



London Procurement Partnership

Commercial advantage for the NHS by the NHS



Estates, Facilities & Professional Services

Specialist Couriers Services Framework User Guide

Framework Reference Number: RM3799

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NHS London Procurement Partnership

Commercial advantage for the NHS by the NHS

Specialist Courier Services Framework

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1. Introduction

This user guide is intended to provide information about the Specialist Courier Services framework and to provide practical support to contracting authorities who wish to access the framework to award contracts.

Please note that the guidance provided within this document only applies to this framework and contracting authorities should ensure they refer to the guidance document which is relevant to the framework they wish to access to ensure that the right processes are being followed.

Procurement teams should be involved in the decision to access the framework to ensure that the decision fits with local procurement policies and contracting authorities' standing financial instructions.

1.1 Key Information

Framework Title	Specialist Couriers Framework
OJEU Reference Number	2017/S 184-377415
LPP Reference Number	RM3799
Framework Period	17/08/2017 – 16/08/2020

1.2 Background

This framework has been established to allow public sector organisations to award contracts for a range of specialist and highly complex contracts that involve the movement of items and substances subject to stringent regulations and control. These can either be awarded on a per lot basis.

All suppliers appointed to this framework provide comprehensive and innovative Specialist Couriers solutions and proactively assist contracting authorities in their attempts to achieve efficiency savings through improved ways of working without impacting on patient care and safety.

1.3 Overview and Lot Structure

The framework agreement has been split into three lots which allows contracting authorities a choice of how best to approach the market. The framework covers the following services:

Lot 1 – Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue

To provide the collection and delivery of infectious substances (Category A&B), as well as non-infectious substances as blood and tissue specimens and other biological materials. Requiring transport to or from an Authority's facility and from and to other hospitals, health centres, nursing homes, hospices, satellite units and any other location as determined by the Authority

Services

- Same day and next day delivery to all areas of the UK
- Ad hoc and scheduled collections (including out of hours)
- End to end tracking accessible to the Contracting Authority
- Online booking system
- Transportation of Category A and Category B

Additional Services

- International delivery
- Bulk courier deliveries

Lot 2 – Controlled Drugs and Pharmaceuticals

To provide other collection and delivery for packages containing controlled drugs and other pharmaceuticals, including drug precursors from an Authority's facility and from and to other hospitals, health centres, nursing homes, hospices, satellite units and any other location as determined by the Authority for patients considered by the Authority to be medically unfit to be transported by other means.

Service

- Same day and next day delivery to all areas of the UK
- Temperature controlled vehicles fitted with additional security, such as immobilisers and alarms
- End to end tracking accessible to the Contracting Authority
- Online booking system
- Tamper evident packaging

Additional Services

- International delivery
- Bulk courier deliveries
- Destruction / disposal of packages

Lot 7 – Radioactive Materials (Class 7)

To provide a range of collection and delivery of transportation of packages that contain radioactive substances from an Authority's facility and from and to other hospitals, health centres, nursing homes, hospices, satellite units and any other location as determined by the Authority for patients considered by the Authority to be medically unfit to be transported by other means.

Services

- Same day and next day delivery throughout the UK
- Ad hoc and scheduled delivery (including out of hours)
- Full end to end tracking of packages

Additional services

- International delivery

1.4 Expected Benefits

- High quality, compliant courier service focuses on delivering service provision.
- Improves the value for money, quality, flexibility and sustainability of courier services through the establishment key performance indicators with contractual obligations on the contractor to deliver the efficiencies.
- A combined courier solution to contracting Authorities to include other courier consignments within the scope of their specialist requirements on the framework
- Supports the government's policy to encourage SME's to compete for public contracts where's 68% of suppliers are SME's
- Provides a flexible solution in regard to the changes that may affect both the NHS and the wider public sector during the life of the framework.

1.5 Awarding a Contract

To award a contract under this framework the contracting authority must run a mini-competition. Instructions on how to access the framework and undertake a mini competition are contained in section 4 below

2. Management of the Framework Agreement

2.1 Framework Contracts

All suppliers who have been awarded a position on this framework have signed framework contracts with Crown Commercial Service (CCS). LPP is responsible for supporting LPP members in awarding contracts through the framework and will seek feedback from contracting authorities to ensure maximum value is derived from the framework.

