# RM6174 – Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision

# Attachment 2b – Certificate of Past Performance

# Example 1 for Lot 3 Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision

Please complete the certificate below as part of your bid for RM6174 Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision.

# Instructions:

You (the Supplier) are required to complete Table A below.

Your Contract Customer must verify that the information you have provided is true and accurate by completing and signing Table B below.

For the avoidance of doubt, if a customer indicates OPTION B when completing Table B of this certificate will result in you being awarded a FAIL and you will be excluded from the competition.

# Table A

## Mandatory Requirements

This certificate of performance example must evidence a previous contract that you have successfully delivered for the public or private sector. To be a valid example it must:

* relate to contracts performed during the past 3 years, prior to publication of the contract notice;
* clearly and unambiguously fall within the scope of the Lot 3 requirements set out in Annex C Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow under Managed Service Provision and as a minimum evidence the following and explaining how each were delivered;
1. The provision of a Managed Print Services (as set out in section 6 of Annex C)
2. The provision of Software Products (as set out in section 7 of Annex C)
3. The provision of Services (as set out in section 8 of Annex C)

## Please note:

1. Where you relied on other entities (including subcontractors, or consortium members) to perform the contract, or were the subcontractor, please **clearly** describe the function that **each** such other entity performed under the contract.
2. Failure to provide the information we have asked for in this certificate, or if the information provided does not clearly and unambiguously fall within the scope of the Lot 1 requirements set out in Annex C Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow under Managed Service Provision, your bid may be deemed not compliant and you will be excluded from this competition.

|  |  |
| --- | --- |
| Name of Entity Providing Certificate (Supplier Name): |  |
|  |
| **Performance Certificate – Contract Header Information (details of the contract to be certified)** |
| Name of Contract Customer ("Customer"): |  |

|  |  |
| --- | --- |
| Name of Contracted Supplier ("Supplier"): |  |
| Contract Title ("Contract"): |  |
| FOR PUBLIC SECTOR CONTRACTSONLY - OJEU Award Notice Reference: |  |
|  |
| **Contact Details for the Customer****(with whom further queries, if any, can be raised to verify)** |
| Source Contact Name: |  |
| Source Contact Address: |  |
| Source Contact Direct Line: |  |
| Source Contact Email: |  |
|  |
| **Further Contract Detail** |
| **Supplier response to be inserted here.**  |
| Consideration received: |  |
| Goods/Services provision start date: |  |
| Goods/Services provision end date: |  |

# Table B

Please verify as the Contract Customer, that the information provided by the Supplier in Table A above is true and accurate, by completing and signing the table below.

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| **Performance (Please submit either Option A or B)** |
| **OPTION A:** |
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| *We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract, and that all of the requirements set out in the mandatory requirements section of this form have been satisfied.* |
| Signature of Contract Customer: |  |
| **OR** |
| **OPTION B:** |
| We are unable to certify that the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract for the following reasons:\*please see guidance below |  |
| Signature of Contract Customer: | *[Contract Customer signature]* |
| **Liability of any Customer certifying:** |
| *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 Customer's rights or remedies in relation to the Contract.* |
| **Guidance for Entities providing Certificates** |
| *If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include the following or other reasons:*1. *delays in supplying the goods and/or services;*
2. *failure to supply the mandatory requirements included within the mandatory requirements section of this certificate;*
3. *failures to supply all the goods and/or services in accordance with the scope set out in the Contract;*
4. *failures to meet any service levels and/or supply the goods and/or services in accordance with quality standards;*
5. *any other failure by the Supplier to comply with its obligations under the Contract.*
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| *We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract, and that all of the requirements set out in the mandatory requirements section of this form have been satisfied.* |
| Signature of Contract Customer: |  |
| **OR** |
| **OPTION B:** |
| We are unable to certify that the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract for the following reasons:\*please see guidance below |  |
| Signature of Contract Customer: | *[Contract Customer signature]* |
| **Liability of any Customer certifying:** |
| *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 Customer's rights or remedies in relation to the Contract.* |
| **Guidance for Entities providing Certificates** |
| *If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include the following or other reasons:*1. *delays in supplying the goods and/or services;*
2. *failure to supply the mandatory requirements included within the mandatory requirements section of this certificate;*
3. *failures to supply all the goods and/or services in accordance with the scope set out in the Contract;*
4. *failures to meet any service levels and/or supply the goods and/or services in accordance with quality standards;*
5. *any other failure by the Supplier to comply with its obligations under the Contract.*
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