

Request for Proposal

Question bank

**Request for Proposal (RFP) on behalf of UK Research and
Innovation (UKRI) and UK Shared Business Services (UK SBS)**

Subject: Employee Assistance Programme

Sourcing Reference Number: CS21004

Section 6 – Selection questionnaire

6.1 Introduction

The Selection questionnaires are located in the within the e-sourcing tool.

Guidance on **how to register and use the e-sourcing portal** is available at <http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

**UK Research and Innovation (UKRI) and UK Shared Business Services (UK SBS)
Employee Assistance Programme**

CS21004

OPEN OJEU PROCEDURE

Bidder Guidance notes for completion for Parts 1, 2, 3 and definitions for all sections

1. The “authority” means the named Contracting Authority or anyone acting on behalf of the Contracting Authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential Supplier or Bidder completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (as amended) (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Part 1: Potential supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection shall complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential Supplier Information	
Question Number	Question	Response
1.1 (a)	Full name of the potential supplier submitting the information	
1.1 (b) – (i)	Registered office address (if applicable)	
1.1 (b) – (ii)	Registered website address (if applicable)	
1.1 (c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1 (d)	Date of registration in country of origin	
1.1 (e)	Company registration number (if applicable)	
1.1 (f)	Charity registration number (if applicable)	
1.1 (g)	Head office DUNS number (if applicable)	
1.1 (h)	Registered VAT number	
1.1 (i) – (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1 (i) – (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	
1.1 (j) – (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1 (j) – (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1 (k)	Trading name(s) that will be used if successful in this procurement	
1.1 (l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual	
1.1 (m)	Are you a Small, Medium or Micro Enterprise (SME) ¹ ?	Yes <input type="checkbox"/> No <input type="checkbox"/>

¹ See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

1.1 (n)	<p>Details of Persons of Significant Control (PSC), where appropriate: ²</p> <ul style="list-style-type: none"> - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. ³ <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>
1.1 (o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>
1.1 (p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

Section 1	Bidding Model	
Question Number	Question	Response
1.2 (a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input type="checkbox"/>

² UK companies, Societies European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register and must file the PSC information with the central public register at Companies House. [See PSC guidance.](#)

³ Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.

		<p>If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.</p> <p>If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.</p>																																																																
1.2 (a) - (ii)	Name of group of economic operators (if applicable)																																																																	
1.2 (a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.																																																																	
1.2 (b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/>																																																																
1.2 (b) - (ii)	<p>If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.</p> <table border="1"> <tr> <td>Name</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered address</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Trading status</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Company registration number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Head Office DUNS number (if applicable)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered VAT number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Type of organisation</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SME (Yes/No)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The approximate % of contractual obligations assigned to each sub-contractor</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						Name						Registered address						Trading status						Company registration number						Head Office DUNS number (if applicable)						Registered VAT number						Type of organisation						SME (Yes/No)						The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables						The approximate % of contractual obligations assigned to each sub-contractor					
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Contact details and declaration

1)I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

2)I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

3)I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

4)I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

5)I am aware of the consequences of serious misrepresentation.

Section 1	Contact details and declaration	
Question Number	Question	Response
1.3 (a)	Contact name	
1.3 (b)	Name of organisation	
1.3 (c)	Role in organisation	
1.3 (d)	Phone number	
1.3 (e)	E-mail address	
1.3 (f)	Postal address	
1.3 (g)	Signature (electronic is acceptable)	
1.3 (h)	Date	

Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for Mandatory Exclusion	
Question Number	Question	Response
2.1 (a)	Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage .	
2.1 (a) - (i)	Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (ii)	Corruption.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (iii)	Fraud.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (iv)	Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (v)	Money laundering or terrorist financing	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (vi)	Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation	Yes <input type="checkbox"/> No <input type="checkbox"/>

	despite the existence of a relevant ground for exclusion? (Self-Cleaning)	
2.3 (a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3 (b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
Question Number	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1 (a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2

	with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	
3.1 (e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (j)	Please answer the following statements	
3.1 (j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. Is the above statement true of your organisation?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (iv)	The organisation has influenced the decision-making process of the contracting authority to obtain	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2

	confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	

Part 3: Selection Questions

Section 4	Economic and Financial Standing	
Question Number	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet / Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:	
Question Number	Question	Response
Name of organisation		
Relationship to the Supplier completing these questions		
5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 6	Technical and Professional Ability	
Question Number	Question	
6.1	Relevant experience and contract examples Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past	