2.2 Activity Based Income (ABI)

This framework has been established with an Activity Based Income (ABI) charge. Each supplier will pay CSS the ABI charge for all contracts awarded under the framework. Any pricing provided by suppliers will be inclusive of this charge.

2.3 Management Information

CCS will collect on a monthly basis management information from each supplier for each contract they have been awarded under the framework. The management information will allow the category manager to have an overview of the supplier performance on specific contracts and to calculate the ABI charge.

2.4 Framework Manager

Contracting authorities who have any questions regarding the framework should contact the framework manager in the first instance. This is the person identified on page 2 of this document.

2.5 Business Continuity Plans

As part of the supplier's application to be on the framework they have submitted to CCS generic business continuity plans. These have been reviewed and scored as part of the evaluation of the framework award. LPP strongly suggests that contracting authorities request as part of their mini competition specific business continuity plans relating to their service and location so these can be retained for the successful contractor.

3. Accessing the Framework

3.1 Framework Access

This framework is open to UK Public Sector Organisations.

3.2 Benefits of Accessing a Framework

There are a number of benefits of awarding contracts under a framework, these include:

- It is faster and less onerous than a full OJEU tender process.
- There is no need to assess framework suppliers against criteria such as financial standing or business probity as these have been assessed during the PQQ stage of the framework establishment.
- By using the framework there is no need for you to separately advertise your requirement.
- The framework is based on generic service specifications which contracting authorities can adapt to meet their specific requirements.
- The terms and conditions of the framework agreement and call off contracts have already been agreed with all framework suppliers therefore no further legal dialogue is required.
- By following these guidelines you can ensure that you are adhering to EU Procurement legislation.

3.3 Framework Access Charge

There is no charge for contracting authorities to access this framework agreement.

Appendix B sets out the key responsibilities of each party during the framework call-off/mini competition process. Should a contracting authority wish for LPP to provide additional support, over and above what is shown in this document, in awarding a contract then LPP reserves the right to charge for these additional services. This will be discussed and agreed with each contracting authority on a case by case basis.

3.4 Framework Access Agreement

Contracting authorities wishing to access this framework should complete the framework access agreement in Appendix C and send this to the category manager. Once this has been completed the category manager will provide the contracting authority with access to the mini competition documents and advise the suppliers on the framework that the access agreement has been signed. Suppliers on the framework will not enter contracts under this framework with any contracting authority until the category manager has confirmed a signed access agreement is in place.

4. Running a Mini-Competition or Call-Off

4.1 Establishing a Project Team

Contracting authorities will need to establish a project team which is responsible for supporting the award of the new contract. This project team should include key stakeholders from across the organisation who can input into the specification and evaluate the quality of responses from suppliers under the framework.

The project team should be supported by a project lead who is responsible for ensuring the project is supported by the contracting authority's board and managing the implementation of the new contract.

LPP will liaise with the project lead as per the responsibilities matrix in Appendix B. If the contracting authority does not have the resource to undertake this internally then LPP can provide support but this may come at an additional cost. If this is required then you should contact the category manager to discuss further.

4.2 Key Decisions and Actions

By deciding to award a contract under the framework agreement much of the hard work has already been completed which should save the contracting authority time and money. A suite of mini-competition documents is available which can be tailored by the contracting authority to meet their specific requirements.

The key decisions and actions which will need to be completed by the contracting authority to award a contract under the framework are set out in the responsibilities matrix in Appendix B.

It is the contracting authority's responsibility to validate the data being sent out as part of the mini competition, check the evaluation of all bids and award the contract under the framework.

4.3 Undertaking a Mini Competition

To undertake a mini competition within the framework the contracting authority should refer to the responsibilities matrix in Appendix B and complete the framework access agreement in Appendix C. Once this is received by NHS LPP access to the mini competition documents will be provided through my.lpp to registered users.

The contracting authority will need to agree the specification of services and should build upon the generic specifications provided in Appendix E to ensure that their specification meets the service needs. The information which is required from the contracting authority in each document is:

1. Mini Competition Instructions

This document sets out the instructions for the bidders on how to complete and respond to the mini competition. As a minimum the contracting authority will need to

insert its award criteria against the stated headings, enter the contract period and complete the project plan. Contracting authorities using their own e-procurement systems to run the mini-competition will need to change the instructions to reflect their own systems.

