



National Mobilities Procurement Hub
Managed by SAM

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To: **ALL FRAMEWORK 1: REAL TIME PASSENGER
INFORMATION SYSTEM DISPLAY BOARD/POINTS
EQUIPMENT AND SERVICES BIDDERS**

13th July 2022

Dear Bidders,

REQUEST FOR INFORMATION - UPDATE

Please find below the response to all RFI Questions received.

Title/Summary:	RFI 1 – Single Suppliers		
Question:	Quality Question 2 implies you want consortia bids. Can single product suppliers who don't intent to co-bid submit?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes - absolutely. The intent behind Q2 is to request how Suppliers work with e.g., incumbents; it's not intended that bidders must co-bid or work as part of consortia for the Framework submission. The focus is ensuring suppliers can work in a mix of others including incumbents and new.		

Title/Summary:	RFI 2 – Quality Question 1		
Question:	It is unlikely anyone has yet worked with BCDMS, so no complete answers are likely in this area or be possible. Please expand on the intent?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	The intent is that bidders demonstrate how they could work and deliver in an open environment, esp. in context of RTIG and other standards.		

Title/Summary:	RFI 3 - General		
Question:	This Lot feels as if it should come after larger Lots e.g. BDCMS as a more logical flow. We feel the timeline is too short to respond, could it be expanded?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Acknowledged. The timeline is led by current customer demand, and prior to extant extended frameworks expiring this year.		

Title/Summary:	RFI 4 – New Entrants Post Award		
Question:	We note the that the length will be 4+1+1 for the framework, so new entrants will be excluded until subsequent re-competition.		
Confidential Response?	No	If yes, set out reasons why.	
Response:	SAM may consider re-running some framework competitions using the “Open Framework” as planned in the draft procurement legislation that is being prepared to replace the Public Contracts Regulations (2015). This may then allow new entrants to join an existing, live framework over their 4+1+1 lifespan at pre-defined points.		

Title/Summary:	RFI 5 – Role of SAM		
Question:	How does SAM fit into the process of administering the framework?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	SAM is run as a membership organisation to provide the Framework. Subsequent orders may be placed by call-off, or further competition. SAM will work with its Member to identify the ‘Most Economically Advantageous Tenderer (MEAT)’ to meet its need from all Suppliers on the Framework. SAM will then work with the identified Supplier and SAM Member to progress the call-off Order.		

Title/Summary:	RFI 6 – SAM Members		
Question:	What is the mix of SAM Members?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	SAM currently has around 70 public sector, and 70 private (public transport operator bus/rail) Members. Membership is free and open to any public or private transport operator within the sector.		

Title/Summary:	RFI 7 – Availability of the Framework		
Question:	As TfW started this framework, will the Framework be available to other Members?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. The Framework is open and available to all UK public and private Members of SAM. Membership of SAM is free, with membership number changing regularly.		

Title/Summary:	RFI 8 – Procurement Portal		
Question:	As SAM has no portal yet, what will be provided to facilitate communication? Could we e.g., subscribe and be notified in future of SAM opportunities?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	SAM bases its Supplier engagement around direct email, as detailed in the Tender Notice to ensure all bidders are kept informed of all developments/RFIs etc. SAM is developing a Portal for the new Framework – but this will be to provide notice-board type functionality.		

Title/Summary:	RFI 9 – Suitability for the Framework		
Question:	Are we suitable as a potential supplier, if we only have a limited product range/market focus?		

Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes absolutely. We encourage a broad mix of specialist and more general suppliers providing they bring the right quality of product.		

Title/Summary:	RFI 10 – Buyers Use of the Framework		
Question:	How will Buyers use the Framework?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Please see response to RFI 5. Access is open to all Members. SAM will directly support a Member to appoint via direct award where the correct criteria are met. The process will not change the quality or social value scores from the framework application, but price will be re-assessed for MEAT to make specific recommendation to Members, based on e.g., volume requirements. Where revised technical / contractual requirements arise, they will be addressed by a further competition.		

Title/Summary:	RFI 11 – Buyers		
Question:	How will SAM identify the best supplier for a Customer?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	When a Member wishes to use the Framework, SAM will work with them to identify how their specific need can be met. If this need can be met from a Direct Award, SAM will prepare a report for the SAM Member detailing which Supplier can meet their need – at what price. The Report will be based on the Technical/Quality and Social Value scores from the Framework Assessment, together with the actual cost of meeting the SAM Members requirements. If a Direct Award is not possible a locally determined Further Competition may be run. These options will be subject to each Member’s own governance too, especially notable in public authority Members.		

