

United Kingdom-London: Business and management consultancy and related services

OJ S 202/2014 21/10/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Cabinet Office

Postal address: 1 Horse Guards Road

Town: London

Postal code: SW1A 2HQ

Country: United Kingdom

Contact person: Agent (for the purpose of this procurement only)

E-mail: supplier@ccs.gsi.gov.uk

Telephone: +44 3450103503

Internet address(es):General address of the contracting authority: <http://ccs.cabinetoffice.gov.uk>Address of the buyer profile: <https://gpsesourcing.cabinetoffice.gov.uk>**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

Other: Public Procurement

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Mutuals in Health: Pathfinder Programme.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Primarily in the UK with some limited requirements overseas.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

1. The Mutuals in Health: Pathfinder Programme is a joint initiative between Cabinet Office (which is acting as the Contracting Authority) and, the Department for Health (DH).
2. The Pathfinder Programme, which is targeted at the health sector — including the acute health sector - has been designed to support NHS Foundation Trusts (FTs) and NHS Trusts to explore the viability and potential benefits of the mutual model for the entire Trust or significant parts of the Trust's services.
3. The Programme will support 9 pioneering Pathfinder Trusts, either individually or in partnership, through the provision of bespoke advisory support (purchased through this procurement).
4. This Procurement has been split into 9 Lots to deliver bespoke professional support to the 9 Pathfinder Trusts. The Services are further described in Invitation to Tender (ITT) documentation. Potential Providers have the opportunity to bid for all or any combination of the 9 Lots. However in order to ensure the Mutuals in Health: Pathfinder Programme benefits from a wide range of ideas from a diverse range of providers, successful Suppliers may only be awarded a maximum of 2 Lots.
4. The 9 selected Pathfinder Trusts, participating in the Mutuals in Health: Pathfinder Programme are:
 - Lot 1 — Norfolk and Norwich University Hospitals NHS Foundation Trust (Acute Trust)
 - Lot 2 — Oxleas NHS Foundation Trust (Mental health and learning disability Trust)
 - Lot 3 — Surrey and Sussex Healthcare NHS Trust (Acute Trust)
 - Lot 4 — Tameside Hospital NHS Foundation Trust (Acute Trust)
 - Lot 5 — Cheshire and Wirral Partnership NHS Foundation Trust (Mental health and learning disability Trust)
 - Lot 6 — Moorfields Eye Hospital NHS Foundation Trust (Specialist Trust)
 - Lot 7 — Norfolk and Suffolk NHS Foundation Trust (Mental health and learning disability Trust)
 - Lot 8 — University Hospitals of Leicester NHS Trust (Acute Trust)
 - Lot 9 — Liverpool Heart and Chest Hospital NHS Foundation Trust (Acute Specialist)
5. A detailed description of the Services that the Potential Provider will be required to supply within each Lot is set out in full at Attachment 2 — Statement of Requirements of the Invitation to Tender.

II.1.6. CPV code(s)

79400000 Business and management consultancy and related services, 66171000 Financial consultancy services, 66519600 Actuarial services, 66523000 Pension fund consultancy services, 79100000 Legal services, 79110000 Legal advisory and representation services, 79111000 Legal advisory services, 79112000 Legal representation services, 79112100 Stakeholders representation services, 79221000 Tax consultancy services, 79410000 Business and management consultancy services, 79411000 General management consultancy services, 79411100 Business development consultancy services, 79412000 Financial management consultancy services, 79414000 Human resources management consultancy services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT:

Range: between 700 000 and 900 000 GBP

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Duration in months: 3 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Norfolk and Norwich University Hospitals NHS Foundation Trust (Acute Trust)

1) Short description

Consultancy for Mutualisation, exploring the potential benefits of mutualisation for their entire organisation.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 1 is set out in full at Annex 1, Attachment 2a — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79110000 Legal advisory and representation services, 79221000 Tax consultancy services, 79112100 Stakeholders representation services, 66171000 Financial consultancy services, 79411100 Business development consultancy services, 79112000 Legal representation services, 66523000 Pension fund consultancy services, 79414000 Human resources management consultancy services, 79111000 Legal advisory services, 79412000 Financial management consultancy services, 79411000 General management consultancy services, 79410000 Business and management consultancy services, 79100000 Legal services, 66519600 Actuarial services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 100 000 and 120 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 2

