plus mobilisation time for the supplier.

### 5.4. Decide the type of contract you require

There are different types of arrangements you can have with suppliers, for example:

- **Project specific agreement** – a contract for a specific project, within a time period.
- **Defined term agreement** – a contract for a fixed period of time to work on a number of projects. Your contract will need to cover the range of services you will need during the term and should be considered when establishing your evaluation criteria and associated weightings.
- **Retainer agreement** – a contract for a fixed period of time where you agree to pay a retainer fee on a regular basis, and use the services as and when needed.

We recommend keeping your initial contract term to a maximum of 3 years and a maximum duration of 5 years, which includes any extensions. The maximum contract term allowed by the procurement regulations is 7 years.

## 5.5. Complete Customer User Agreement

Once you have the basic information for your procurement, complete and submit our [Customer User Agreement](#). This lets us know that you're planning on using the RM6130 Building Cleaning Services DPS, and gives us your basic procurement details. It helps us provide more tailored support to you (if you need any), and enables us to give suppliers a pipeline of potential opportunities so they can prepare their bid teams accordingly.

## 5.6. Create your Requirements Specification

The Requirements Specification (Statement of Requirements) outlines what your organisation wants. It encompasses the “who you are, what you want, where it needs doing, when it needs doing, and how it needs doing”. It is the main document that tells suppliers what you require. See our [Bid Pack Templates](#) for a template.

## 5.7. Complete pre-market engagement (optional but recommended)

You may find it useful to communicate with suppliers ahead of issuing your final requirements specification and other documentation by undertaking a pre-market engagement exercise.

This could simply be an email to relevant suppliers with a Request for Information, or you could host a webinar for suppliers to inform them of your procurement, ask them any questions you may have, and ask for their feedback/thoughts. Suppliers may be able to highlight things you haven't thought about, provide ideas on innovations, and provide insight to any changes within the market that may influence your requirements.

Please ensure this activity is undertaken in a fair and transparent way, providing each supplier in your shortlist with an equal opportunity.

### Do

- ✓ Contact all suppliers from your shortlist (*see section 5.12 for instructions*).
- ✓ 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

- ✗ 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).
- ✗ Forget that all shortlisted suppliers can bid when you issue your Invitation to Tender.

## 5.8. Gather TUPE information (if applicable)

If you have an existing supplier for the services you're procuring, you should request that they provide you with key details of any staff that may transfer over to your new supplier under the Transfer of Undertakings (Protection of Employment), or TUPE Regulations. Without this information, many suppliers won't bid and those that do bid are likely to propose a higher price to factor in the extra risk of not knowing which staff they may take on. See our [Bid Pack Templates](#) for a template.

## 5.9. Create your Invitation to Tender (ITT)

Create your Invitation to Tender document to inform suppliers of your procurement, including:

- **Contract length** – and any optional extensions.
- **Maximum contract value** – suppliers can't bid above this value.
- **Evaluation criteria** – including Price/Quality/Social Value % weightings.
- **Quality questions** – to be answered by suppliers and scored in evaluation.
- **Procurement timeline** – including how long suppliers have to respond. You may wish to factor in a site visit for suppliers before they bid.
- **Procurement tool** – where suppliers submit responses i.e. CCS's eSourcing tool or your own preferred online procurement tool.
- **Procurement route** – state that the competition is being run through Crown Commercial Service's RM6130 Building Cleaning Services.

*You can use your own ITT template, or use ours. We split the ITT into two documents: 'About the Competition' and 'How to Bid'. See our [Bid Pack Templates](#).*

### Do:

- ✓ Provide a clarification period for suppliers to ask questions.
- ✓ Make sure that your requirements, documentation and evaluation are proportionate to the value and complexity of your Requirements 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.
- ✓ Disclose any conflict of interest issues you may have.

### Don't:

- ✗ Be overly prescriptive – make sure to give the supplier space to propose an innovative solution.
- ✗ Use acronyms or civil service terminology - make sure to use plain English.
- ✗ Overwhelm the reader with excessive data.

## 5.10. Create a Pricing Matrix

This is what suppliers will use to submit their bespoke pricing based on your requirements. You can structure this in any way you want. Make sure to 'Lock' cells and 'Protect' the Excel workbook prior to publication, so suppliers can only edit the cells you want them to. *For an example, see our [Bid Pack Templates](#).*

## 5.11. Complete Contract Schedules

The contract schedules are split into 3 sections, outlined in the table below. First, you should [download](#), save and read through each of the schedules and decide which to include in your contract. Some schedules are mandatory and some are optional. Some schedules need to be completed after contract award, rather than before. All of this is outlined in our useful document tracker in the [Action Plan Template](#).