Title/Summary:	RFI 12 – Standard vs Innovative Equipment		
Question:	Can the Framework support those Members existing compliant equipment, as well as equipment incorporating a more innovative approach?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. The Pricing Matrix allows for all compliant equipment to be detailed in the main response sheet. In addition, there is also a second sheet within the Matrix where a Supplier can make available additional/complementary items – these will not be scored and remain optional for a Member.		

Title/Summary:	RFI 13 – Client Referral		
Question:	Can Supplier clients be referred to use the framework?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. If the client is an Operator, they can join SAM and request a Direct Award with any Supplier they wish. If a Client is public sector, then MEAT rules will apply. It is normal for Suppliers to raise awareness of the Framework to their potential clients as a quick, compliant and easy route to access Services and Goods.		

Title/Summary:	RFI 14 – Open Data		
Question:	What is your opinion on Open data? Some legacy systems exclude integration through the use of closed interfaces.		
Confidential Response?	No	If yes, set out reasons why.	
Response:	The Framework is absolutely based on the use of an open approach to data and interfaces, and standardisation through the work of RTIG.		

Title/Summary:	RFI 15 – Rail		
Question:	Can the Framework be used to purchase display screens for the Rail Sector if products are available and meet the standards?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. They should be listed in the Price Matrix. Subsequent revisions to screens can be added to ensure up-to-date solutions are available.		

Title/Summary:	RFI 16 – Audio Feeds		
Question:	Can direct audio feeds be used to replace the now-typical on-site hosted products like PCs, with a centralised solution including Text-To Speech?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. See also RFI 38 for a response from REACT.		

Title/Summary:	RFI 17 – Innovation		
Question:	TfL are doing good work on digital design language, is this captured?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Where a Supplier is engaged in User Research and Innovation, this can be included within their response to Technical/Quality Question 2.		

Title/Summary:	RFI 18 – Rail Operators		
Question:	What is SAM's engagement with Rail Operators?		

Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>SAM has several Rail Operator Members. In the past there seemed more alignment between Bus & Rail businesses within a larger single-ownership Transport Group, than today. However, SAM is happy to work with any Transport provider of public transport services.</p>		

Title/Summary:	RFI 19 – Price Scoring		
Question:	<p>Could we please have further detail on how the pricing is scored? We're unsure how the pricing is scored fairly when bidders are free to choose display types (not a like-for-like comparison)?</p>		
Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>We only use pricing scoring for the Framework Assessment to identify potential anomalies and unfeasibly low tender prices. There is no hierarchy of Framework appointments.</p> <p>As the catalogue allows a range of compliant Suppliers' equipment to be added, which may have features over and above the minimum technical requirements, the call-off appraisal process is as follows:</p> <p>A SAM Member comes to SAM with their requirements and requires a Direct Award. SAM then costs their requirement against ALL Suppliers' equipment, and prepares a report for the Member based on identifying the MEAT. Whilst the cost of meeting the Members requirements will be uniquely costed, the total Score for MEAT will be based on a Supplier's Framework Technical/Quality Score plus the Social Value Score, plus the uniquely identified financial score (meeting the Member's requirements).</p>		

Title/Summary:	RFI 20 – Pricing Matrix		
Question:	<p>On the pricing sheet there are only 9 price tables. We wish to offer more than this. Are we able to add more tables?</p>		
Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>Yes. Please cut and paste the existing tables to ensure continuity.</p>		

Title/Summary:	RFI 21 – Catalogue Content		
Question:	Will the full catalogue be placed onto the framework or are each display types evaluated separately?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	It is the intention that all compliant equipment, fully costed and tested (where required) be available via the framework.		

Title/Summary:	RFI 22 – Social Value Scoring		
Question:	The social value scoring is not consistent between the social value response proforma and the ITT scoring section. Could you please confirm the correct percentage breakdown?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>The correct breakdown per question is detailed within the Proforma – i.e., Question A = 50%, B = 25% and C = 25%.</p> <p>Therefore, in the main Document, Section 7.4 Page 33, should be updated as follows:</p> <p>In scoring the relevant Social Value responses, SAM's evaluation panel will use the following scoring system:</p> <ol style="list-style-type: none"> 1. The response to Themed Question a). will be worth 5% of the final total score (equivalent to 50% of the total Social Value score); 2. The response to Themed Question b). will be worth 2.5% of the final total score (equivalent to 25% of the total Social Value score); 3. The response to Themed Question c). will be worth 2.5% of the final total score (equivalent to 25% of the total Social Value score); 		

Title/Summary:	RFI 23 – Price Comparison for Clients		
Question:	How will Pricing be Compared?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	As detailed in the response to RFI 11, SAM will compare all prices from all Suppliers on the Framework where they meet the individual needs of the SAM Member. A report identifying the MEAT will be produced. Where relevant, Suppliers may be		

	asked to check the values identified by SAM to ensure the full cost is captured correctly for a Call-Off.
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Title/Summary:	RFI 24 – Unit Testing		
Question:	Will all Units / Catalogue Items be required for testing?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	To be determined, and will depend on the total/range of catalogue items submitted.		

