

**Document A (2) – Unified Communications Request for Proposal (RFP) – Supplier**

Table of Contents

[1. Method statement for system implementation and hardware deployment 3](#_Toc478639442)

[2. Method statement for system and hardware support 3](#_Toc478639443)

[3. Organisational information and experience 4](#_Toc478639444)

[3.1. Organisational details 4](#_Toc478639445)

[3.2. Type of Organisation 5](#_Toc478639446)

[3.3. Sub-contractors and consortia 5](#_Toc478639447)

[3.4. Contact details and declaration 5](#_Toc478639448)

[3.5. Exclusion grounds 5](#_Toc478639449)

[3.6. Company information 7](#_Toc478639450)

[3.6.1. Commercial information 7](#_Toc478639451)

[3.6.2. Financial standing 8](#_Toc478639452)

[3.6.3. Operations and experience 8](#_Toc478639453)

[3.6.4. Quality assurance 10](#_Toc478639454)

[3.6.5. Social and Environmental 10](#_Toc478639455)

[3.6.6. Human resources 10](#_Toc478639456)

[4. Innovation 11](#_Toc478639457)

[5. Queries relating to this Request for Proposal 11](#_Toc478639458)

[6. Conditions 11](#_Toc478639459)

[7. Declaration 12](#_Toc478639460)

## Method statement for system implementation and hardware deployment

* 1. Please submit an overall statement (maximum 1000 words) which concisely brings together all of the key points made throughout the detailed proposal documentation. This should explain the proposed software and hardware solution, the breakdown of the products that make up the solution, implementation approach and project management methodology used. This should include a realistic project plan (e.g. Gantt chart) with a proposed timetable for delivering outputs (preferably in Microsoft Project format).
  2. Please detail the underlying infrastructure the proposed solution requires and the recommended bandwidth required. Please detail how this figure is calculated and what assumptions you are making.
  3. Please provide a breakdown and details of the proposed project roles and responsibilities and proposed staffing (including summary CVs). It is expected that this staffing will remain for the duration of the project term. Please note: RCoA will also have an on-site project manager, project team and user groups (outside of the proposed contract) and your price should reflect this.
  4. As part of the response, Prospective Suppliers are asked to propose the milestones to achieve go live.
  5. The plan should include, at a minimum, weekly meetings face-to-face and/or by telephone/video with RCoA representatives to review project progress. Face-to-face meetings should be planned for key milestones.
  6. If your service includes the purchase, recycling or disposal of our current telephony hardware please describe your approach to this and include costs in the “Other” section of the pricing matrix.

## Method statement for system and hardware support

The RCoA aims to provide high quality and responsive user support for the new system.

* 1. Please submit an overall statement (maximum 1,000 words) which concisely brings together all of the key points made throughout the detailed proposal documentation your proposed support model, levels/types of support offered (such as telephone support, call out, hours of operation etc.), service level agreements, KPI’s and warranty arrangements.
  2. Please outline how your support service (particularly after go live) will support our service aspiration including targets and penalties/credits for breaches.
  3. Please include your proposed service review model.

## Other services

* 1. If applicable please describe any wider services your company is able to offer such as internet leasing, document management, telephony integration (no more than 500 words). Do not include any costs relating to these services in your pricing model.

## Organisational information and experience

### Organisational details

You should complete the details below for the organisation that it is proposed would enter into any contract with RCoA.

|  |  |
| --- | --- |
| **Question** | **Response** |
| Name/registered name |  |
| Previous names / registered names (if different) |  |
| Current trading name |  |
| Previous trading names (if different) |  |
| Company registration number (if applicable) |  |
| Year of registration |  |
| Country of registration |  |
| Registered office address (if applicable) |  |
| Telephone |  |
| Fax |  |
| Email |  |
| Website |  |
| Head office DUNS number (if applicable) |  |
| Registered VAT number |  |
| Details of immediate parent company (if applicable) - Full name of the immediate parent company - Registered office address - Registration number  - Head office DUNS number - Head office VAT number (Please enter N/A if not applicable) |  |
| Details of ultimate parent company (if applicable) - Full name of the ultimate parent company - Registered office address - Registration number - Head office DUNS number - Head office VAT number (Please enter N/A if not applicable) |  |

### Type of Organisation

|  |  |  |  |
| --- | --- | --- | --- |
| Private Limited Company |  | Public Limited Company |  |
| Partnership |  | UK registered branch of overseas company |  |
| Other (please specify) | | | |

### Sub-contractors and consortia

List any sub-contractors relevant to this project and their proposed roles. Also set out any aspects of the project where you envisage that the Prospective Supplier will use other as yet unidentified subcontractors.

Where sub-contractors are key sub-contractors they should be identified as separate organisations and the appropriate sections of this Proposal response should be completed separately for such organisations. Failure to list sub-contractors in the supply chain may invalidate the tender or contract.

