

SCHEDULE 2

SUPPLIER'S RESPONSE

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PART 1 - FORM OF TENDER TO THE SCOTTISH GOVERNMENT

(* DELETE AS APPROPRIATE)

*I/We the undersigned do hereby contract and agree on the acceptance of the Tender by the Buyer, to provide the goods and/or services in the Specification in accordance with the Schedules, at the prices entered in the Pricing Schedule and in accordance with the Terms and Conditions of the Framework.

*I/We the undersigned undertake to submit a tender in accordance with the following documents:

- ITT - Invitation to Tender
- ITT - Schedules
- ITT – Crown Commercial Services Digital Outcomes and Specialists 2 Framework Terms and Conditions and additional terms

*I/We agree to abide by this tender from 12 noon on Tuesday 12 September 2017, the date fixed for receiving tenders, until the Award of Contract.

*I/We understand that the Buyer are not bound to accept the lowest or any tender and shall not be bound to use the Supplier as a sole supplier.

*I/We understand that the goods/service provision will commence on award and complete by Monday 29 October 2019 unless the Contract is otherwise terminated or extended in accordance with the Terms and Conditions.

Signature:

Name: (BLOCK CAPITALS)

Designation:

Duly authorised to sign Tenders for and on behalf of:

Name of Supplier

Nature of Firm

Address

Telephone No INCLUDE AREA CODE

E-mail

Date

It must be clearly shown whether the Supplier is a limited liability company, statutory corporation, partnership, or single individual trading under his own name.

SCHEDULE 2

PART 2 - RESPONSE TO TECHNICAL & CULTURAL FIT QUESTIONS

1. Introduction

1.1 The Technical and Cultural Fit Response document, below, sets out the objective evaluation criteria for tenders submitted for the provision of technical advice in relation to the activities of the Scottish Social Security Project – Low Income Benefits Agile Service Design.

1.2 Suppliers are required to provide detailed proposals for meeting the Statement of Requirements (Schedule 1) providing a high quality service which delivers best value. Suppliers must submit a response to each question within the Technical and Cultural Fit Response document. Where a response requires the inclusion of an additional document this should be included as a separate attachment.

1.3 Responses should as far as is reasonably practicable, provide a complete response to each section without cross-referencing to other areas in the document.

1.4 Only the information provided in the tender submission will be evaluated.

1.5 Suppliers should clearly state any assumptions, caveats or exclusions which have been made in connection with, or apply to their offer. This statement should also confirm that these are the totality of assumptions, caveats and exclusions made in the compilation of the offer.

1.6 The weightings shown in brackets represent the specific values allocated to each section and, within each section, each individual question. As noted in the Instructions to Suppliers, the overall award criteria will be:

Technical Requirements:	65%
Cultural Fit	5%
Commercial (Price):	30%

2. Technical and Cultural Fit Response Document

Instructions

2.1 Tenderers **MUST** complete their tender responses using this document and submit final responses via Public Contracts Scotland.

2.2 Tenderers must provide their responses to the Questions in the sections provided. There is no word limit but information provided should be clear and concise. Each box can be increased in size to accommodate the information being provided.

2.3 This document will be used by the tender evaluation panel (TEP) to review and score each tenderer's technical and cultural fit response in line with the Evaluation Methodology detailed in the "Instructions for Suppliers". Tenderers should ensure they have read the Evaluation Methodology information prior to completing their responses.

2.4 Additional documents (e.g. CVs) can be appended to your response and should be clearly named and cross referenced in your response to the relevant question e.g. Q1 - Annex 1 - CVs - Joe Bloggs

2.5 If you have any other queries regarding this document, please use the question and answer facility on Public Contracts Scotland.

3. Format of Document

3.1 The document details the 19 questions (of three types) across two sections:

- Section A - Technical Competence (14 Questions)
- Section B - Cultural Fit (5 Questions)

3.2 The three types of questions are:

***Scored Questions with a pass/fail minimum requirement** – These are marked with an asterix *. A mark of 0-4 will be awarded. Where a Supplier scores below 2 'Acceptable' their response shall not be taken forward to the price evaluation element of the competition. Their bid shall be set aside and will take no further part in the competition.

Scored Questions - A mark of 0-4 will be awarded.

Not Scored Question - No mark will be awarded but SG may wish to clarify the response.