Title/Summary:	RFI 25 – Standards		
Question:	You state compliance with IP54 as a minimum. If we certify to a higher standard (IP65 for example), is that OK?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes, so long as there is no compromise in meeting the defined minimum Technical Requirements as detailed.		

Title/Summary:	RFI 26 – Tiered Pricing		
Question:	Will tiered pricing be ok and is that assessed order-by-order?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Yes. All pricing will be considered on an order-by-order basis as outlined in response to RFI 23.		

Title/Summary:	RFI 27 – Number of Suppliers on the Framework		
Question:	How many Suppliers will be on framework?		
Confidential Response?	No	If yes, set out reasons why.	

Response:	The aim is to have good quality suppliers, over quantity, so we are aiming for 10 maximum as per the advert. Currently, no SAM Framework has more than 8 Suppliers on it.
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Title/Summary:	RFI 28 – Selection Questionnaire (SQ)		
Question:	Will Supplier Questionnaire success then grant access to the full Framework?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	No. The SQ qualifies you to move to the next Stage of Framework Assessment – that of the technical/quality compliance & social value.		

Title/Summary:	RFI 29 – Clarifications Post Award		
Question:	Are clarifications about supplier's items allowed post framework award?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Unusual but it has happened.		

Title/Summary:	RFI 30 – Enhancements Post Award		
Question:	Can a Suppliers Product be updated Post Award?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Entries can be updated only if it's an improvement and not a price increase (without agreement).		

Title/Summary:	RFI 31 – Price Comparison for Clients		
Question:	How will Pricing be Compared - Framework Award & Order Awards?		
Confidential Response?	No	If yes, set out reasons why.	

Response:	<p>Framework Award = At the framework award stage we have said in the RFI section 7.3 that we will evaluate a mix of scenarios based only on the requirements section. We have deliberately not stated these in more detail to ensure applications are not manipulated, but reflect normal and submitted prices.</p> <p>Order Award = As detailed in the response to Q11, SAM will compare all prices from all Suppliers on the Framework where they meet the individual needs of the SAM Member. A report for the Member identifying the MEAT will be produced. Where relevant, Suppliers may be asked to confirm the values identified by SAM to ensure the full price is captured correctly for a Call-Off.</p>
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Title/Summary:	RFI 32 – On Site Replacements/Upgrades		
Question:	Previously, upgrades to kit have been responsibility of the manufacturer, often as part of a closed System? How will this now work?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	The Framework and its open approach to equipment integration is designed to make swapping out, and multi supplier integration of kit, easier for Members.		

Title/Summary:	RFI 33 – USB Security		
Question:	You ask for bidders to submit files on an USB. How will the unmarked USBs be treated for infosec purposes?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	We are asking for a USB with files on it instead of requiring paper submissions. This is based on Supplier feedback from the previous Framework. When we receive the USB, we check consistency with the submitted email of files. We will then securely store the USB in line with data protection requirements.		


Title/Summary:	RFI 34 – Technical Requirements		
Question:	For the MoSCoW requirements do we simply say “yes” rather than addressing each one in the text?		

Confidential Response?	No	If yes, set out reasons why.	
Response:	In response to Supplier feedback from previous Frameworks, we have moved to a process of Suppliers confirming Sectional-based compliance with the Framework Technical requirements, rather than having to confirm and provide narrative on an individual line by line basis.		

Title/Summary:	RFI 35 – Ability to update Post Framework Award		
Question:	Are upgrades to scope/prices ok?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Please see response to RFI 30.		

Title/Summary:	RFI 36 – Ongoing Role of SAM		
Question:	What is SAM's involvement in further competition/call offs?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	Please also see answers to RFI 5 & RFI 10. Where a SAM Member wishes to receive Goods and Services not automatically covered by Direct Award, then SAM will prepare a simple Further Competition for them, which will be sent to all Suppliers. SAM will manage the process, and subsequent Order development.		

