



London Procurement Partnership

Commercial advantage for the NHS by the NHS



Estates, Facilities & Professional Services Linen & Laundry Services Framework User Guide

Framework Reference Number: LPP/2017/021

11th May 2018

NHS London Procurement Partnership

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1. Introduction

This user guide is intended to provide information about the new Linen & Laundry 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	Linen & Laundry Services Framework
OJEU Reference Number	2018/S 014-028802
NHS LPP Reference Number	LPP/2017/021
Framework Period	1 st May 2018 – 30 th April 2022
Open to	All Public Sector

1.2 Background

LPP provided Linen & Laundry Services under Lot 4 of its Soft FM Framework that expired on 31st March 2018. This lot had considerable take-up by NHS trusts so it was decided to establish a standalone Framework to replace Lot 4 of the Soft FM Framework. Our new FM Framework encompasses Linen & Laundry as components of a Fully Managed Hard and/or Soft FM service (see LPP Total FM Framework, LPP/2017/015).

1.3 Overview

The Linen & Laundry Services Framework can be used by health services and the wider public sector Contracting Authorities in England. Primarily focused on the delivery of linen and laundry Services (the "Services") in accordance with the best current practice from which the LPP Estates and Facilities team and Contracting Authorities can conduct mini-competitions on behalf of one or more public sector organisations, as and when their existing contracts expire.

Broadly the Linen & Laundry Framework will deliver the following:

- Provision of Clean Linen [to point of use];
- Provision of clean uniforms to Authority Staff;
- Collection and processing of Used Linen and uniforms;
- Repairs and alterations to Linen and uniforms;
- Provision of return to sender laundering service;

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- Provision of clean theatre linen;
- Provision and management of automated linen (dispensing machines)
- Provision of clean private patient linen (to point of use) ;
- Provision of IT based monitoring systems / RFID tagging for stock control
- Provision of reusable surgical packs including drapes and gowns.

Contracting Authorities can specify the exact service they require which may not include all the elements above.

The framework agreement has been split into seven (7) regional lots to allow for as much competition as possible with regional Laundry suppliers. The regional work areas are:

London (Region A)
 North East (Region B)
 North West (Region C)
 Midlands (Region D)
 East of England (Region E)
 South East (Region F)
 South West (Region G)

See Appendix E, 6.5 (page 22) for a map of the geographical areas.

No more than 8 providers were appointed per lot. The suppliers who have been awarded a position on each of the lots are included in Appendix A (page18).

1.4 Expected Benefits

The NHS requires better value for money, improved quality, and increased performance in terms of time and productivity from its procurement processes through the provision of a strategic and sustainable partnering arrangement. This framework will involve NHS organisations and other named users working in partnership via framework agreements with selected providers to meet the NHS's objectives.

Specific Benefits:

- Standardise Forms of Contract – to be specific for the NHS
- Standardise Key Performance Indicators and Service Level Agreements
- Simplify the process for NHS and other Public Sector organisations to procure the services and suppliers
- Consolidate provider base – providing high quality suppliers to the NHS
- Improve consistency of service delivery
- Provide flexibility for NHS Organisations
- Embrace the Sustainability, Corporate Social Responsibility and SME agendas.

1.5 Awarding a Contract

To award a contract under this framework the contracting authority must run a mini-competition. There is no facility for direct call offs. Indicative framework rates were given

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by providers as part of the tender process but only to award to the Framework. Due to the wide variations in requirements across our potential client's facilities, it was not considered practicable to set Framework rates. Suppliers are expected to price according to the particular requirements and usage levels of each client. The indicative rates given at Framework award can be viewed upon request however.

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 NHS London Procurement Partnership (NHS LPP). NHS LPP is responsible for the management of the framework contracts 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 of 1%. Each supplier will pay NHS LPP 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

NHS LPP 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 NHS LPP generic business continuity plans. These have been reviewed and scored as part of the evaluation of the framework award. NHS 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 Customer Access Agreement (CAA)

This framework is open to NHS Trusts, (including PFI healthcare buildings and facilities), NHS Collaborative Procurement Organisations, Clinical Commissioning Groups, NHS England, NHS Property Services Ltd and any Public Sector Contracting Authority.