Lot title: Oxleas NHS Foundation Trust (Mental health and learning disability)

1) Short description

Consultancy for Mutualisation is exploring the possibilities and potential benefits of

mutualisation for their entire organisation.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 2 is set out in full at Annex 2, Attachment 2b — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79110000 Legal advisory and representation services, 79111000 Legal advisory services, 66171000 Financial consultancy services, 79112100 Stakeholders representation services, 79412000 Financial management consultancy services, 79411100 Business development consultancy services, 79411000 General management consultancy services, 66523000 Pension fund consultancy services, 79100000 Legal services, 79112000 Legal representation services, 79221000 Tax consultancy services, 79414000 Human resources management consultancy services, 66519600 Actuarial services, 79410000 Business and management consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 80 000 and 100 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 3

Lot title: Surrey and Sussex Healthcare NHS Trust (Acute Trust)

1) Short description

Consultancy for Mutualisation, exploring the potential benefits of mutualisation for their entire organisation.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 3 is set out in full at Annex 3, Attachment 2c — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79411100 Business development consultancy services, 79410000 Business and management consultancy services, 79412000 Financial management consultancy services, 79110000 Legal advisory and representation services, 79112100 Stakeholders representation services, 66171000 Financial consultancy services, 79411000 General management consultancy services, 79100000 Legal services, 79414000 Human resources management consultancy services, 66519600 Actuarial services, 66523000 Pension fund consultancy services, 79111000 Legal advisory services, 79221000 Tax consultancy services, 79112000 Legal representation services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 80 000 and 100 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 4

Lot title: Tameside Hospital NHS Foundation Trust (Acute Trust).

1) Short description

Consultancy for Mutualisation initially exploring the potential benefits of mutualisation for their cardiology services.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 4 is set out in full at Annex 4, Attachment 2d — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79111000 Legal advisory services, 79112000 Legal representation services, 79411100 Business development consultancy services, 66519600 Actuarial services, 79100000 Legal services, 66523000 Pension fund consultancy services, 79221000 Tax consultancy services, 79112100 Stakeholders representation services, 79411000 General management consultancy services, 79414000 Human resources management consultancy services, 79412000 Financial management consultancy services, 66171000 Financial consultancy services, 79110000 Legal advisory and representation services, 79410000 Business and management consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 70 000 and 90 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 5

Lot title: Cheshire and Wirral Partnership NHS Foundation Trust (Mental health and learning disability)

1) Short description

Consultancy for Mutualisation exploring the potential benefits of mutualisation for a number of potential service areas including, mental health services, drug and alcohol services and long term conditions management.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 5 is set out in full at Annex 5, Attachment 2e — Statement of Requirements of the the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79111000 Legal advisory services, 79221000 Tax consultancy services, 79112000 Legal representation services, 66523000 Pension fund consultancy services, 79412000 Financial management consultancy services, 79414000 Human resources management consultancy services, 79100000 Legal services, 66171000 Financial consultancy services, 66519600 Actuarial services, 79411000 General management consultancy services, 79410000 Business and management consultancy services, 79411100 Business development consultancy services, 79112100 Stakeholders representation services, 79110000 Legal advisory and representation services

3) Quantity or scope

Estimated value excluding VAT:
Range: between 70 000 and 90 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 6

Lot title: Moorfields Eye Hospital NHS Foundation Trust (Specialist Trust).

1) Short description

Consultancy for Mutualisation exploring the potential benefits of mutualisation for its entire organisation.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 6 is set out in full at Annex 6, Attachment 2f — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79411100 Business development consultancy services, 66171000 Financial consultancy services, 79412000 Financial management consultancy services, 79100000 Legal services, 79112000 Legal representation services, 66523000 Pension fund consultancy services, 66519600 Actuarial services, 79411000 General management consultancy services, 79410000 Business and management consultancy services, 79221000 Tax consultancy services, 79110000 Legal advisory and representation services, 79112100 Stakeholders representation services, 79414000 Human resources management consultancy services, 79111000 Legal advisory services

3) Quantity or scope

Estimated value excluding VAT:
Range: between 70 000 and 90 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 7

Lot title: Norfolk and Suffolk NHS Foundation Trust (Mental health and learning disability)