2. ITT Questions

This document identifies the questions that you will be asking bidders to respond to. Suggested wording has been provided in this document. Contracting authorities may replace these questions with their own, amend the suggested questions or keep them as they are as part of the mini competition. All questions should clearly show how they are linked to the award criteria and any word limits that bidders will be asked to adhere to. Remember you should not re-evaluate areas already evaluated at PQQ stage, such as financial standing.

3. Pricing Schedule

A pricing schedule template exists which provides a consistent format for bidders to present their pricing as part of the mini competition. CCS has worked with the framework suppliers to ensure these templates are fit for purpose. However you should review the template(s) to ensure that it captures all the areas relevant to your trust and that you are clear how you will evaluate the responses received.

4. Abstract of Particulars

This document provides bidders with an introduction to the contracting authority. An outline to the contracting authority and its main areas of service provision should be provided as well as an overview of the current contracting arrangements. Any specific aims and objectives from a new contract should be given here so bidders can understand how best to structure their response to meet your requirements. Any known changes to service provision which may affect the contract should be stated.

5. Specification

Template specifications have been provided for use by the contracting authority. All suppliers on the framework have seen these template specifications as part of their application to be on the framework. Contracting authorities should use these documents as a guide to structure their own specifications.

6. Call-off Order Form & Terms and Conditions of Contract

The terms and conditions of contract have been agreed with all suppliers as part of their award onto the framework. Contracting authorities may make changes to these terms and conditions but they should be minor changes and highlighted clearly in the document so all bidders are aware changes have been made. When setting response deadlines to the mini-competition additional time should be provided by contracting authorities where changes have been made to the terms and conditions so that all bidders have the opportunity to raise these changes with their legal teams.

7. Signed Document Set

All bidders are required to complete and sign this set of documentation. Contracting authorities should ensure that the tender invitation date and title are changed to reflect their mini-competition.

8. Volume Data

For mini competitions undertaken under the specialist courier services framework the incumbent supplier should also be asked to provide a 12 month activity profile using the template provided. This will allow bidders to identify any seasonal trends in activity.

9. TUPE Template

Where TUPE is applicable to the contract the contracting authority should request from the incumbent supplier a list of employees who would be eligible for TUPE. The incumbent supplier should complete the TUPE template, at this stage not providing an individual's name; these will be provided to the successful contractor.

10. Evaluation Template

This document brings together the evaluation criteria, question scoring and questions into a document that can be used by the evaluation panel to score the responses. The contracting authority should select from the drop down list the score which is to be given for each response and insert a comment as to why that score has been provided. The scores and the comments will then be used to feedback to all bidders on the outcome of the mini-competition.

11. Standstill Award Letters

Contracting authorities should complete and issue these letters once they are in a position to award the contract. This letter will start the ten day stand still period giving all bidders an opportunity to request further information before the contract is formally awarded. The standstill period should finish at midnight once ten full calendar days have passed. If the tenth day finishes on a weekend or bank holiday this should be extended to midnight on the next working day. Contracting authorities should use the information within the completed evaluation document to complete the standstill letters. The letters should also be customised to reflect the mini-competition details and the contracting authority's process for appeal or request for further information.

Once mini competition documents 1-9 are completed they can be issued to all of the suppliers under the relevant lot. A list of suppliers and their contact details is provided in Appendix A. If the contracting authority prefers for LPP to release the mini competition documents through their e-tendering portal the mini competition documents should be sent to the category manager. Suppliers should be given adequate time to respond to a mini competition. Site visits should be provided to all suppliers during the mini

competition process and any clarification questions should be answered as swiftly as possible.

The mini competition documents will be returned by the suppliers and should be evaluated by the project team in line with the evaluation criteria which was set out within the invitation to tender. As part of the evaluation process supplier presentations may be undertaken. Suppliers should be provided with adequate time to prepare their presentations and should be given a clear brief of what to present.

Once the evaluation process is completed the contracting authority should notify all suppliers of the outcome of the mini competition and start a 10 day stand still period before concluding the contract.