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 NHS 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 Customer Access Agreement Charge

There is no charge for contracting authorities to access this framework agreement, the only charge payable to NHS LPP is the ABI charge from the contracted supplier.

Appendix B 6.2 (page 17) sets out key responsibilities of each party during the framework call-off/ mini competition process. Should a contracting authority wish for NHS LPP to provide additional support, over and above what is shown in this document, in awarding a contract then NHS 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 Customer Access Agreement

Contracting authorities wishing to access this framework should complete the Customer Access agreement (CAA) in Appendix C and send this to the NHS LPP 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 CAA 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 CAA 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.

NHS 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 NHS LPP can provide support but this may come at an additional cost. If this is required then you should contact the NHS LPP 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, undertake the technical and commercial evaluation of all the resultant 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 *mylpp* to registered users.

The contracting authority will need to agree the specification of services and should build upon the generic specifications provided in Appendix D 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. 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.

3. Specification

A template specification has been provided for use by the contracting authority. All suppliers on the framework have seen this template specification as part of their application to be on the framework. Contracting authorities should use the document as a guide to structure their own specifications.

As part of the specification you should provide the following information:

- Key Objectives
- Scope of Service
- Specific Requirements
- Frequency and location of deliveries
- Continuous Improvement Indicators
- Completion Times
- Service Standards
- Asset List / Condition of equipment
- Site location of equipment
- Any Exclusions

4. 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 SQ stage, such as financial standing (which does not preclude Authorities' own due diligence processes).

5. Pricing Schedule

A pricing schedule template exists which provides a consistent format for bidders to present their pricing as part of the mini competition. NHS LPP 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.

6. Terms and Conditions of Contract

The NHS standard terms and conditions of contract for the provision of services have been agreed with all suppliers as part of their award onto the framework.

The NHS standard terms and conditions are designed to safeguard the interests of the NHS, however, Contracting Authorities may make changes to these terms and conditions tailored to the specific needs of the call off contract 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 standard NHS terms and conditions so that all bidders have the opportunity to raise these changes with their legal teams before submitting a response.

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. Additional Information

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.

Contracting authorities should also provide bidders with a list of assets which are to be maintained under the contract, their current maintenance status and the frequency/ type of maintenance required.

9. 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.

10. 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 1-8 (with any additional documents as required) 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 NHS 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 evaluation criteria were set out within the framework agreement. The headings stated should be used as part of any mini competition within the framework

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however the contracting authority can include sub-criteria as long as these are clearly stated to all suppliers at the start of the mini competition process. The weightings can be changed to meet the contracting authority's requirements.

- Section 1: Service Quality 25%
- Section 2: Management Capability & Capacity 15%
- Section 3: Business Risk and Mitigation 10%
- Section 4: Environment and Sustainability 10%
- Commercials 40%

4.5 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.

4.6 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 NHS 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.

4.7 Key Performance Indicators

NHS 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 framework 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 NHS LPP suggests that key performance indicators are established which are achievable and agreed by both parties.

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 works, 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 NHS 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?

NHS 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

Region a – London

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
EAST SUSSEX HEALTHCARE LAUNDRY SERVICES	john.romaine@nhs.net
GROSVENOR CONTRACTS	markg@grosvenorcontracts.com
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

Region B – North-East

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

Region C – North-West

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

Region D – Midlands

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
CENTRAL LAUNDRY	richard@central-laundry.co.uk
EAST SUSSEX HEALTHCARE LAUNDRY SERVICES	john.romaine@nhs.net
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

Region E – East of England

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
CENTRAL LAUNDRY	richard@central-laundry.co.uk
EAST SUSSEX HEALTHCARE LAUNDRY SERVICES	john.romaine@nhs.net
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

