

**Customer Responses**

Ref	Question	Theme	Answer
01	Will CWAS3 have different/more flexible indexation provisions to the CWAS2 framework which led to market appetite problems?	Terms & conditions	We are aiming to look again at this as we develop our strategy further and expect a review of the use of CPI indexation currently utilised could be varied
02	Pricing Approach? People? materials? Ts & Cs , just NEC4 or a hybrid	Call off options	Pricing strategy will be developed and shared as we progress through the project. As an example of our current approach, for CWAS this is OHP%'s against forms of contract supported by common labour time charge rates. On OCS we operate on an Eper msq. rate and OHP, which we will review
03	Direct awards...It's more about having the option to do so.	Call off options	We're assessing a range of scenarios in relation to direct awards. This is a complex area as it carries heightened compliance risk that's shared by both Contracting Authorities and framework providers. We'll be carefully exploring this with senior stakeholders and internal legal and governance advisors.
04	Similar to Brendan's question, has CCS experienced any feedback from CWAS / SAC about a need for standard contract documents to have re-drafted options to fit more perfectly with different contract forms be made available? Specifically, NEC4 ECC – it uses present tense, some overlap of defined terms and specific NEC4 Ts and Cs structure (core terms, secondary options and supplementary "X" clauses?	Call off options	We haven't received any notable feedback on this but please see response to Q.06 on our planned contracting approach at call off and we will seek to discuss this matter further in future engagement to see how we can support improvement suggestions.
05	In which way(s) will the next iteration achieve an increase in quality?	Framework criteria	We aim to continue to build on lessons learned from the existing agreements in place supported by improved measures on performance linked to KPIs. We also will continue to utilise the Alliance model and focus groups in place to target areas to improve the quality of the framework and the value it adds to clients and suppliers.
06	On T&C's will you leave open the option for users to use their own contracts?	Terms & conditions	We are likely to follow the approach adopted via our current frameworks to utilise 'off the shelf' and unamended standard construction contracts (e.g. NEC, JCT, PPC, SBCC etc) supplemented by the government boilerplate terms. Clients can then add in their specific project clauses to complete the contract pack
07	Could you expand on Social Value?	Framework criteria	Social value remains a key priority and commitment to deliver as part of any public procurement. As with previous framework iterations, we will assess all suppliers against a range of social value measures at the point of tendering for the framework. In order to drive excellence in suppliers' ability to deliver real-life value at call off stage we will be focusing on this as a key theme in our further engagement with the market. In understanding the full scope of what our suppliers can and intend to deliver we can ensure we are setting the bar as part of the framework evaluation and further allow those aspirations to become reality based on the client requirements at call off stage
08	Any thoughts on economic leakage from the regions where projects take place and how this can be managed?	Lot structure	This is something that will require careful consideration as we continue to work with suppliers and develop our framework tendering and award criteria. Any mechanisms that preclude or restrict suppliers from tendering must be tested alongside a rigorous assessment of risks and benefits so this is certainly something we will explore in partnership with clients and suppliers over the coming months
09	Closed framework is possibly bad for customers as it is a consideration when there choosing where to go for there projects	Framework criteria	In developing our early strategy, both options were explored. Currently we envisage that the framework will be closed and we are keen to ensure the framework provides opportunities to build long term relationships between clients and suppliers