	<p>five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples, see question 6.3</p>
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	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
E-mail address			
Description of contract			
Contract Start date			
Contract completion date			
Estimated contract value			

6.2	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>
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6.3	<p>If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract.</p>
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Section 7	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
7.1	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015("the Act")?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

	<p>Bidder guidance - Bidder shall confirm they are or are not a relevant commercial organisation as defined by section 54 of the Modern Slavery Act 2015 by answering Yes or No.</p> <p>Yes - Please provide the relevant URL in question 7.2</p> <p>No - Please provide an explanation in question 7.3</p> <p>Scoring Criteria - For Information Only</p>	
7.2	<p>Please only answer this question if you have answered Yes to question 7.1 in which you have confirmed that you are compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?</p> <p>If you are subject to the Modern Slavery Act then it is a requirement of the Contracting Authority in its contractual terms, for you to comply with this obligation including the Contracting Authority's right of audit under any contract awarded.</p> <p>Bidder Guidance - The bidder shall provide the relevant URL or attachment</p> <p>This submission must be compliant with the Modern Slavery Act to achieve a PASS.</p> <p>If your organisation is not currently captured by the Modern Slavery Act and is not currently compliant, but will be prior to any contract award, as you will be captured by the Act upon the award then this will achieve a PASS.</p> <p>If your organisation is captured by the Modern Slavery Act and is not currently compliant, nor will it be prior to any contract award then this will result in a FAIL</p> <p>Please note: It is of paramount importance that any organisation needs to thoroughly consider before submitting its response, that having a UK subsidiary will not automatically mean that an overseas parent company is caught by the Modern Slavery Act, since a subsidiary may act completely independently of its parent or other group companies.</p> <p>Scoring Criteria - Mandatory Pass/fail</p>	Please provide relevant URL
7.3	<p>Please only answer this question if you have answered No to question 7.1 in which you have confirmed that you are not required to be compliant</p>	Please provide an explanation

	<p>with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?</p> <p>If you are subject to the Modern Slavery Act then it is a requirement of the Contracting Authority in its contractual terms, for you to comply with this obligation including the Contracting Authority's right of audit under any contract awarded.</p> <p>Bidder Guidance - The bidder shall provide an explanation as an attachment.</p> <p>If your organisation is not captured by the Modern Slavery Act please ensure that you provide a clear explanation to achieve a PASS. The Contracting Authority also actively encourages those organisations that are not captured by the Act to comply with the Spirit of the Act.</p> <p>Please note: It is of paramount importance that any organisation needs to thoroughly consider before submitting its response, that having a UK subsidiary will not automatically mean that an overseas parent company is caught by the Modern Slavery Act, since a subsidiary may act completely independently of its parent or other group companies.</p> <p>Scoring Criteria - Mandatory Pass/fail</p>	
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Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 8	Additional Questions
8.1	Insurance
8.1 (a)	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5 million Public Liability Insurance = £5 million Professional Indemnity Insurance = £2 million</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>

SEL5.5	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. These should consider not only where your organisation is based but also any needs that are required in the country of delivery of the procurement.
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

SEL5.6	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?
Bidder Guidance	The Bidder shall answer Yes or No Yes – Fail* – Please provide details within SEL5.6.1 No – Pass – No response required for SEL5.6.1 If your answer to this question is “Yes”, please provide details in a separate document attachment to SEL5.6.1 of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. *The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* – Please provide details within SEL5.6.1 No – Pass – No response required for SEL5.6.1

SEL5.6.1	Supporting Documentation for SEL5.6 - Enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?
Bidder Guidance	Where a bidder has responded ‘Yes’ to SEL5.6 please provide details of the conviction or notice and details of any remedial action or changes that you have made as a result of the conviction or notices served. *The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches. This information should be provided as an attachment to this question. Any bidder declaring enforcement or remedial action within SEL5.6 but not providing evidence may not be considered.
Scoring Criteria	For Information Only