PART 2: SECTION A - TECHNICAL COMPETENCE - (SECTION WEIGHTING 65%)

<p>*Q1.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (30%)</p>	<p>Detail your approach to delivering the service, including how the requirement for co-located team working will be met, how you will provide added value and including an indicative timeline, in line with the Statement of Requirements.</p>
<p>*Q2.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (10%)</p>	<p>Provide details of your team including:</p> <ul style="list-style-type: none"> • The individual you propose to manage this contract, highlighting their experience and specific skill set in relation to this commission. • The senior core team to deliver this contract, a copy of their curriculum vitae (CV), highlighting their skills and experience set in relation to this commission. • Other roles you propose to deliver this contract with CVs. <p>Grade descriptors must also be provided that match those detailed in Schedule 10.</p>

<p>*Q3.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (10%)</p>	<p>Describe your delivery model to demonstrate a full and clear understanding of the requirements. This should include how you would apply experience and learning from similar previous projects.</p>
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<p>Q4.</p> <p>Scored Question</p> <p>Sub-weighting (10%)</p>	<p>Detail how the solution(s) you deliver will be realised with the system quality attributes outlined in Annex G of the Statement of Requirements.</p>
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<p>*Q5.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (5%)</p>	<p>Detail your approach to the Alpha Scenario documented in the Pricing Schedule.</p>
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<p>*Q6.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (5%)</p>	<p>User research, engagement and developing user focused services – Describe how this requirement will be met and how you will ensure alignment to the Social Security Vision and Principles, Scottish Approach to Service Design and the Digital First Service Standard?</p>
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<p>Q7.</p> <p>Scored Question</p> <p>Sub-weighting (5%)</p>	<p>Outline an indicative technical architecture for the service. This should include:</p> <ul style="list-style-type: none"> • Support for multiple channels • Support for internal staff, citizen and 3rd-party provider access • Mobile capability • COTS product selection and configuration • Complex integration with modern and legacy systems including batch, message based & API services • Computer telephony integration (CTI) solutions
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<p>Q8.</p> <p>Scored Question</p> <p>Sub-weighting (5%)</p>	<p>Detail your approach to Business Continuity and Disaster Recovery.</p>
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<p>Q9.</p> <p>Scored Question</p>	<p>SG have a requirement for 24/7, 365 support. Detail your operational support model in detail including escalation points level of support being offered in their submission e.g. enterprise, standard and any other relevant aspects. This should include response times based on incident levels.</p>
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Sub-weighting (5%)	
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Q10. Scored Question	Detail any risks, constraints or conflicts of interest which may impinge on their ability to deliver this contract including how these will be managed.
Sub-weighting (4%)	

<p>Q11.</p> <p>Scored Question</p> <p>Sub-weighting (3%)</p>	<p>Provide a clear description of how you would ensure a smooth transition to any new Supplier at the conclusion of the contract.</p>
<p>Q12.</p> <p>Scored Question</p> <p>Sub-weighting (3%)</p>	<p>Detail your approach to data management. Refer to Schedule 9 (Security & Information Assurance Requirements) for further detail on what is required</p>
<p>Q13.</p> <p>Scored Question</p> <p>Sub-weighting (3%)</p>	<p>Detail hosting proposals for your proposed solution(s).</p>
<p>Q14.</p>	<p>This Question is in 2 parts. An answer must be provided for both parts. Part 1 will be scored during tender evaluation. Part 2 will not be scored during the evaluation process but should your organisation be successful, will become a contractual obligation, and secured as part of our Contract Management process.</p> <p>For both parts of Q14, refer to Schedule 13 Community Benefits & Fair Work.</p> <p>You must provide details of any quantifiable community benefit(s) you will deliver as part of this Contract through your approach to the delivery of the services. You must detail any specific actions, deliverables and resources to be utilised, along with accompanying timescales for delivery and a description of who will benefit from the proposal.</p>

<p>Q14. Part 1</p> <p>Scored Question</p> <p>Sub- weighting (2%)</p>	<p>For the 3 apprenticeships required, detailed within Schedule 13, your response should include but not be limited to:</p> <ul style="list-style-type: none"> • How you will recruit the candidates • The type of apprenticeship and the qualification that will be gained by the apprentice • Typical length of apprenticeship • How you will support them during the apprenticeship, frequency of visits, assessment methods, offline support • The assessment arrangements including details of the assessor's qualifications and accreditation • The longer term employment opportunities for the apprentice on completion of the qualification. • How will previous success with Apprenticeship schemes be applied going forward • Confirmation that the Scottish Living Wage will be paid to apprentices (Yes/No)
<p>Q14. Part 2</p> <p>Non - Scored Question</p> <p>Sub- weighting (0%)</p>	<p>For the work with schools and colleges offering educational support for those who are young / out of work, detailed within Schedule 13, your response should include but not be limited to:</p> <ul style="list-style-type: none"> • How you will arrange the support • Where this will take place • Who will benefit from the support • How many hours per month you will offer • The services you will offer