<b>DPS Schedules</b>	All are mandatory
<b>DPS Joint Schedules</b>	Some are optional
<b>DPS Order Schedules</b>	Some are optional

## 5.12. Shortlist Suppliers (using the DPS system)

- To start, [register as a buyer](#) on the DPS system. It may take a few days for your account to be set up by our system provider, NQC. If you need to expedite this, you can contact NQC on 0161 413 7982 or via email on Support@nqc.com .
- Once registered, [sign in](#) and you should see a screen like this:

The screenshot shows the GOV.UK Supplier Registration interface. At the top, there's a black header with the GOV.UK logo and 'Supplier Registration'. Below this, there are navigation links: 'Your dashboard', 'Sign out', and 'Help'. The breadcrumb trail is 'Home > DPS marketplace'. The main heading is 'Building Cleaning Services' followed by 'Manage your DPS category exports'. There is a search bar labeled 'Search category exports' with the placeholder text 'Search name or description' and a search icon. To the right of the search bar is a help tooltip that says 'Help' and 'A category export list of suppliers at a given time in what is a'. A 'Live chat' button is visible on the right side of the page.

- Scroll down slightly, and to the right of the screen, click on 'Create new category export'.

## Options

[Create new category export](#)

[Appointed suppliers](#)

4. Select the filters that best fit your requirement. They don't have to be a perfect match but should still be a good representation of your requirements – the main purpose of the filters is to shortlist the suppliers. The DPS uses an “and” filter, meaning the more filters you choose, the fewer suppliers will appear. Keep a record of the filters you pick, as you need to list them in your tender documentation.
  - a. If you're procuring 'Delivery and Performance Assessment Services', use the 2<sup>nd</sup> and 3<sup>rd</sup> grey filter boxes along the left.
  - b. If you're procuring 'Building Cleaning Services', use the 4<sup>th</sup> and 5<sup>th</sup> grey filter boxes.
  - c. If you're procuring 'Medical and Hazardous Waste Services', use the 6<sup>th</sup> grey filter box.
5. Once your filters are selected, scroll to the bottom and click 'Filter'. This will show how many suppliers have been shortlisted.

Filter

6. If you're happy with your selected filters, scroll to the bottom and click 'Save category'. Type in a suitable name and description for the shortlist, and click 'Save category'.

Save category

7. Scroll to your shortlist and click 'Export'. This downloads a spreadsheet listing your shortlist of suppliers and their email addresses.
8. Use this exported supplier shortlist when you come to invite suppliers to bid.

### 5.13. Conduct Capability Assessment (optional)

You can issue a Capability Assessment to further refine your supplier shortlist, or to assess if any suppliers are capable of meeting your requirement (if it's particularly complex).

It involves outlining your key requirements and asking a series of 'yes' and 'no' questions to suppliers. Only suppliers that answer 'yes' to all questions pass the assessment and can be invited to bid. Any supplier that answers 'no' to any question, or fails to respond, is not invited to bid. *For a template, see our [Bid Pack Templates](#).*

If you make any material changes to your tender documentation after running a Capability Assessment, you will need to run it again or invite all suppliers to bid.

To run the Capability Assessment, it's best to use an online procurement portal, such as CCS's eSourcing portal. *Please refer to the [eSourcing user guidance](#) for instructions.*

## 5.14. Invite suppliers to bid (via online procurement tool)

Firstly, decide which online procurement tool to use. You can use your own or you can [register to use CCS's free eSourcing tool](#).

Finalise all your tender documentation and ensure it is all named appropriately, including appendices.

'Build' your procurement into the procurement tool, by uploading documentation, deadlines, supplier details et cetera. You will need your exported supplier shortlist.

Invite all shortlisted suppliers to tender (unless they have been deselected through a Capability Assessment).

Respond to clarification questions via the online procurement tool. You can also track bid responses and send reminders to bidders.

## 5.15. Evaluate supplier bids

Agree on an evaluation team and book time in their diaries. Upon the tender submission deadline, the evaluation team should individually evaluate the supplier bids, then join together for moderation to collectively decide on each supplier's final score. You'll need at least 3 evaluators to assess the quality questions, and separate evaluator(s) to assess the price submissions.

Responses should not be discussed outside of the evaluation team and bids 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.

## 5.16. Complete internal governance (if applicable)

Depending on your internal governance structure, you may need to submit the decision to award the contract for approval.