Answer Type	Document Upload
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SEL5.7	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?
Bidder Guidance	<p>The Bidder shall answer yes or no</p> <p>Yes – Fail* – Please provide details within SEL5.7.1 No – Pass – No response required for SEL5.7.1</p> <p>If your answer to this question is “Yes”, please provide details in a separate document attached for SEL5.7.1 of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>*The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* – Please provide details within SEL5.7.1 No – Pass – No response required for SEL5.7.1

SEL5.7.1	Supporting Documentation for SEL5.7 - breaching environmental legislation, in the last 3 years?
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.7 please provide details of the conviction or notice and details of any remedial action or changes that you have made as a result of the conviction or notices served.</p> <p>The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring enforcement or remedial action within SEL5.7 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL5.8	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?
Bidder Guidance	<p>The Bidder Shall answer Yes/No/Not Applicable</p> <p>A response of ‘Yes’ or ‘Not Applicable’ will result in a pass and a response of ‘No’ will result in a fail against this question.</p>
Scoring Criteria	Mandatory Pass / Fail

Answer Type	Multiple Choice Dropdown Yes – Pass No – Fail N/A – Pass
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SEL5.9	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Fail* – Please provide details within SEL5.9.1 No – Pass – No response required within SEL5.9.1</p> <p>*If you have answered “yes” please provide, as a supporting document to SEL5.9.1 including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* - Please provide details within SEL5.9.1 No – Pass – No response required within SEL5.9.1

SEL5.9.1	Supporting Documentation for SEL5.9
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.9 please provide a supporting document attached to this question, including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action(s) have been taken to prevent similar unlawful discrimination reoccurring.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring unlawful discrimination within SEL5.9 but not providing evidence may not be considered.</p>

Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL5.10	<p>If you use sub-contractors, do you have processes in place to check whether any of the circumstances in regard to the last three years, has any finding of unlawful discrimination been made against your subcontractors by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has any of your subcontractors had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder Guidance	<p>The Bidder Shall answer yes or no</p> <p>Yes – Fail*– Please provide details within SEL5.10.1 No – Pass – No response required within SEL5.10.1</p> <p>*If you have answered “yes” please provide a document to SEL5.10.1 providing a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your sub-contractors, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action has been taken by you and your sub-contractors to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Fail* - Please provide details within SEL5.10.1 No – Pass – No response required to SEL5.10.1</p>

SEL5.10.1	Supporting Documentation for SEL5.10
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.10 please provide a supporting document attached to this question, including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your subcontractor, please use the attachment to explain what action (if any) your subcontractor or your organisation has taken to prevent unlawful discrimination from reoccurring.</p> <p>If it is your organisations unequivocal intention to use the same subcontractor? should you be successful in being awarded this procurement opportunity, you may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate</p>

	<p>remedial action(s) have been taken to prevent similar unlawful discrimination reoccurring. This information should be provided as an attachment to this question.</p> <p>Any bidder declaring unlawful discrimination within SEL5.10 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL2.10	<p>Cyber Essentials has been mandatory for central government contracts advertised after 1 October 2014 which involve handling personal information and providing certain ICT products and services. It is mandatory for bidders to demonstrate that they meet the technical requirements prescribed by Cyber Essentials for those contracts featuring any of the characteristics set out below in bidders' guidance.</p> <p>Cyber Essentials is for all organisations, of all sizes, and in all sectors. This is not limited to companies in the private sector, but is also applicable to universities, charities, and public sector organisations.</p> <p>Further details are available at: https://www.cyberstreetwise.com/cyberessentials/</p>
Bidder Guidance	<p>Any of the following but not limited to typical characteristics, will necessitate the mandatory requirement for bidders to have an up to date Cyber Essentials Certificate:</p> <ul style="list-style-type: none"> i) Where personal information of citizens, such as home addresses, bank details, or payment information is handled by a supplier. ii) Where personal information of Government employees, Ministers and Special Advisors such as payroll, travel booking, or expenses information is handled by a supplier. iii) Where ICT systems and services are supplied which are designed to store, or process, data at the OFFICIAL level of the Government Protective Marking scheme. iv) Contracts that are considered by the Contracting Authority to be sensitive in character <p>Bidders can answer</p> <p>Yes – the Cyber Essential Certificate is currently in place</p> <p>Intend – the Cyber Essential Certificate is not in place and we intend to have it in place for commencement of the contract.</p> <p>No – the Cyber Essential Certificate is not in place and we have no intention of having it in place for commencement of the contract</p> <p>A response of 'Yes' or 'Intend' will result in a pass and a response of 'No' will result in a fail against this question.</p>

Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Multiple Choice Dropdown</p> <p>Yes – the Cyber Essential Certificate is currently in place Intend – the Cyber Essential Certificate is not in place and we intend to have it in place for commencement of the contract. No – the Cyber Essential Certificate is not in place and we have no intention of having it in place for commencement of the contract</p>

SEL2.12	<p>United Kingdom General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018</p> <p>The UK GDPR is a mandatory requirement for all contracts or agreements both in the Public, Private and Third sectors that involves the transfer, storing and processing of personal data. The UK GDPR sits alongside the Data Protection Act 2018 as the UK's data privacy law that governs the processing of personal data domestically.</p> <p>The UK GDPR was drafted as a result of the UK leaving the EU, which resulted in the EU's GDPR not applying domestically to the UK any longer. The UK GDPR sits alongside the Data Protection Act 2018. It is mandatory for bidders to demonstrate that they are able to meet the technical requirements and obligations prescribed by the UK GDPR and Data Protection Act 2018 and that they will adhere to their processing obligations and as detailed in the supporting Annex A.</p> <p>All contracts or agreements that are awarded by the Contracting Authorities (the data controller) shall contain terms and conditions that oblige the successful bidder and any bidder supply chain (data processor or sub-processors) used under this Contract to comply with their information law obligations and indemnify the Contracting Authorities (data controller). Please note that the appointment of any sub-processor/s should only occur after authorisation is received in writing from the Data Controller or UK SBS.</p> <p>Further information and helpful guidance relating to the UK GDPR is available from the Information Commissioners Office (ICO) at: https://ico.org.uk/</p>
Bidder Guidance	<p>The Contracting Authority actively encourages all bidders to ensure that they visit the ICO website via the advised link and understand the implications of information legislation in the UK (including Data Protection Act, UK GDPR and other relevant legislation) and have your Data Protection Officer complete this section if you have one or alternatively seek external professional advice before completing this section of your bid</p> <p>Bidders can answer</p> <p>Yes – We can demonstrate full compliance as is required by the UK GDPR now and will adhere to the processing obligations detailed within Annex A – Pass</p>

	No – We will not be compliant prior to any award – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – We can demonstrate full compliance as is required by the UK GDPR and Data Protection Act 2018 now and will adhere to the processing obligations detailed within Annex A – Pass No – We will not be compliant prior to any award – Fail

SEL2.13	Data Storage Please confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract.
Bidder Guidance	Bidders are required to confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract. Please note, where successful bidders confirm that data may be stored, transferred, or accessed outside of the UK, there may be a requirement to include additional Contract Clauses to ensure UK GDPR and Data Protection Act 2018 Compliance prior to Contract Award.
Scoring Criteria	For Information Only
Answer Type	Document Upload

FOI1.1	FREEDOM OF INFORMATION ACT 2000 (FOIA) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) Information provided in the course of the procurement process may be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004. Please note that some of the information provided may be protected under the FOIA exemptions and EIR exceptions. More information on applying the exemptions or exceptions can be found under the information Commissioners Office (ICO) website http://ico.org.uk Please confirm you have been informed that information provided under this Bid may be disclosed under the FOIA and EIR and agree to it being published.
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No - Fail
Scoring Criteria	Mandatory Pass / Fail

Answer Type	Yes – Pass No – Fail
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FOI1.2	FREEDOM OF INFORMATION ACT 2000 AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 EXEMPTIONS Please complete this section <u>only</u> if you have agreed for your information to be disclosed under the FOIA or EIR in FOI1.1 If you have not agreed for your information to be disclosed under the FOIA or EIR in Question FOI1.1 please complete each field 'N/A' (not applicable) If you have agreed for your information to be disclosed under the FOIA or EIR in Question FOI1.1 please tell us what exemptions or exceptions may apply to your information and why?
Bidder Guidance	The Bidder shall provide details of their proposed exemptions/exception in the fields below. The Bidder shall note that if the Contracting Authority believes that the suggested exemptions or exceptions have not been applied properly, the Contracting Authority will disclose the requested information unless another exemption or exception can be applied by the Contracting Authority. Be aware that by completing FOI1.1 and answering 'yes' you have agreed for the Contracting Authority to disclose the provided information under the Freedom of Information Act 2000 or Environmental Information Regulation 2004; therefore, you will not be approached for consent. Bidders are required to complete the fields below, highlighting your proposed exemptions to this question. If you are not relying on any exemptions or exceptions, please complete each field 'N/A' (not applicable).
Scoring Criteria	For information only
Answer Type	Confidential Information and Justification for exemption/exception under FOIA/EIR
	Large text fields
	Commercially sensitive information and Justification for exemption/exception under FOIA/EIR
	Large text fields