Title/Summary:	RFI 37 – SAM 3% Fee		
Question:	How is the 3% fee collected?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	It is to be managed and paid in line with the monthly report process for Suppliers as per other CCS frameworks, upon which the mechanism is based.		

Title/Summary:	RFI 38 – REACT Details		
Question:	Please describe the REACT feedback.		
Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>SAM has received correspondence from REACT, offering enhancements to the Technical Requirements. Whilst we will not be reissuing the requirements, it is right that all bidders see the feedback from REACT so you can see how much of their proposals you are already compliant with and willing to support.</p> <div style="text-align: center;">  <p>REACT Feedback to Technical Requiremer</p> </div>		

Title/Summary:	RFI 39 – Consortia & Sub Contractors		
Question:	<p>Clause 2.2 says</p> <p><i>“You can submit a bid as a single legal entity. Alternatively, you can take one or both of the following options:</i></p> <ul style="list-style-type: none"> • <i>work with other legal entities to form a consortium. If you do, we ask the consortium to choose a lead member, registered in the UK, who will submit the bid on behalf of the consortium.</i> • <i>bid with named key subcontractors to deliver parts of the requirements. This applies whether you are bidding as a single legal entity or as a consortium.”</i> <p>But Clause 3.8 says</p> <p><i>“SAM is concerned to avoid conflicts of interest. In particular, SAM is likely to regard a conflict of interest as arising where:</i></p> <ul style="list-style-type: none"> • <i>a sub-contractor or adviser put forward by one Bidder is the same firm or company or a member of the same group of companies as that put forward by another Bidder; or</i> • <i>a sub-contractor or adviser is currently advising or has previously advised SAM at any time in any capacity in respect of the Project.”</i> <p>The 2 clauses seem to conflict with each other. Please explain.</p>		

Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>There is no conflict. Clause 2.2 is outlining that we welcome submissions from individual Bidders or Consortium. Clause 3.8 is outlining that there may be a conflict if multiple Bidders all use the same sub-contractor as part of their submission.</p>		

Title/Summary:	RFI 40 – Change of Sub-Contractor Post Award		
Question:	<p>ITT Section 2.2 states <i>“We recognise that subcontracting and consortium plans can change. <u>You must tell us about any changes to the proposed subcontracting or to the consortium as soon as you know.</u> If you do not, <u>you may be excluded from this competition.</u>”</i> ...but changes are more likely to occur over time including after Framework award.</p> <p>What if we need to change one of our key subcontractor mid-term? How will this process work? What are the rules about change? Can we add a sub-contractor at a later date? If so, how?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>If a Supplier needs to refresh their Sub-Contractor provision after Framework Award and this will not be to the detriment of a SAM Member in relation to Quality or increase prices, then I would expect this to be supported via a change request. The starting point would be to talk to SAM in the planning of any such changes.</p>		

Title/Summary:	RFI 41 - Testing		
Question:	<p>ITT 2.6 – Testing Stage Evaluation</p> <p>How will SAM decide which bidders are to be selected for testing? It seems unfair to test some and not others as this is an evaluation stage. SAM then refers to the Req Sec 2.6 which details the Testing. We assume that this acceptance testing is done by a Call Off customer for a project and not by SAM as part of the evaluation stage. Is that correct? If so, what will SAM test during its evaluation?</p>		

Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>There is nothing in the Tender that states SAM will test some Suppliers and not Others as implied in the question. The Tender states that Bidders may be required to participate in a test process.</p> <p>It is correct that more detailed testing will be central to Contract Awards and Call-Off Ordering.</p>		

Title/Summary:	RFI 42 - Thresholds		
Question:	<p>ITT 2.6 Appointment of Framework providers The ITT states <i>“All Bidders whose Tender scores above a defined threshold will be accepted on to the Framework”</i></p> <p>Where is that threshold stated?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>Threshold levels are outlined in the tables of Sections 7.2 – 7.4 and there is a further limit of 10 suppliers in total.</p>		

Title/Summary:	RFI 43 - Shortlisting		
Question:	<p>ITT 6.1 Shortlisting</p> <p>SAM stated that “Where SAM needs to shortlist the number of bidders to be taken forward to the next stage, this will be done using responses to the Technical and Professional Ability”</p> <p>Why does SAM need to short-list bidders if they can meet the selection criteria?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>The Contract Notice states we would expect to have up to 10 Suppliers on the Framework. We believe that 10 good Suppliers with a decent range of compliant suitable catalogue items would be welcomed by SAM Members. There are limited advantages to having a very high number of Suppliers in a MEAT governed environment.</p>		

