

**Attachment 2b – 4c Contact Centre Solutions**

 **Certificate of Technical and Professional Ability**

**RM6116 - Network Services 3**

**Instructions**

We require you to demonstrate that you have delivered Services within the scope of Lot 4c. For the assessment of Technical and Professional ability the relevant Services are listed within

Section A of this Certificate of Technical and Professional ability (COTPA) To do so, you are

required to submit one (1) Certificate of Technical and Professional ability (COTPA).

You are required to complete section A within the COTPA.

The customer must verify that the information you have provided in section A is true and

accurate by completing and signing Section B within the COTPA.

The form of the COTPA is set out below.

You must submit the completed COTPA for Lot 4c by uploading this file to question 1.52.4

within the online selection questionnaire (qualification envelope) as a ZIP file.

Name your ZIP file in the following format: ***organisation name\_Lot 4cCOTPA***

Please note that we reserve the right to contact the customer listed in the certificates to

verify the information provided. You must notify the customer that they may be contacted by

us.

**Mandatory requirements**

● the COTPA must evidence a contract that you have delivered in the **3 years prior** to the publication of the contract notice for this competition, or an ongoing contract you are currently delivering that has been ongoing for a minimum of six months. If the contract is ongoing you must be delivering the services. You cannot use a contract where you have not yet started to deliver the services

 ● projects only need to have been completed within the time limit stated above. It is

 acceptable for the project to have commenced prior to August 2019

 ● contracts must have been successful in **implementation and mobilisation** and have

 become **operational**

 ● each contract must evidence the Services being delivered from **within the United**

 **Kingdom** (i.e. not delivered offshore)

 ● the contract can be from the public, private, or Third Sector Sector (e.g. Charity)

 ● it is possible to submit all of the Certificates from the same client organisation, providing they are different Contracts, with each certificate meeting all of the COTPA requirements as specified by the Authority

 ● examples of call-off contracts awarded under framework contracts will be considered valid, but framework contracts themselves will not be valid

 ● no attachments other than the certificates are permitted. Any additional documents

 submitted will be disregarded

 ● examples may cover situations where your organisation was acting as prime contractor, key subcontractor or part of a consortium. Where you relied on other such entities to perform the contract, you need to tell us who they were and describe the function that each such other entity performed under the contract

 ● customer contacts provided must not have been employed or appointed by your

 organisation, or from within your associated group of companies, within the past 3 years prior to the publication of the contract notice

 ● if you delivered work for a client who has since left the customer organisation you worked for, they cannot sign off on the COTPA. A COTPA must be signed by an existing employee of the company for whom the work was undertaken

 ● although physical customer signatures on the COTPAs would be preferable, we recognise that this might be problematic for some customers. Therefore, if a customer is unable to print off a completed Certificate, sign it and return a scanned copy to the Bidder, a digital signature is an acceptable alternative

 ● a separate COTPA must be submitted for each Lot for which you are bidding, using the relevant COTPA template, which must be signed off separately by the customer

**Certificates of Technical and Professional Ability will be marked PASS/FAIL**

You may fail Part 11 – Technical and Professional Capability of the selection questionnaire

and be excluded from the competition if:

 ● your COTPA does not meet all the mandatory requirements set out above.

 ● you do not tick the box to confirm that you have provided the full scope of the

 Services as detailed within Section A. You have not completed all of the information

 requested in the Certificate of Technical and Professional Ability

 ● your customer has not provided the required certification information in section B of

 the Certificate of Technical and Professional Ability

 ● we contact the customer to verify the information provided and they cannot or will not

verify the information. It is vital that you select a customer that is prepared to verify

the information you have provided and be contactable in the event that clarification is

required

If we determine that you have failed Part 11 – Technical and Professional Capability of the

selection questionnaire we will notify you and tell you the reasons for this.

**Certificate of Technical and Professional Ability**

**RM6116 – Network Services 3 - Lot 4c**

| **Section A - To be completed by the bidder** |
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| **Lot Title: Lot 4c Contact Centre Solutions (Network Services 3)** |
| **Name of bidder:** | [bidder’s name] |
| **Certificate of Technical and Professional Ability - details of the contract, to be certified by the customer in Section B.** |
| **Name of customer:**  | [customer name] |
| **Name of supplier:****If you were not the Prime Contractor please state whether you were a Key Subcontractor or part of a Consortium.****Where you are relying on the capacity of another entity to demonstrate technical and professional ability e.g. you are relying on a proposed Key-Subcontractor, then they should be named as the supplier.****Where you want to rely on the capacities of other entities, you shall prove to us that you will have at your disposal the resources necessary. To that end please complete Attachment 4 - Information and Declaration workbook for each entity.** | [supplier name] [additional information] |
| **Contract title:** | [contract title] |
| C**ontract start date:**  | [dd/mm/yyyy] |
| **Contract end date / anticipated end date:** | [dd/mm/yyyy] |
| **OJEU/FTS Award Notice reference or****Contracts Finder reference:**(for Public Sector Contracts only – enter N/A if not applicable) | OJEU/FTS Award Notice or Contracts Finder reference: [e.g. 2011/S 239-387260] |
| The certification you provide **must** cover all the relevant Service Elements to Lot 4c(Contact Centre Solutions), which are listed below, further descriptions on these component Service Elements are detailed within Lot 4c - Framework Schedule 1 - Specification**.**Please tick the box to confirm that you have provided the full scope of Service Elements to the Customer.**Service Elements for Network Services 3 - Lot 4c Contact Centre Solutions or the following services as outlined in the specification;**1. The provision of inbound or outbound contact management including automation and queuing to multiple answering points.
2. Hardware and software capabilities enabling contact centre core functions, i.e. the ability to make outbound contact and respond to an incoming contact and route the contact to a predefined destination.

This includes:* Providing consultancy on optimising the solution architecture of a contact centre.
* Provide customer engagement and develop an Implementation plan for customers.
* Provide ongoing maintenance of all technology and equipment.

𝥷 I confirm that the full scope of the Service Elements listed above has been delivered to the Customer. |

| **Section B - To be completed by the customer** |
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| **Certificate of Technical and Professional Ability - Customer contact details** |
| **Customer contact name:** | [name of customer contact] |
| **Customer address:**  | [customer address] |
|  **Customer direct line:** | [Customer telephone number] |
| **Customer email:**  | [customer email] |
| **Customer confirmation:**  |
| We hereby certify that, to the best of ourknowledge and belief, the supplier hassatisfactorily supplied the services and delivered the deliverables and the outcomes described above at Section A in accordance with the contract. | Authorised signature (either double-click on signature box below to digitally sign or copy & paste in an image file of your signature): |
| **Liability for customer certifying Certificate of Technical and Professional Ability:** |
| In signing this Certificate of Technical and Professional Ability I confirm that I have thenecessary authority to do so on behalf of the organisation for which the works and services were provided.Whilst the information in this certificate has been provided in good faith in the belief that it is truthful and accurate, the customer does not assume any responsibility or any liability nor make any guarantee, representation or warranty as to the contents of this certificate. The customer shall not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the certificate and its content, to the fullest extent permitted by law.Nothing in this certificate shall affect, or constitute a waiver of, the customers rights orremedies in relation to the contract. |