Section 6 – Award questionnaire

- 6.2 The Award questionnaires are located within the e-sourcing tool.
- 6.3 Guidance on completion of the questions is contained within bidder guidance provided, however the Contracting Authority actively encourages all organisations to seek formal clarifications through the e-sourcing tool, if any uncertainty exists as to how to complete the questions.

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

COMMERCIAL QUESTIONNAIRE

RFP Governance

AW1.1	<p>FORM OF BID</p> <p>I declare that to the best of my knowledge the answers submitted in this RFP are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to bid for the Contracting Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this RFP if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>I understand that the Government's transparency agenda requires that sourcing documents, including RFP templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by the Contracting Authority, including the RFP, and any contract entered into by the Contracting Authority or its Customers with its preferred supplier once the procurement is complete.</p> <p>By submitting a response to this RFP, I agree that our participation may be made public.</p> <p>I understand that the answers given in this response may be published on the web site (but elements may be redacted under Freedom of Information Act 2000 (FOIA) or Environmental Information Regulations 2004 (EIR)).</p> <p>By submitting a response to this RFP, I agree and accept the justification for the Contracting Authority's evaluation criteria.</p> <p>By submitting a response to this RFP I agreed and accept that the Contracting Authority reserves the right to change without notice the procedure for awarding the Contract, to reject any or all bids for the Contract, to stop the process and not award the Contract (in whole or in part) at any time without any liability on its part.</p> <p>By submitting a response to this RFP, I agree and accept that nothing in this process is intended to form any express or implied contractual relationship between the Parties unless and until a Contract is awarded. The Contracting Authority is not liable for any costs resulting from cancellation of this process nor any costs incurred by Bidders taking part in this procurement process.</p> <p>I understand that where sourcing documents issued by the Contracting Authority or contracts with its suppliers fall to be disclosed The Contracting Authority will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p>

	No - Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW1.2	<p>Having examined the contents of the RFP we offer to carry out the requirement in conformity with the said conditions for the maximum fixed prices detailed in the schedule attached in response to AW5.2. We undertake to carry out the requirements specified within the period stated in the enquiry letter.</p> <p>Our Bid offer shall be binding between us for a period of 90 days from the closing date for receipt of Bids. Unless and until a formal agreement is prepared and executed this Bid and a written acceptance thereof shall constitute a binding contract between us.</p> <p>We understand that you are not bound to accept the lowest or any Bid you may receive.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No - Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW1.3	<p>CERTIFICATE OF BONA FIDE BID</p> <p>The essence of procurement is that the customer shall receive bona fide competitive Bids, from all those Bidding. In recognition of this principle, we certify that this is a bona fide Bid, intended to be competitive and that we have not fixed or adjusted the amount of Bid by or under or in accordance with any agreement with any other person.</p> <p>We also certify that we have not done, and we undertake that we will not do at any time before the hour and date specified for the return of this Bid any of the following:</p> <ul style="list-style-type: none"> (a) Communicate to a person other than the person calling for these Bids the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary to obtain insurance premium quotations for the preparation of the Bid; (b) Enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any Bid to be submitted; (c) Offer to pay or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have
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	<p>caused to be done in relation to any other Bid or proposed Bid for the said supply / service any act or thing of the sort described above.</p> <p>In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated, and any "agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.</p> <p>We acknowledge that the Contracting Authority will be entitled to cancel the contract and to recover from us the amount of any loss resulting from such cancellation if we or our representatives (whether with our without our knowledge) shall have practiced collusion in Bidding for this contract or any other contract with the Contracting Authority or shall employ any corrupt or illegal practices either in the obtaining or execution of this contract or any other contract with the Contracting Authority.</p> <p>We agree that the Contracting Authority may disclose the Bidders information / documentation (submitted to the Contracting Authority during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