PART 2: SECTION B - CULTURAL FIT - (SECTION WEIGHTING 5%)

<p>*Q1.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (40%)</p>	<p>Provide details of how you will ensure continuity of service and manage any absence periods (including planned absence) and sickness. Describe how you will provide assurance that any alternative team members proposed are similarly or better qualified to undertake the role than those they are replacing. (Any proposed changes to team members must be reviewed by SG and confirmed in writing).</p>
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<p>Q2.</p> <p>Scored Question</p> <p>Sub-weighting (40%)</p>	<p>Describe how you will commit to fair work practices for workers (including any agency or sub-contractor workers) engaged in the delivery of this contract. Refer to Schedule 13 Community Benefits & Fair Work, for further details on this question.</p>
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<p>*Q3.</p> <p>Scored Question with pass/fail minimum requirement</p> <p>Sub-weighting (20%)</p>	<p>Describe your approach to working with clients with a mixed (low to high) range of technical expertise or experience of agile.</p>
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NON-SCORING FAIR WORK QUESTIONS

Refer to Schedule 13 Community Benefits & Fair Work, for further details on these questions.

<p>Q4.</p> <p>Non - Scored Question</p> <p>Sub- weighting (0%)</p>	<p>The Scottish Business Pledge is a Government initiative which aims for a fairer Scotland through more equality, opportunity and innovation in business. Information on this can be found at the following link:</p> <p>https://scottishbusinesspledge.scot/</p> <p>Tenderers are asked to confirm if they have signed up to the Scottish Business Pledge.</p>
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<p>Q5.</p> <p>Non - Scored Question</p> <p>Sub- weighting (0%)</p>	<p>The Scottish Living Wage Accreditation Initiative and the Living Wage Foundation recognise and celebrate the responsible leadership shown by Living Wage Employers and support employers to incorporate the Living Wage into organisational structures long term. More information can be found at the links below:</p> <p>http://scottishlivingwage.org/</p> <p>http://www.livingwage.org.uk/</p> <p>Tenderers are asked to confirm if they are accredited as a Living Wage Employer.</p>
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SCHEDULE 2

PART 3 - PRICING SCHEDULE

This Schedule will form the basis of the commercial evaluation of Suppliers' proposals.

The pricing schedule must be submitted as a separate document through the Public Contracts Scotland portal and prices shall not appear elsewhere within your tender submission. This is to ensure that the technical evaluation is undertaken independently of the commercial evaluation.

Suppliers must enter a price for every question/ section in the Pricing Schedule/ Commercial Questionnaire. If they fail to do so they will be considered non-compliant and will not be considered further or taken forward to the Combined Score.

The Contract duration will be for an initial 2 year period, with the option of extending by up to 6 additional months resulting in a maximum Contract duration of 2.5 years.

The estimated contract value is between £8,000,000 and £12,000,000 including VAT for the full 2.5 years. There is an option to extend the contract by up to 20% of the original contract value.

SCHEDULE 2

PART 3 - PRICING SCHEDULE

**FOR THE PROVISION OF
LOW INCOME BENEFITS AGILE SERVICE DESIGN**

<u>Further Instructions & Notes:</u>	1:	This Schedule will form the basis of the commercial evaluation of Suppliers' proposals. All prices entered in the Pricing Schedule, with the exception to Tables 4 to 11 will be used in the Commercial (Price) evaluation.
	2:	Suppliers shall insert prices into all PURPLE fields within the tables below. Should a Supplier fail to do so their response will be considered non-compliant, shall be set aside and shall take no further part in the competition.
	3:	Each PURPLE field shall be weighted as detailed within the Instructions to Suppliers and taken forward to the Commercial Evaluation.
	4:	Should the Buyer consider that a response contains an abnormally low price(s) and where explanations given by the Supplier do not satisfactorily account for the low level of price or costs proposed, the Buyer may reject the response in its entirety.
	5:	Unless otherwise stated all prices stated within the Supplier's ITT response and any subsequent contract which may follow shall be fixed, ie not subject to variation , and shall be the total price including the cost of all labour, materials, equipment, overheads, disbursements, travel, subsistence and all other costs of the Supplier in connection with the Contract for full and proper performance by the Supplier.