## 5.17. Complete supplier due diligence

It's best practice to conduct due diligence checks on the winning supplier, before you award the contract e.g. financial checks, references, Cyber Essentials certificate.

As part of this, you can ask the winning supplier for the evidence they submitted in order to be appointed onto the Building Cleaning Services DPS e.g. previous customer reference.

To do this, you can sign in to the DPS system and navigate to the supplier shortlist you used for this procurement. Click 'Request evidence'. Find the supplier you wish to see further information for and click on 'View evidence'. The supplier will then be sent a notification to grant you access to see the evidence.

Review all evidence you've requested and if it's acceptable, confirm the decision to award the contract.

## 5.18. Inform suppliers of contract award

Inform all involved suppliers of the outcome of the procurement. Include constructive feedback, a full breakdown of their score, and a comparison to the score of the winning

supplier. Feedback should be objective and link back to the evaluation criteria. See our [supplier outcome letter templates](#).

A standstill period is not mandatory but can be used voluntarily, particularly for high value contracts. It's usually 10 calendar days.

## 5.19. Finalise contract schedules

Once you have selected the winning supplier, you can finalise the contract schedules with supplier details, tender submission details, price details et cetera. Look at your document tracker within the [Action Plan Template](#) for which schedules need finalising.

A key document to complete is the 'DPS Schedule 6 - Order Form', which will list the key details of your contract. Confirm the exact start date of the contract with the supplier. Complete everything first and sign the Order Form prior to sending to the supplier to sign.

## 5.20. Inform CCS of contract award

Once your contract has been signed by both parties, inform CCS of the contract award by completing the [contract award notification template](#) and sending it to [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk).

## 5.21. Publish contract details (if applicable)

Depending on your organisation's transparency requirements, you may need to publish contract details on [Contracts Finder](#) or [Find a Tender](#), where necessary. Click 'Sign in' in the top right hand corner in order to post details – use the same login details as with the DPS system.

The Procurement Policy Note relating to the use of Contracts Finder can be found [here](#).

## 5.22. Manage implementation/mobilisation

Manage implementation of the new service with your new and existing supplier. This may include site visits, introductory meetings, staff orientation, coordinating handover activities, sharing contact details, organising/reviewing risk assessments et cetera.

## 6. Managing your contract and being a good customer

Working collaboratively with your supplier will help you to get the best outcome throughout your contract.

### 6.1. Your obligations as a customer

These include:

- Providing clear and accurate requirements.
- Communicating with your supplier on a regular basis to discuss progress and performance.
- Promptly addressing any issues with your supplier.
- Agreeing at the start of the project the content and frequency of reports you expect to receive from your supplier (if required). This should be in line with your Requirements Specification.
- Paying your Supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your contract.

### 6.2. 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 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 CCS to notify them and agree next steps. CCS can help to mediate disputes.

If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied, then you should decide how to resolve the issue with internal colleagues and CCS.

## Annex 1 – Example Timetable

The timetable below provides an example set of tender timescales. The example allows 8-12 weeks from tender launch to awarding the contract. **You may need less time or more time depending on the complexity of your requirements and how quickly you need to run your procurement.**

Task	Working days	Weeks
Run DPS filters to obtain supplier shortlist	Day 1	Week 1
Launch Capability Assessment (Optional)	Day 1	Week 1
Submission deadline for Capability Assessment (Optional)	Day 8	Week 2
Evaluation of Capability Assessment (Optional)	Day 9-10	Week 2
Launch tender to shortlisted suppliers	Day 11	Week 3
Clarification questions submission deadline	Day 18	Week 4
Clarification questions response deadline	Day 23	Week 5
Bid submission deadline	Day 30	Week 6
Evaluation of bids	Day 31-40	Week 7-8
Internal approvals (If applicable)	Day 41-45	Week 9
Publish intent to award letter to successful supplier and feedback to unsuccessful suppliers	Day 46	Week 10
Standstill period of 10 calendar days (Optional)	Day 46-53	Week 10-11
Supplier due diligence	Day 46-53	Week 10-11
Finalise documentation, including Order Form	Day 46-53	Week 10-11
Sign contract with supplier	Day 54-55	Week 11
Inform CCS of contract award	Day 56	Week 12

## Further information

If you require any further information please contact

[info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

0345 410 2222

You can also learn more about Crown Commercial Service at:

Website:

[crowcommercial.gov.uk](http://crowcommercial.gov.uk)

Twitter:

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

LinkedIn:

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



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