Compliance to the Contract Terms

AW4.1	<p>Please confirm your acceptance of the Contract Terms that can be found within the Stage One: Overview section.</p>
Bidder Guidance	<p>The Bidder shall answer Yes, No with justification or No</p> <p>Yes, we accept the terms and condition in their entirety – Pass</p> <p>No with justification – Pass. See complete the document upload attached to AW4.2 with details of what amounts to a valid justification.</p> <p>No – Fail</p> <p>For absolute clarity should a bidder select 'Yes' or 'No' you are not required to respond to AW4.2, however if you select 'No with Justification' you will be required to complete AW4.2 in order to be considered.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Multiple Choice Dropdown

	Yes , we accept the terms and condition in their entirety – Pass No with justification – Pass. Complete the document upload attached to AW4.2 with details of what amounts to a valid justification. No – Fail
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AW4.2	<p>Where a Bidder has answered question AW4.1 with ‘No with justification’ they must detail the justification and the proposed change to the clause.</p> <p>Where a bidder has responded ‘Yes’ or ‘No’ to AW4.1 you are not required to respond to this question.</p>
Bidder Guidance	<p>A justification for not accepting a specific clause or series of clauses from the attached Contract Terms is that the Bidder would be in breach of legal requirements or statutory regulations by complying with that clause or series of clauses (i.e. for the avoidance of doubt, being unable to comply with a clause or series of clauses because of an internal policy reason will not be considered to be a justification for a legal requirement or statutory regulation).</p> <p>Where the Bidder has answered question AW4.1 as "no with justification", the Bidder shall provide a Contract mark-up utilising track changes detailing the relevant clause, the proposed changes to the clause and the justification for the changes. In this case, the Bidder shall score a pass if (but only if) the Contracting Authority considers both the following requirements are satisfied:</p> <ul style="list-style-type: none"> the reasons stated as justifying the Bidder's statement that it cannot accept the Contract Terms due to legal requirements or statutory regulations are valid; and the changes submitted do not create significant risk for the Contracting Authority and are reasonably necessary and proportionate to ensure the Bidder complies with the legal requirements and statutory regulations. <p>In the event of a Bidder answering Yes or No to Question AW4.1 and then providing a proposed mark-up, rejection of a clause or a justification for a change then the response will be a Fail.</p> <p>Any bidder selecting ‘No with Justification’ to AW4.1 and failing to upload an attachment to this question detailing the information above may not be considered further.</p> <p>Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, should be raised as a formal clarification during the permitted clarification period.</p>
Scoring Criteria	Mandatory Pass/Fail
Answer Type	Document Upload

PRICE QUESTIONNAIRE

AW5.1	Please confirm your price shall remain firm and fixed for the full term of the Contract. Thereafter they shall be subject to change in accordance with the terms of the contract.
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No - Fail

AW5.2	<p>Bidders are required to complete the Excel Pricing Schedule attached in the Document Upload attachments.</p> <p>All prices shall be in £ GBP and exclusive of VAT.</p> <p>All costs appearing elsewhere in the Bid but not mentioned in this Pricing Schedule shall be presumed waived.</p>
Bidder Guidance	<p>Bidders shall confirm they have completed the Pricing Schedule.</p> <p>The scoring methodology for this question shall be:</p> <p>The lowest price for a response which meets the pass criteria shall score 100.</p> <p>All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.</p> <p>Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50</p> <p>In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p> <p>The lowest price for a response which meets the pass criteria shall score 100. All other bids shall be scored on a pro rata basis in relation to the lowest price. The lowest score possible is 0.</p> <p>For example, assuming the lowest bid is £100,000.</p> <p>Bid Price £100,000 Differential to the lowest price which meets mandatory pass criteria ('Differential') 0 Score 100</p>

	Bid price - £120,000 Differential - 20% Score - 80 Bid price - £140,000 Differential - 40% Score - 60 Bid Price - £150,000 Differential - 50% Score - 50 Bid Price - £175,000 Differential - 75% Score - 25 Bid Price - £200,000 Differential - 100% Score - 0 Bid Price - £300,000 Differential - 200% Score - 0
Scoring Criteria	Maximum Marks 25%
Answer Type	Price Document Upload