SECTION 1: Tables 1 to 3: are weighted as per the headed bracketed information below and as further described in 'Instructions to Suppliers'

Table 1: Rate Card - (Weighting: 40%)

Item No	Discipline	Supplier's Equivalent 'Discipline' Name	Named Individuals	Maximum Day Rate: Fixed Price (ex VAT) £ per day
1	Lead Consultant			£
2	Scrum Master			£
3	User Researcher			£
4	Business Analyst			£
5	Technical Architect			£
6	UX Designer			£
7	Content Designer			£
8	Software Developer			£
9	Test Analyst			£
10	Data Architect			£
11	Security Lead			£

- Suppliers shall provide Fixed Price 'Day Rates' for the period of the contract which shall include the optional period of extension described within this ITT.
- Supplier's may insert their preferred 'Equivalent Discipline Name' for consideration for use in any contract which may result from this exercise.
- Named Individuals shall correlate to those CVs for individuals who are included with the Supplier's technical response. Suppliers may insert more than one name into the field.

Table 2: Total Maximum Price (TMP) - (Weighting: 50%)

Total Maximum Price (ex VAT) £		£
<ul style="list-style-type: none"> Total Maximum Price: Suppliers shall consider the Statement of Requirements (SOR) in its entirety and shall provide a TMP for the requirement as a whole for the period of the contract which shall include the option for 'one further assistance' but shall not include the option to extend. To demonstrate that the TMP is reasonable and to satisfy the Buyer that the TMP is not abnormally low (see 'Further Instruction and Notes 4' above) the Supplier shall use the table below to list the 'SOR Items' and their corresponding individual Maximum Prices used to calculate the TMP. Without exception to the Statement of Requirements in its entirety, in completing the table below, Suppliers shall focus on the requirements of paragraph 9 'Scope and Deliverables' and Annex J to the Statement of Requirements. The Supplier shall include an element for the option for 'one further assistance' referred to at the 4th bullet of paragraph 9.1.3 to the Statement of Requirements. To facilitate this the Buyer has inserted the first Price 'Build-up Element' into the table below. 		
SOR Items	Maximum Price (ex VAT) £	£
e.g. Case Management System		£
		£
		£
		£
		£
		£
		£
		£
		£
		£
Option: One Further Assistance		£
Total Maximum Price (ex VAT) £		£

Table 3: Case Study - (Weighting: 10%)

Case Study Total Price (ex VAT) £	£
<ul style="list-style-type: none"> In response to this Case Study, set out in the bullet below, the Supplier shall offer a solution which demonstrates the methodology utilised and shall provide a price breakdown using the rows below to demonstrate their considerations used to calculate the 'Case Study Total Price (ex VAT) £' stated above. The rates used shall be the same as those fixed prices inserted by the Supplier into the Rate Card at Table 1. Suppliers shall <u>only</u> state the Total Case Study Price in the purple field directly above. To describe the methodology the Supplier shall do so via their technical response to Question 5 at Schedule 2 Part 2. CASE STUDY Alpha scenario for Best Start Grant Alpha phases will be required across Best Start Grant, Funeral Expense Assistance, and up to two other benefits or assistances. These will be run in sprints, and the number of sprints required will vary from benefit to benefit depending on what is to be achieved. For evaluation purposes, the Service Provider will provide a detailed methodology and price for the following scenario: <ul style="list-style-type: none"> Alpha phase to support Best Start Grant The Service Provider should indicate the roles, tasks, outputs and project plan they would expect to produce for the alpha phase using the rates provided in the pricing schedule. Agile ceremonies including daily stand-ups, show and tell, retrospective and sprint planning should be included in your scenario. The detail provided below is illustrative and for the purposes of the case study only. The SG will work in partnership with the successful bidder on the actual required MVP to be delivered by the end of each Alpha, including that for Best Start Grant. The nature of the MVP will evolve during delivery and iterations will be required. A scenario of an Alpha (illustrative in nature but drawing on elements of the SoR) which will deliver an MVP consisting of: <ul style="list-style-type: none"> an application platform; interface between a pre-existing information platform and the application platform; on-line forms aligned to the Mygov.scot standards for all citizen interactions for applications for Best Start Grant and for changes in circumstances; a case management platform, configured for Best Start Grant and including the hosting of evidence, details of assessment for award, the award and record of all contact events for the citizen; payments platform, configured for Best Start Grant which requires one-off payments; interfaces between the case management platform and payments platform; Interfaces and between the payments platform and the pre-existing corporate accounting system. When the required capabilities for the MVP have been delivered and accepted, including passing the Digital First Service Standard, as ready to proceed to Beta stages. The nature of the MVP will evolve and the SG expects the supplier to work with us on this. <i>Note: As the Buyer will conduct the Technical and Cultural Fit evaluation separately from the Commercial (Price) evaluation Suppliers shall <u>not</u> provide the said price as part of their response to Question 5 at Schedule 2 Part 2. The said price shall only appear in this table.</i> 	