1) Short description

Consultancy for Mutualisation exploring the viability and potential benefits of mutualisation for either the entire organisation, with the creation of smaller local units based on localities or, specific service areas only.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 7 is set out in full at Annex 7, Attachment 2g within — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79111000 Legal advisory services, 79411000 General management consultancy services, 66171000 Financial consultancy services, 79112100 Stakeholders representation services, 79412000 Financial

management consultancy services, 79410000 Business and management consultancy services, 79414000 Human resources management consultancy services, 79100000 Legal services, 66523000 Pension fund consultancy services, 79110000 Legal advisory and representation services, 79221000 Tax consultancy services, 79112000 Legal representation services, 66519600 Actuarial services, 79411100 Business development consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 80 000 and 100 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 8

Lot title: University Hospitals of Leicester NHS Trust (Acute Trust)

1) Short description

Consultancy for Mutualisation exploring the potential benefits of mutualisation for either the entire organisation or specific service areas including cardiology services.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 8 is set out in full at Annex 8, Attachment 2h — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79412000 Financial management consultancy services, 79111000 Legal advisory services, 79414000 Human resources management consultancy services, 66523000 Pension fund consultancy services, 66171000 Financial consultancy services, 79411000 General management consultancy services, 79100000 Legal services, 79112000 Legal representation services, 79221000 Tax consultancy services, 79410000 Business and management consultancy services, 79110000 Legal advisory and representation services, 79411100 Business development consultancy services, 66519600 Actuarial services, 79112100 Stakeholders representation services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 100 000 and 120 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Lot No: 9

Lot title: Liverpool Heart and Chest Hospital NHS Foundation Trust (Acute Specialist)

1) Short description

Consultancy for Mutualisation is exploring the potential benefits of mutualisation for either the entire organisation or specific service areas including cardiology services.

A detailed description of the Services that the Potential Provider will be required to supply for Lot 9 is set out in full at Annex 9, Attachment 2j — Statement of Requirements of the Invitation to Tender.

2) CPV code(s)

79400000 Business and management consultancy and related services, 79112100 Stakeholders representation services, 66519600 Actuarial services, 79411000 General management consultancy services, 79412000 Financial management consultancy services, 79410000 Business and management consultancy services, 79411100 Business development consultancy services, 66171000 Financial consultancy services, 79112000 Legal representation services, 79111000 Legal advisory services, 79414000 Human resources management consultancy services, 66523000 Pension fund consultancy services, 79110000 Legal advisory and representation services, 79100000 Legal services, 79221000 Tax consultancy services

3) Quantity or scope

Estimated value excluding VAT:

Range: between 70 000 and 90 000 GBP

4) Indication about different time frame or duration

Duration in months: 3 (from the award of the contract)

5) Additional information about lots

The 31 March deadline is absolutely material to the Contract.

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Potential Providers will be advised if this is necessary during the procurement. Parent company and/or other guarantees of performance and financial liability may be required by the Agent if considered appropriate.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

No special legal form is required but if a contract is awarded to a consortium, the Contracting Authority/Agent may require the consortium to form a legal entity before entering into the Contract or alternatively: nominate a lead contractor; or act as joint signatories and enter into joint and several liability.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Potential Providers have the opportunity to bid for all or any combination of the 9 Lots. However in order to ensure the Mutuals in Health programme benefits from a wide range of ideas from a diverse range of providers, successful Suppliers may only be awarded a maximum of 2 Lots.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Potential Providers will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter

V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an Invitation to Tender ('ITT').

This procurement will be managed electronically via the Agents e-Sourcing Suite. To participate in this procurement, participants must first be registered on the e-Sourcing Suite.

If you have not yet registered on the eSourcing Suite, this can be done on-line at <https://gpsesourcing.cabinetoffice.gov.uk> by following the link 'Register for CCS eSourcing'. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so.

Full instructions for registration and use of the system can be found at <http://ccs.cabinetoffice.gov.uk/i-am-supplier/respond-tender>

Once you have registered on the eSourcing Suite, a registered user can express an interest for a specific procurement. This is done by e-mailing expressionofinterest@ccs.gsi.gov.uk

Your email must clearly state: the name and reference for the procurement you wish to register for; the name of the registered supplier; and the name and contact details for the registered individual sending the email. The Crown Commercial Service will process the email and then enable the supplier to access the procurement on-line via the e-Sourcing Suite. The registered user will receive a notification email to alert them once this has been done.