AW5.4	<p>The Contracting Authority is committed to delivering payments to suppliers within the timescales stated within our Contract terms and intend to embrace e-invoicing.</p> <p>Further information and helpful guidance regarding e-invoicing and iSupplier is available on the UK SBS website at: https://www.uksbs.co.uk/services/Finance/Pages/iSupplier.aspx</p> <p>Please confirm if you are successfully awarded this contract, that your implementation team will work with the Contracting Authority to ensure that e-invoicing is established within 28 days of Contract award by the Contracting Authority.</p>
Bidder Guidance	The Bidder shall answer Yes or No Yes – we will utilise an e-invoicing option - Pass No – we will not utilise an e-invoicing option – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – we will utilise an e-invoicing option - Pass No – we will not utilise an e-invoicing option – Fail

QUALITY QUESTIONNAIRE

AW6.1	Please confirm your compliance to the requirements of Section 4 Specification
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW6.2	Variable Bids The Contracting Authority shall not accept variable bids as part of this Procurement. The criteria in regard to variable bids for this Procurement is outlined below.
Bidder Guidance	The Bidder shall answer Yes or No Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass

PROJ1.1	<u>Methodology</u> Please clearly explain your proposed methodology and approach to achieving the objectives and delivering the outputs based on Section 4 – Specification within the Request for Proposal document.
Bidder guidance	Bidders are required to clearly explain and give reasoning for their proposed methodology and approach to achieving the objectives and delivering their outputs from the Section 4 – Specification within the Request for Proposal document. As a minimum we require your response to contain your proposed methodology and approach across the following areas: <ul style="list-style-type: none"> • Please detail how you will provide and maintain the service including web-based portal, phone lines etc 24 hours a day, 365 days a year • Direct access to on-line, telephonic and face-to-face counselling • Provide accessible alternatives in provision of services, including alternative delivery formats and languages • Describe how clinical governance of cases and supervision of associate counsellors is managed

	<ul style="list-style-type: none"> • How you will support for specific issues from a diverse range of backgrounds, such as BAME LGBTQ+, etc; • How you will triage incoming call to the best professional support offered for the nature of the caller's query, including at risk 'red flag' cases and those presenting with neuro-diverse conditions • How you will provide Dedicated Management Support Service • How you will provide Trauma and Critical Incident Support • How you will ensure consistency of service across all geographical locations of the Contracting Authority's locations. <p>Please attach your answer as a pdf document limited to eight (8) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	<p>Scoring shall be based on 0-100 scoring methodology.</p> <p>Maximum Marks 30% of overall bid</p>
Bidder response	Document Upload

PROJ1.2	<p><u>Implementation Programme</u></p> <p>Based on Section 4 – Specification within the Request for Proposal document provided, and the timeline given, please provide a fully integrated implementation programme detailing what activities you will undertake at each stage for the onboarding of this requirement up to the go-live date.</p>
Bidder Guidance	<p>Within your response you must ensure that you have provided sufficient detail to demonstrate how you will achieve the implementation programme and deliver each element in line with both the proposed methodology and the Contracting Authority's strict timelines.</p> <p>Please set out your detailed implementation plan and timetable for the onboarding stage.</p> <p>Bidders should ensure that as a minimum, the following areas are covered / depicted within the programme;</p> <ul style="list-style-type: none"> • Key milestones • Deadlines • Details of each item as specified within Section 4 – Specification <p>In addition, bidders should include:</p> <ul style="list-style-type: none"> • How you will liaise with the incumbent Suppliers and what information will be required to ensure a successful transition. • What, if any, UKRI/UK SBS assistance you will require in support

	<p>Scoring shall be based on 0-100 scoring methodology.</p> <p>Please attach your answer as a pdf document limited to four (4) sides of A4 - Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring Criteria	Maximum marks 5% of overall bid
Bidder Response	Document Upload