PROTECT SENSITIVE [COMMERCIAL]

Discipline	Day Rate: Fixed Price (ex VAT) £ per day	No. of Days	Total (£)
Lead Consultant	£		£
Scrum Master	£		£
User Research	£		£
Business Analyst	£		£
Technical Architect	£		£
UX Designer	£		£
Content Designer	£		£
Software Developer	£		£
Test Analyst	£		£
Data Architect	£		£
Security Lead	£		£
Case Study Total Price (ex VAT) £			£

SECTION 2: Tables 4 to 11: are not weighted. The Buyer understands that there may be additional costs during the period of the contract in relation to the elements listed with Tables 4 to 11. The Buyer reserves the right to discuss and negotiate the provision and cost of such items during the initial 2 year period of the contract should they be required. The Supplier shall provide indicative fixed prices. Tables 4 to 11 shall not form part of the evaluation. Instead these prices may be used as a basis to enable discussions with the Supplier with a view to amending the contract, subject to agreement between both parties. Suppliers responses which do not provide the information described in this table may be set aside and may take no further part in the competition.

Table 4: User Licenses - Perpetual

	Indicative Quantity Banding	Indicative Fixed Price (ex VAT) £ per License
User Licenses – Perpetual	100 to 250	£
User Licenses – Perpetual	251 to 500	£
User Licenses – Perpetual	501 to 1000	£
User Licenses – Perpetual	1001 to 1500	£
User Licenses – Perpetual	1501 to 2000	£

PROTECT SENSITIVE [COMMERCIAL]

Table 5: User Licenses – Term

	Indicative Quantity Banding	Indicative Fixed Price (ex VAT) £ per License
User Licenses – Term	100 to 250	£
User Licenses – Term	251 to 500	£
User Licenses – Term	501 to 1000	£
User Licenses – Term	1001 to 1500	£
User Licenses – Term	1501 to 2000	£

Table 6: User License Maintenance

	Indicative Quantity Banding	Indicative Fixed Price (ex VAT) £ per License
User Licenses – Maintenance	100 to 250	£
User Licenses – Maintenance	251 to 500	£
User Licenses – Maintenance	501 to 1000	£
User Licenses – Maintenance	1001 to 1500	£
User Licenses – Maintenance	1501 to 2000	£

Table 7: Server Application

	Indicative Quantity	Indicative Fixed Price
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		(ex VAT) £
Server Application (i.e. Database Licences) Term	1	£ per License
Server Application (i.e. Database Licences) Term – Maintenance - per annum	1	£ per annum

Table 8: Server Operating Systems Licenses & Maintenance (Maintenance if Applicable)

	Indicative Quantity	Indicative Fixed Price (ex VAT) £
Server Operating System License	1	£ per License
Server Operating System License - Maintenance - per annum	1	£ per annum

Table 9: Additional Server Software Licenses & Maintenance (Maintenance if Applicable)

Description	Indicative Quantity	Indicative Fixed Price (ex VAT) £
Supplier to insert information	Supplier to insert Quantity	£ per - Supplier to insert
Supplier to insert information	Supplier to insert Quantity	£ per - Supplier to insert

Table 10: Cloud Hosting Costs

Description	Indicative Quantity	Indicative Fixed Price (ex VAT) £
Supplier to insert descriptor	Supplier to insert Quantity	£ per - Supplier to insert
Supplier to insert descriptor	Supplier to insert Quantity	£ per - Supplier to insert

Table 11: On Premises Hosting Costs (shall include cost of physical equipment if applicable)

Description	Indicative Quantity	Indicative Fixed Price (ex VAT) £
Supplier to insert descriptor	Supplier to insert Quantity	£ per - Supplier to insert
Supplier to insert descriptor	Supplier to insert Quantity	£ per - Supplier to insert

SCHEDULE 2

PART 4: EXIT MANAGEMENT

An initial draft of the proposed Exit Management Plan shall be submitted with the Supplier's tender submission. See Schedule 12 for further detail regarding exit management arrangements. This section will not be scored during the evaluation process but forms part of the contractual obligations.

Q1. Not Scored Question	Exit Management Plan – provide a draft exit plan
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	
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www.sagepub.com at 128.190.254.254 on 04 May 2015

1. *Journal of the American Medical Association*, 2000; 283: 2689-2693.

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