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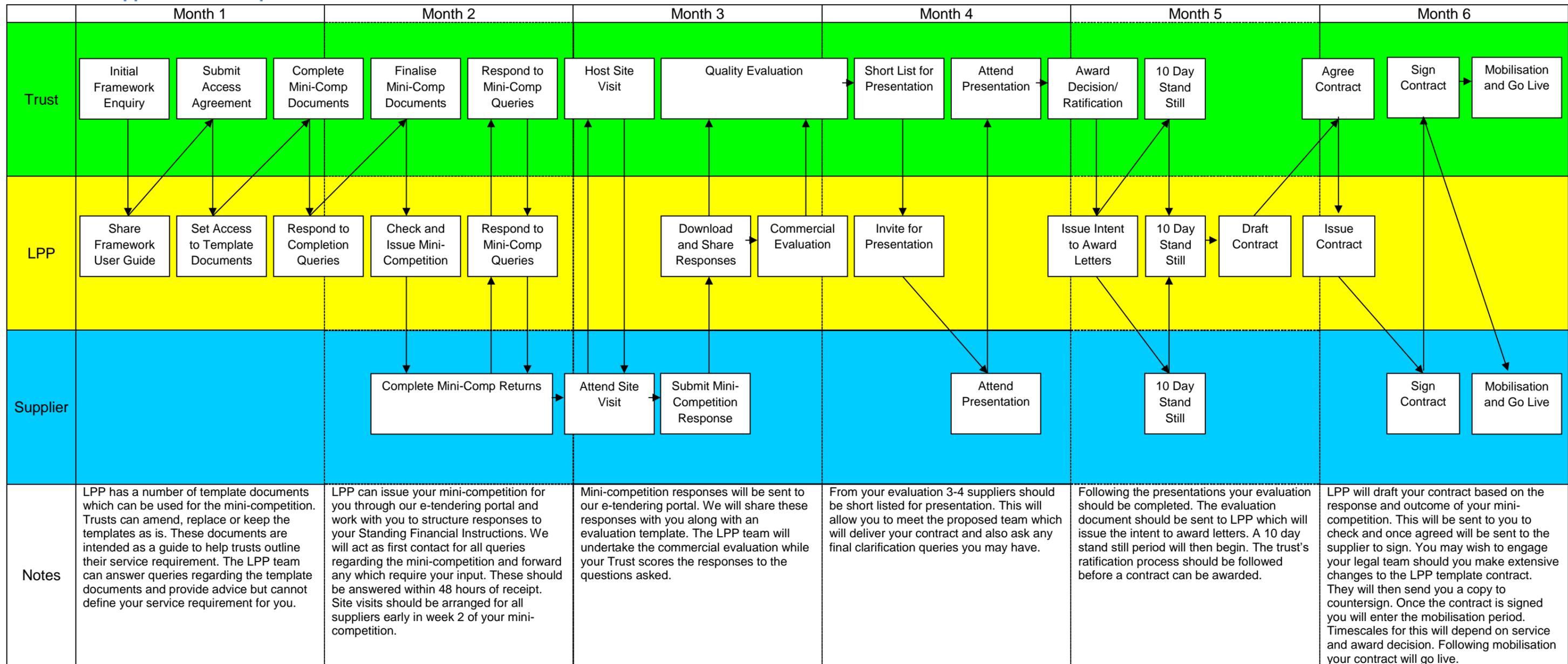
Region F – South-East

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
EAST KENT LINEN SERVICE	v.monaghan@nhs.net
EAST SUSSEX HEALTHCARE LAUNDRY SERVICES	john.romaine@nhs.net
GROSVENOR CONTRACTS	markg@grosvenorcontracts.com
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

Region G – South-West

Supplier	Email Address
BERENDSEN	sharon.gilsenan@berendsen.co.uk
EAST SUSSEX HEALTHCARE LAUNDRY SERVICES	john.romaine@nhs.net
SALISBURY TRADING SERVICES	jon@salisburylinenservices.co.uk
SYNERGY LMS	steve.poynter@synergylms.co.uk

6.2 Appendix B – Responsibilities Matrix



6.3 Appendix C – Customer Access Agreement (CAA)

Customer Access Agreement is provided on the next page.