4.4 Evaluation Criteria

The following suggested criteria can be used by contracting authorities as part of their mini competition process. The weightings can be changed to meet the contracting authority's requirements but must be within the range of 60-80% quality and 20-40% commercial.

- Commercials – 30%
- Service Quality – 30%
- Management Capability & Risk Mitigation – 30%
- Operational Capability/Innovation & Sustainability – 10%

4.5 Direct Award

This framework does not include the possibility of a direct award, agreements of contracts is only by the process of further competition.

4.6 Transition, Planning and Support

As part of the mini-competition or call off process the successful supplier should provide you with a transition plan which clearly explains what tasks need to be undertaken and who is responsible for ensuring they are completed. This plan should set out the level of resource which is required from the contracting authority during the transition process. The expected timescales for each stage of the transition and the mobilisation as a whole should be shown. The contracting authority should review the supplier's performance against the plan on a regular basis throughout the transition.

4.7 Managing the Contract

The contracting authority should hold regular meetings with the supplier to review performance against agreed key performance indicators. Should the supplier fail to meet the agreed key performance indicators then the contracting authority should look to take corrective action as outlined within the contract document. The LPP category manager should be made aware of repeated failures in a supplier's performance and can be asked by the contracting authority to support rectifying issues.

4.8 Key Performance Indicators

LPP encourages the use of key performance indicators within contracts as a way of monitoring and managing supplier performance. Some suggested key performance indicators which are relevant to this contract have been included within the template specification document. Contracting authorities should ensure these meet their requirements and if necessary personalise them to ensure they do.

Key performance indicators should not be used to punish a supplier but should be built in to encourage and reward high quality performance of the contract. As such LPP suggests that key performance indicators are established which are achievable and agreed by both parties.

4.9 Contract Period

Contracting authorities can only award contracts as far as 2 years after the closing date of the framework – 16/08/2022. All contracts under this framework must have concluded by this time.

5. Frequently Asked Questions

5.1 What is a Framework and is it compulsory to join?

A framework is a general term for an agreement with a provider(s) which sets out terms and conditions under which specific purchases (call-offs) can be made throughout the term of the agreement. Frameworks are established for bodies to buy goods or services via a pre-approved list of suppliers.

5.2 If a supplier is not on the framework can they still take part?

No. The framework has been awarded via an OJEU process. Suppliers at the time of advert had the opportunity to register their interest in being awarded a position on the framework. The tender process for the framework has now closed and all lots awarded.

5.3 Do I need to invite all suppliers to a mini competition?

You will need to invite all suppliers for the lot under which you are undertaking your mini competition unless there are specific reasons why you believe a supplier cannot deliver the services you require. Where this is the case you should check with the supplier first to ensure that you are not challenged later in the process.

5.4 How long does a mini competition need to run for?

This will depend on the complexity of the service. Contracting authorities should take into account the size of the contract, the number of services included, requirements for supplier site visits and TUPE. On average LPP would suggest suppliers are given four weeks to respond to the mini competition. For specific advice please contact the category manager.

5.5 Do I have to apply a stand still period to a mini competition?

LPP encourages the application of standstill periods for all mini competitions under the framework, especially where the value of the contract exceeds the OJEU thresholds. This ensures transparency to all suppliers involved in the process and minimises the risk of challenge once a contract is awarded.

6. Appendices

6.1 Appendix A – Supplier Contacts by Lot

Lot 1 – Class 6.2 Infectious Substances (Category A & B), Non-Infectious Substances, Biological Substances, Blood and Tissue

Supplier	Contact Name	Email Address	Contact Number
Citysprint (UK Ltd)	Bid Team	bid@citysprint.co.uk	0207 880 1037
CTS GB Ltd	David Hughes	dhughes@cts-logistics.co.uk	01189 700 179
Delivery direct Logistics Limited	Jason Criddle / Simon Hines	tenders@delivery-direct.co.uk	01823 255 999
DG Global Forwarding UK Ltd	Mark Richards	Mark.richards@dggf.com / ccs@dggf.com	01753 287 590
DX Network Services Limited	Sharon Crew-Gee	bidteam@thedx.co.uk sharon.crew-gee@thedx.co.uk	0333 241 0320
Kuehne & Nagel Limited	Debbie Thomas	debbie.thomas@kuehne-nagel.com uk.frameworkenquiries@kuehne-nagel.com	07583 075 638
PDP couriers	Kam Varma	kam.varma@pdpCouriers.com	07587 036691
Speed Couriers Northern Ltd	Shaun Merrick	ccs@speedcouriers.co.uk	07973 741335
The MCL Group (int.) Ltd	Amy Unangst	CCS@fts.co.uk	03333 217 472
Topspeed Couriers Limited	Dave Turner	dturner@topspeedcouriers.co.uk	01565 631 840