Title/Summary:	RFI 44 - Shortlisting		
Question:	<p>ITT 6.1 Shortlisting</p> <p>Clause 1.4 says that SAM expects multiple suppliers under this framework. How does shortlisting the number of bidders help with competition?</p> <p>How does this work when different suppliers may be offering differing products? What are SAM's objectives here re multiple suppliers?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>As outlined in response to RFI 43 above, the aim is to up to 10 Suppliers on the Framework, covering a range of catalogue products. With Public Sector customers legally required to appoint the MEAT there is little advantage to Customers or Suppliers of having a significantly higher number available on the Framework as those with Low Technical Score / High Prices would be unlikely to be identified as the MEAT.</p>		

Title/Summary:	RFI 45 – Scoring for Purchasers		
Question:	<p>ITT 6.4 Technical Quality Response</p> <p>Part A - What purpose does the scoring play for any potential purchasers?</p> <p>Part B - What purpose is the scoring if LA's set different/additional quality requirements?</p> <p>Part C - How does this work if a bidder only wants to supply a limited number of products? Will they be discriminated against in the scoring?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>Part A – Please see RFI Response 23.</p> <p>Part B – If a Customer sets different quality requirements, then we would support them with a Further Competition.</p> <p>Part C – No, we welcome Suppliers with a limited product range just as much as those with a higher product range.</p>		

Title/Summary:	RFI 46 – Financial Scoring		
Question:	ITT 7.3 Financial Scoring		

	<p>As pricing matrix allows us to propose any number of items, it seems as if a supplier who can supply everything might score better than a supplier who proposes to supply a very cost-effective/cheap single product.</p> <p>How does this work if a bidder only bids on one type of display or item?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>For entry to the framework, all suppliers must meet the minimum requirements and it is from within that minimum set that price evaluation will be undertaken.</p> <p>Pricing is compared and scored on a Customer by Customer basis ensuring they get the best Supplier for their need. As such if a bidder only has 1 product, so long as this is the product desired by a Customer, they will have the same opportunity as all other Suppliers.</p>		

Title/Summary:	RFI 47 – Delivery Timelines		
Question:	<p>General</p> <p>Where are the expected delivery timescales shown for any purchases made via this framework as this isn't clear?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>It will be Order dependant to reflect the range/scale of Customer requirements. If a Customer is not happy with the MEAT's delivery timelines, they have the right to use the next Supplier in line.</p>		

Title/Summary:	RFI 48 – Special Terms		
Question:	<p>ITT 2.8 Order form</p> <p>You state on <i>"The Order Form lays out: the Supplier and buyer contact details, details of what will be supplied, how it'll be supplied, how much it'll cost, and a list of all the call-off and joint schedules, including any special terms."</i></p> <p>What do "special terms" mean?</p> <p>What if we can't comply with an order because of eg "special terms", Can we refuse the order?</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	

Response:	Special terms generally relate to variations in the Customer requirements which have been the basis of a Further Competition.
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Title/Summary:	RFI 50 - Scoring		
Question:	<p>We found an inconsistency in the quality Scoring, between the Framework document and the Technical questionnaire document.</p> <p>In the first one states that, Technical Compliance is 50% and q1 and q2 are 25% each one (for the total quality score):</p> <p><i>Confirmation of compliance with the Technical/Quality Requirements Specification document for the 8 detailed areas will be worth 30% of the final Total Score (equivalent to 50% of the total Technical/Quality score);</i></p> <p><i>The response to Essay question 1 will be worth 15% of the final total score (equivalent to 25% of the total technical score);</i></p> <p><i>The response to Essay question 2 will be worth 15% of the final total score (equivalent to 25% of the total technical score);</i></p> <p>However, in the Technical Quality Response document, mentions that the compliance checklist is 70% of the Quality Score</p> <p>“Technical Compliance: (70% of Total Quality Score)” and q1 and q2 are 15% each.</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	Please see response to RFI 22.		

Title/Summary:	RFI 51 – Low Power Displays and REACT		
Question:	<p>ND12 requires all displays to have REACT Audio. Is this required for Low Power Displays as the REACT product itself is not low power? Audio on Low Power Displays is fine if triggered by a low power product.</p>		
Confidential Response?	Yes / No	If yes, set out reasons why.	
Response:	<p>We understand that there are Low Power Displays which have implemented REACT. If a Supplier has a product which they wish to make available, but is non-compliant with all parts of the Technical Requirements, then we suggest this is included within the Optional Section of the Pricing Matrix.</p>		

Thank you

Andrew Seedhouse
Chairman – Smart Applications Management