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CUSTOMER ACCESS AGREEMENT

for use by **[Framework Recipient Hub (FRH)]**

**NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust
(NHS LPP) FRAMEWORK AGREEMENT FOR THE PROVISION OF LINEN & LAUNDRY SERVICES**

Contract Reference Number: LPP/2017/021

Before conducting any activity under this framework agreement please complete and return this form to NHS LPP via your local **[FRH] representative.**

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

In exchange for NHS LPP 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 LPP (and **[FRH]**) 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 LPP (and **[FRH]**) 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 LPP. (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 NHS LPP to receive management information from contracted suppliers, regarding the usage of this Framework Agreement by the Organisation. Such information will be used by NHS LPP for contract management/administration purposes, and will be shared with **[FRH]**.

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 LPP (and/or **[FRH]**) Contract Briefing Document, associated terms and conditions of contract, and in accordance with the Public Contracts Regulations 2006 (as amended).

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NHS London Procurement Partnership (Hosted by Guy's and St Thomas' NHS Foundation Trust (NHS LPP) FRAMEWORK AGREEMENT FOR THE PROVISION OF LINEN & LAUNDRY SERVICES

Contract Reference Number: LPP/2017/021

Before conducting any activity under this framework agreement please complete and return this form to NHS LPP via your local **[Framework Recipient Hub]** representative.

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

Access facilitated by **[Framework Recipient Hub]** - To be completed by NHS Hub

Name:		Signature:	
Position:		Date:	

NHS LPP APPROVAL (To be completed by NHS LPP)

Name:		Signature:	
Position:		Date:	

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6.4 Appendix D – Mini Competition Documentation

1. Mini Competition Instructions	Available following completion of the framework customer access agreement (CAA) in Appendix C.
2. Abstract of Particulars	Available following completion of the framework customer access agreement (CAA) in Appendix C.
3. Specification	Available following completion of the framework customer access agreement (CAA) in Appendix C.
4. ITT Questions	Available following completion of the framework customer access agreement (CAA) in Appendix C.
5. Pricing Schedule	Available following completion of the framework customer access agreement (CAA) in Appendix C.
6. Terms & Conditions of Contract	Available following completion of the framework customer access agreement (CAA) in Appendix C.
7. Signed Document Set	Available following completion of the framework customer access agreement (CAA) in Appendix C.
8. Additional Information i.e. TUPE	Available following completion of the framework customer access agreement (CAA) in Appendix C.
9. Evaluation Template	Available following completion of the framework customer access agreement (CAA) in Appendix C.
10. Standstill Award Letters	Available following completion of the framework customer access agreement (CAA) in Appendix C.

6.5 Appendix E - Framework Regional Map



Regional Areas:

Regional Area A - London

Inner London
Outer London

Regional Area B – North East

West Yorkshire
South Yorkshire
North Yorkshire
East Riding of Yorkshire
Durham
Tyne and Wear
Northumberland

Regional Area C – North West

Cheshire
Merseyside
Greater Manchester
Lancashire
Cumbria

Regional Area D – Midlands

Herefordshire
Worcestershire
West Midlands
Warwickshire
Shropshire
Staffordshire

Regional Area E – East of England

Suffolk
Norfolk
Cambridgeshire
Leicestershire
Derbyshire
Nottinghamshire
Lincolnshire
Bedfordshire
Hertfordshire
Northamptonshire
Rutland

Regional Area F – South East

Bucks
Oxon
Hampshire
West Sussex
East Sussex
Surrey
Kent
Isle of Wight
Berkshire
Essex

Regional Area G – South West

Gloucestershire
Bristol
Wiltshire
Somerset
Dorset
Devon
Cornwall