Lot 2 – Controlled Drugs and Pharmaceuticals

Supplier	Contact Name	Email Address	Contact Number
Citysprint (UK Ltd)	Bid Team	bid@citysprint.co.uk	0207 880 1037
Delivery direct Logistics Limited	Jason Criddle / Simon Hines	tenders@delivery-direct.co.uk	01823 255 999
DG Global Forwarding UK Ltd	Mark Richards	Mark.richards@dggf.com / ccs@dggf.com	01753 287 590
DX Network Services Limited	Sharon Crew-Gee	bidteam@thedx.co.uk sharon.crew-gee@thedx.co.uk	0333 241 0320

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Kuehne & Nagel Limited	Debbie Thomas	debbie.thomas@kuehne-nagel.com uk.frameworkenquiries@kuehne-nagel.com	07583 075 638
PDP couriers	Kam Varma	kam.varma@pdpcouriers.com	07587 036691
TNT UK Limited	Neil Hall	neil.hall@tnt.co.uk	01827 303030
Topspeed Couriers Limited	Dave Turner	dturner@topspeedcouriers.co.uk	01565 631 840

Lot 7– Radioactive Materials (Class 7)

Supplier	Contact Name	Email Address	Contact Number
City Sprint UK Ltd	Bid Team	bid@citysprint.co.uk	0207 880 1037
DG Global Forwarding UK Ltd	Mark Richards	Mark.richards@dggf.com / ccs@dggf.com	01753 287 590
The Active Collection Bureau	Miles Bruce	tpt2017@acb.co.uk	01622 356700
The Courier Company (UK) Ltd	Jason Craiggs Niall Watts	jason@thecouriercompany.biz niall@thecouriercompany.biz	01908 271355
Topspeed Couriers Limited	Dave Turner	dturner@topspeedcouriers.co.uk	01565 631 840

6.2 Appendix B – Responsibilities Matrix

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6									
Trust	Initial Framework Enquiry	Submit Access Agreement	Complete Mini-Comp Documents	Finalise Mini-Comp Documents	Respond to Mini-Comp Queries	Host Site Visit	Quality Evaluation	Short List for Presentation	Attend Presentation	Award Decision/Ratification	10 Day Stand Still	Agree Contract	Sign Contract	Mobilisation and Go Live	
LPP	Share Framework User Guide	Set Access to Template Documents	Respond to Completion Queries	Check and Issue Mini-Competition	Respond to Mini-Comp Queries		Download and Share Responses	Commercial Evaluation	Invite for Presentation		Issue Intent to Award Letters	10 Day Stand Still	Draft Contract	Issue Contract	
Supplier			Complete Mini-Comp Returns	Attend Site Visit	Submit Mini-Competition Response				Attend Presentation		10 Day Stand Still		Sign Contract	Mobilisation and Go Live	
Notes	LPP has a number of template documents which can be used for the mini-competition. Trusts can amend, replace or keep the templates as is. These documents are intended as a guide to help trusts outline their service requirement. The LPP team can answer queries regarding the template documents and provide advice but can not define your service requirement for you.		LPP can issue your mini-competition for you through our e-tendering portal and work with you to structure responses to your Standing Financial Instructions. We will act as first contact for all queries regarding the mini-competition and forward any which require your input. These should be answered within 48 hours of receipt. Site visits should be arranged for all suppliers early in week 2 of your mini-competition.		Mini-competition responses will be sent to our e-tendering portal. We will share these responses with you along with an evaluation template. The LPP team will undertake the commercial evaluation while your Trust scores the responses to the questions asked.			From your evaluation 3-4 suppliers should be short listed for presentation. This will allow you to meet the proposed team which will deliver your contract and also ask any final clarification queries you may have.			Following the presentations your evaluation should be completed. The evaluation document should be sent to LPP which will issue the intent to award letters. A 10 day stand still period will then begin. The trust's ratification process should be followed before a contract can be awarded.		LPP will draft your contract based on the response and outcome of your mini-competition. This will be sent to you to check and once agreed will be sent to the supplier to sign. You may wish to engage your legal team should you make extensive changes to the LPP template contract. They will then send you a copy to countersign. Once the contract is signed you will enter the mobilisation period. Timescales for this will depend on service and award decision. Following mobilisation your contract will go live.		

