



National Mobilities Procurement Hub
Managed by SAM

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To: **ALL FRAMEWORK 3: CARD BUREAU / BLANK
CARDS / CARD PRINTERS**

12th October 2022

Dear Bidders,

REQUEST FOR INFORMATION - UPDATE

Please find below the response to all RFI Questions received by the date as shown.

Title/Summary:	RFI 1 – Customer Media Definitions		
Question:	<p>For most frameworks, the addition or removal of CMDs will be handled through the ITSO accreditation process, so if say CMD14 is added to the specification in 2025, in due course an existing ETM or HOPS could include support for this media type. However, Framework 3 is explicit on the CMD types to be provided and does not make provision for new ones. In particular, CMD9, 10 and 11 are identified in ITSO TNs for inclusion in spec 2.1.5. These are likely to be based on existing media which can be supplied but cannot yet be ITSO certified.</p> <p>Can SAM ensure the procurement for this framework allows bidders to include new media at this stage and potentially added in the future? This will avoid the need for retendering and delay in availability of new media which may be advantageous in cost, functionality, availability and quality.</p>		
Confidential Response?	No	If yes, set out reasons why.	
Response:	<p>It would be our intention to support such a change. There is a Change Request process within the Contract Award document that will allow this to happen and it is the SAM Board which would make that decision.</p>		

Title/Summary:	RFI 2 – Lot 1 – SC-001, SC-002, and SLA-001.
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Question:

The Service Credits and caps do not seem to work for a number of reasons (examples below). Will there be the opportunity to review and revise these?

1. The annual contract value for a bureau service is only known retrospectively as there is variable and seasonal demand. Commencing a call off there would be no realistic metric to calculate a credit against.
2. The 3.5% monthly cap of an annual contract value outweighs the profit margins of the industry. If demand is equal for 12 months the maximum penalty in a month represents 42% of revenue. This is distorted further by seasonality and annual bulks. It could mean running at a real world loss and cannot represent true consequential losses of the service degradation.

Month	1	2	3	4	5	6	7	8	9	10	11	12	
Revenue	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	12000 Annual Contract Value
Credit Cap (3.5% Annual)	420	420	420	420	420	420	420	420	420	420	420	420	
Credit % of Revenue	42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	

Month	1	2	3	4	5	6	7	8	9	10	11	12	
Revenue	600	600	600	600	600	600	2500	2500	1000	800	800	800	12000 Annual Contract Value
Credit Cap (3.5% Annual)	420	420	420	420	420	420	420	420	420	420	420	420	
Credit % of Revenue	70%	70%	70%	70%	70%	70%	17%	17%	42%	53%	53%	53%	

3. Calculating a performance percentage on low monthly volumes of cards (which some local authorities have) distorts the service level achievement. E.g. 2 cards missing SLA out of 20 issued in a month would be a 10% impact on service level. Again, any service credit due from this could be disproportionately high by calculating against annual contract value should there be a large bulk in the year.

Confidential Response?

No

If yes, set out reasons why.

Response:

The purpose of Service Levels and Service Credits is central to ensuring the Customer receives good service and fair compensation for a Suppliers failure to deliver their contractual obligations.

The actual Client Orders will determine volumes and timelines. The current approach seeks to be able to capture a fair and proportionate process for this.

Title/Summary:

RFI 3 – Working Day / Calendar day Calculation

Question:

GR-004 A refers to smartcards reaching recipients within 4 calendar days. Typically standard first or second class postage is selected by clients to dispatch cards for which there is no delivery service on Sundays and Bank Holidays. Should this requirement reference “working days” instead? Or alternately,

	just reference the time permitted to fulfil the card from print instruction receipt, as this links better with SLA-001 that references “agreed fulfilment timescales”?		
Confidential Response?	No	If yes, set out reasons why.	
Response:	We are content with Calendar days as this aligns with the guidance provided by Royal Mail for a 2 nd class letter despatch.		

Title/Summary:	RFI 4 – Certificate of Past Performance		
Question:	Do you have a prescribed format for the certificate of past performance to use in F3 Selection Questions – 1.32.3? We have found templates online but just wanted to check if there was a specific one to be used.		
Confidential Response?	No	If yes, set out reasons why.	
Response:	No, the Certificate Type / Format (Line below 1.32.11) would be already issued to you. If not available please add n/a.		

Thank you

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