As a user of the e-Sourcing Suite you will have access to Emptoris email messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information.

For technical assistance on use of the e-Sourcing Suite please contact Crown Commercial Service Help-desk email: enablement@ccs.gsi.gov.uk

Responses must be published by the date in IV.3.4

III.2.2. Economic and financial ability

List and brief description of conditions: Potential Providers will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1

III.2.3. Technical and professional ability

List and brief description of conditions:

Candidates will be assessed in accordance with Part 4 of the Public Contracts Regulations 2006, as amended (implementing Title II, Chapter V11, Section 2 of Directive 2004/18/EC), on the basis of information provided in response to an ITT.

The ITT can be accessed at: <https://gpsesourcing.cabinetoffice.gov.uk> using the instructions detailed in III.2.1

The Contracting Authority may have regard to any of the following means in its assessment:

(a) a list of the works carried out over the past five years, accompanied by certificates of satisfactory execution for the most important works. These certificates shall indicate the value, date and site of the works and shall specify whether they were carried out according to the rules of the trade and properly completed. Where appropriate, the competent authority shall submit these certificates to the contracting authority direct;

(b) a list of the principal deliveries effected or the main services provided in the past three years, with the sums, dates and recipients, whether public or private, involved. Evidence of delivery and services provided shall be given: — where the recipient was a contracting

authority, in the form of certificates issued or countersigned by the competent authority, — where the recipient was a private purchaser, by the purchaser's certification or, failing this, simply by a declaration by the economic operator;

(c) an indication of the technicians or technical bodies involved, whether or not belonging directly to the economic operator's undertaking, especially those responsible for quality control and, in the case of public works contracts, those upon whom the contractor can call in order to carry out the work;

(d) a description of the technical facilities and measures used by the supplier or service provider for ensuring quality and the undertaking's study and research facilities;

(e) the educational and professional qualifications of the service provider or contractor and/or those of the undertaking's managerial staff and, in particular, those of the person or persons responsible for providing the services or managing the work;

(f) a statement of the average annual manpower of the service provider or contractor and the number of managerial staff for the last 3 years;

(g) an indication of the proportion of the contract which the services provider intends possibly to subcontract;

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

RM3726

IV.3.2. Previous publication concerning this procedure

Prior information notice

of 20.8.2014

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

6.11.2014 - 10:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in days: 120 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 7.11.2014 - 10:00

Place:

Electronically, via web-based portal.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

Potential Providers please note this Procurement is being managed and facilitated by Crown Commercial Service (referred to as the Agent). The Agent is acting on behalf of the Contracting Authority throughout the procurement process.

Any contracts awarded under this Procurement will be between the successful Suppliers and the Contracting Authority not the Agent.

Potential Providers should note that, in accordance with the UK Government's policies on transparency, Crown Commercial Service intends to publish the Invitation to Tender (ITT) document and the text of any Contract awarded, subject to possible redactions at the discretion of Crown Commercial Service. The terms of the proposed Contract will also permit a public sector contracting authority, awarding a contract under this Contract, to publish the text of that contract, subject to possible redactions at the discretion of the contracting authority.

Further information on transparency can be found at:

<http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The Agent expressly reserves the right (i) not to award the Contract as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Agent or the Contracting Authority be liable for any costs incurred by the Potential Providers. If the Contracting Authority decides to enter into a Contract with the

successful supplier, this does not mean that there is any guarantee of subsequent contracts being awarded. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of Potential suppliers. The duration referenced in Section II.1.4 is for the placing of orders.

The value provided in Section II.1.4 is only an estimate.

From 2.4.2014 the Government introduced its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking Scheme (GPMS).

A key aspect of this is the reduction in the number of security classifications used. All potential suppliers should make themselves aware of the changes as it may impact on this

Requirement. The link below to the Gov.uk web site provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

Please refer to the GPS/CCS web site:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-guidance-supporting-information/complaints-during-procurement-process>

for information about how complaints are handled during the procurement process.

Further information on the Mutuals in Health programme is available to Potential Providers at: <https://www.gov.uk/government/publications/mutuals-in-health-pathfinder-programme>

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: There is no right of appeal in this procurement. If you have a complaint or seek to challenge the outcome, please follow the guidance on procedure contained in the previous section.

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

16.10.2014