PROJ1.3	<p><u>Risk and Mitigation</u></p> <p>Please identify the top 5 risks associated with this requirement and provide a detailed description of your risk management process for delivering the service. This should include data control, resource, operational and any other risks seen as relevant.</p>
Bidder Guidance	<p>As a minimum your response should cover:</p> <ul style="list-style-type: none"> • A risk assessment detailing the top 5 risks associated with this service and how you plan to mitigate these • A description of the specific contingency plans and solutions you would provide should the risks occur • Please provide a disaster recovery plan as part of your response • How and when potential delays/risks that are identified will be communicated to the Contracting Authority • How you will manage risks associated with any sub-contracted works, if sub-contracting will be required as part of your proposal • How you will deliver the counselling services to the agreed standard during situations such as a national lockdown or other long-term changes to normal ways of working <p>Please attach your answer as a pdf document limited to four (4) sides of A4 - Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring Criteria	<p>Scoring will be based on the 0 – 100 scoring methodology</p> <p>Maximum marks 5% of overall bid</p>
Bidder Response	Document Upload

PROJ1.4	<p><u>Contract and Account Management</u></p> <p>Please demonstrate how you intend to manage the contract and how you intend to manage the account, as per the requirements set out in Schedule 4, specification within the Request for Proposal document.</p>
Bidder guidance	<p>Bidders are asked to demonstrate how they intend to manage the contract and how they intend to manage the account in accordance with the requirements, including but not limited to: -</p> <ul style="list-style-type: none"> • Work in collaboration with the Contracting Authorities to actively resolve any issues or complaints identified • Dedicated Account Manager for both UKRI and UKSBS - Initial monthly meetings for the first 3 months then quarterly meetings thereafter • Annual review meeting • Engagement with local HR teams to promote services • Customer Satisfaction Surveys • Escalation route and support • Management Information reports for UKRI and UK SBS separately including KPI's based on local sites along with global reports; and • How eligibility checks are made, with regards to employees and dependants accessing EAP services • Outline how clinical outcomes are measured e.g. pre and post counselling intervention • How you capture and share individual user feedback with the Contracting Authorities • Confirmation that you can provide UKRI and UK SBS with monthly invoices (as appropriate) against two separate PO's to be sent to UK SBS and UKRI respectively, on the last working day of every month or on a date to be discussed <p>An attachment is allowed for this question.</p> <p>Please attach your answer as a pdf document limited to six (6) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	<p>Scoring shall be based on 0-100 scoring methodology</p> <p>Maximum Marks 20% of overall bid</p>
Bidder response	Document Upload

PROJ1.5	Health Promotions and Initiatives Please demonstrate how you will be able to provide support to UKRI and UK SBS regarding Health Promotions and Initiatives.
Bidder guidance	<p>Bidders are asked to demonstrate how they will be able to provide support to Health Promotions and Initiatives undertaken by the Contracting Authorities. e.g. World Suicide Prevention Day, Back Care Awareness and National Fitness Day.</p> <p>Bidders should provide details to include but is not limited to the following: -</p> <ul style="list-style-type: none"> • The services you would be able to provide to support various initiatives • The preventative services you can offer that would complement these initiatives • Details of any service innovations including digital engagement, and also insights from the impact of COVID-19 related to remote delivery, service adjustments and/or efficiencies. • Describe any guided self-help or c-CBT solutions that are available <p>Please attach your answer as a pdf document limited to four (4) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	<p>Scoring shall be based on 0-100 scoring methodology</p> <p>Maximum Marks 5% of overall bid</p>
Bidder response	Document Upload

PROJ1.6	Social Values Please describe how your organisation would demonstrate being an inclusive partner.
Bidder guidance	<p>Bidders are asked to describe how your organisation would demonstrate being an inclusive partner.</p> <p>Bidders should provide details to include but is not limited to the following: -</p> <ul style="list-style-type: none"> • Describe and demonstrate what actions you will take to support the health and wellbeing, including physical and mental health, in the contract workforce • Describe what activities you will undertake that influence staff, suppliers, customers and communities to support inclusion and improved health and wellbeing, including physical and mental health, through the delivery of the contract

	<ul style="list-style-type: none"> • Describe and demonstrate what actions you will take to identify and tackle inequality in employment, skills and pay in the contract workforce through the delivery of this contract • Bidders are asked to provide descriptions of activities that deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions • Describe how you will monitor and measure these <p>Please attach your answer as a pdf document limited to four (4) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	<p>Scoring shall be based on 0-100 scoring methodology</p> <p>Maximum Marks 10% of overall bid</p>
Bidder response	Document Upload