

1.1.3	2A	* If your Business Continuity Plan (BCP) were activated, within what timeframe would you be able to resume normal supply to NHS Supply Chain and its customers?	
1.1.4	2B	* In relation to your response to Q2A provide a detailed overview of your BCP covering: * measures/mitigations to resume normal supply * escalation procedure * product alternatives (where applicable) * communication plan (including timescales for updates to NHSSC) Your written response is not to exceed the Jaggaer 2000 character limit	Characters available 2000
1.1.5	3	Please detail the resilience measures will you commit to in order to ensure continuity of supply - your response should example but not limited to: 1. Supplier Diversification (i.e. raw materials, production facilities) 2. Inventory Strategies & Buffer Stock 3. Use of multiple transportation modes 4. Regular Engagement to Collaborative Forecasting with SCCL 5. Real Time Tracking & Supply Chain Visibility Your written response is not to exceed the Jaggaer 2000 character limit	Characters available 2000
1.1.6	4	* Will you base your stockholding for both Stock and E-Direct consumable products (as applicable) on the latest 12 weeks demand through the Framework Agreement, and confirm you will provide regular and ad hoc reports evidencing stock availability to cover this requirement?	
1.2 CONTRACT MANAGEMENT - QUESTION SECTION			
		Question	Description
1.2.1	4	* Please confirm you will: • use your Company website in order to promote the Framework Agreement and advise customers of the NHS Supply Chain catalogue • use meetings with customers in order to promote the Framework Agreement to customers?	Response
1.2.2	5	* Data submission: following contract award the Authority shall request completion of the below requirements within 14 working days. > Confirm you will provide any critical data requirements upon request? > Confirm that NHSSC Form templates (known as PROC's) are to be completed within reasonable timeframe > Images for all products (documentation can also be uploaded) to be submitted within a reasonable timeframe	
1.2.3	6	* Please detail your product recall management process: Your response should include (but not limited to): 1. Identification and tracing of defective products; 2. roles and responsibilities of dedicated personnel; 3. Recall execution process and timelines; 4. Prevention, corrective actions and continuous improvement Your written response is not to exceed the Jaggaer 2000 character limit	Characters available 2000
1.3 SOCIAL VALUE - QUESTION SECTION			
		Question	Description
1.3.1	7	* What is your companies Social Value proposition/opportunities for your customers?	Characters available 2000