6.3 Appendix C – Framework Access Agreement



London Procurement Partnership

Specialist Courier Services Framework Contract notice reference **2017/S 184-377415**

ACCESS AGREEMENT

Between NHS London Procurement Partnership (Hosted by Guys
and St Thomas' NHS Foundation Trust) "LPP"

&

<<PARTICIPATING AUTHORITY NAME>>

NHS London Procurement Partnership

Commercial advantage for the NHS by the NHS

CUSTOMER ACCESS AGREEMENT

for use by NHS London Procurement Partnership

CROWN COMMERCIAL SERVICE FRAMEWORK AGREEMENT FOR SPECIALIST COURIER SERVICES

Contract Reference Number: 2017/S 184-377415

Before conducting any activity under this framework agreement please complete and return this form to NHS London Procurement Partnership.

This agreement provides approval by NHS London Procurement Partnership for the below named Organisation to access the above named Framework Agreement only, subject to the conditions set out below.

In exchange for NHS London Procurement Partnership granting approval to access the Framework Agreement, the Organisation AGREES:

1. I/We accept all responsibility for both accessing and using the Framework Agreement in accordance with its associated terms and conditions of contract;
2. I/We agree that NHS London Procurement Partnership (and Crown Commercial Service) have no responsibility, or liability, on behalf of our Organisation relating to our use of this Framework Agreement;
3. I/We hereby certify that all information provided by NHS London Procurement Partnership (and Crown Commercial Service) in relation to the Framework Agreement, in any form, will be kept strictly confidential and not be made available to any external entity other than our own, without prior permission of NHS London Procurement Partnership. (Please note, this obligation shall not apply to the provision of information by public sector organisations in order to comply with government guidelines and/or legislation regarding transparency and expenditure of public money);
4. I/We authorise Crown Commercial Service to receive management information from contracted suppliers, regarding the usage of this Framework Agreement by the Organisation. Such information will be used by Crown Commercial Service for contract management/administration purposes, and will be shared with NHS London Procurement Partnership.

AGREEMENT: I/We confirm that the organisation detailed below intends to participate in the above mentioned [FOH] framework agreement, and that in doing so will act in accordance with the guidance and instructions set out in the relevant NHS London Procurement Partnership (and/or Crown Commercial Service) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2015 (as amended).

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CUSTOMER ACCESS AGREEMENT

for use by NHS London Procurement Partnership

CROWN COMMERCIAL SERVICE FRAMEWORK AGREEMENT FOR SPECIALIST COURIER SERVICES

Contract Reference Number: 2017/S 184-377415

Customer Signature:	
Date:	
Name:	
Position:	
Name of Authority:	
Address:	
Telephone:	
E-mail	

Access facilitated by NHS London Procurement Partnership

Name:		Signature:	
Position:		Date:	

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Appendix E – Mini Competition Documentation

1. Mini Competition Instructions	Available following completion of the framework access agreement in Appendix C.
2. ITT Questions	Available following completion of the framework access agreement in Appendix C.
3. Pricing Schedule	Available following completion of the framework access agreement in Appendix C.
4. Abstract of Particulars	Available following completion of the framework access agreement in Appendix C.
5. Specification	Available following completion of the framework access agreement in Appendix C.
6. Call-off Order form and Terms & Conditions of Contract	Available following completion of the framework access agreement in Appendix C.
7. Signed Document Set	Available following completion of the framework access agreement in Appendix C.
8. Volume Data	Available following completion of the framework access agreement in Appendix C.
9. TUPE Template	Available following completion of the framework access agreement in Appendix C.
10. Evaluation Template	Available following completion of the framework access agreement in Appendix C.
11. Standstill Award Letters	Available following completion of the framework access agreement in Appendix C.