### Contact details and declaration

|  |  |
| --- | --- |
| Contact name |  |
| Name of organisation |  |
| Role in organisation |  |
| Telephone number |  |
| Email address |  |
| Postal address |  |
| Signature |  |

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

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

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.

I understand that RCoA 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.

I am aware of the consequences of serious misrepresentation.

### Exclusion grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete this self-declaration (as set out at Regulations 57(1) and (2) of the Public Contracts Regulations 2006).

|  |  |
| --- | --- |
| **Question** | **Response (If Yes please provide in the More details sect below )** |
| Grounds for mandatory exclusion  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.](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) | |
| Participation in a criminal organisation | Yes/No |
| Corruption | Yes/No |
| Fraud | Yes/No |
| Terrorist offences or offences linked to terrorist activities | Yes/No |
| Money laundering or terrorist financing | Yes/No |
| Child labour and other forms of trafficking in human beings | Yes/No |
| More details  If you have answered Yes to any of the question above, 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. |  |
| If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) | Yes/No |
|  |  |
| 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/No |
| More details  If you have answered Yes to the question above, 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: RCoA 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.

|  |  |
| --- | --- |
| **Question** | **Response (If Yes please provide in More details below )** |
| Grounds for discretionary exclusion  The detailed grounds for discretionary exclusion of an organisation are set out on this [web page](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), 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 | |
| Breach of environmental obligations? | Yes/No |
| Breach of social obligations? | Yes/No |
| Breach of labour law obligations? | Yes/No |
| 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 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? | Yes/No |
| Guilty of gross professional misconduct? | Yes/No |
| Entered into agreements with other economic operators aimed at distorting competition? | Yes/No |
| Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes/No |
| The organisation has 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/No |
| 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. | Yes/No |
| The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. | Yes/No |
| The organisation has withheld such information. | Yes/No |
| The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award. | Yes/No |
| More details  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) |  |

### Company information

#### Commercial information

|  |  |
| --- | --- |
| **Question** | **Response** |
| 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. | |
| Employer’s (Compulsory) Liability Insurance = £5,000,000  (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. | Yes/No |
| Public Liability Insurance = £5,000,000 | Yes/No |
| Professional Indemnity Insurance = £1,000,000 | Yes/No |
| Will the Parent Company guarantee the contract performance of the Prospective Supplier (if applicable)? | Yes/No or Not Applicable (enclose undertaking if applicable) |

#### Financial standing

|  |  |
| --- | --- |
| **Question** | **Response** |
| Please provide the name and address of the Prospective Supplier's bank. |  |
| Please provide details of the Prospective Supplier's turnover over the last three years. |  |
| Please provide a copy of Prospective Supplier's most recent audited accounts. | Enclosed (Yes/No) |

#### Operations and experience

|  |  |
| --- | --- |
| **Question** | **Response** |
| Please provide the Prospective Supplier organisational structure (for information only). | Enclosed (Yes/No) |
| Recent clients.  Please provide details of up to three contracts (in the table below), 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. Projects should be listed in order of decreasing value (total lifetime costs).  Voluntary, community and social enterprise organisations (VCSE) may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years.  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). 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 subcontractor(s) who will deliver the contract.  If you cannot provide any examples, 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.  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).  The specified clients should have no objections to RCoA contacting them and/or visiting them for this purpose. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. |  |
| |  |  |  |  | | --- | --- | --- | --- | |  | 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 |  |  |  | | |
| Sectoral breakdown.  Please provide an indication of the percentage of your overall business (historical business) in the last three years which is attributable to the following sectors:   * Public service * Charities/voluntary sector * National Health Service (NHS) or healthcare. |  |
| What are considered to be the key risks in the execution of the Prospective Supplier's services? (word limit: 500) |  |
| How does the Prospective Supplier manage and minimise the service risks? (word limit: 500) |  |
| How does the Prospective Supplier ensure the effectiveness, efficiency and competitiveness of the services provided are delivered and maintained? (word limit: 500) |  |
| What innovations or innovative practice might the Prospective Supplier provide to complement RCoA’s requirements (word limit: 500)? |  |
| Please give details of any projects for contracts in which the Prospective Supplier has been involved [where there has been a failure to complete the project by the scheduled completion date or] where there have been complaints and/or formal court claims in relation to the project. Include, for each project, the reasons for the [failure or] claim (for information only). |  |
| Provide a statement of any material non-employment related litigation (pending, threatened or determined) or other legal proceedings against the Prospective Supplier within the last three years that may be relevant to your ability to deliver the Requirement (for information only). |  |

#### Quality assurance

|  |  |
| --- | --- |
| Does the Prospective Supplier have an established and documented Quality system? E.g. under any international, European, British or other quality standards (e.g. BS5750, ISO 25010, ISO 27001 and ISO 9000). | Yes/No |
| Please state the relevant quality standards, frameworks or system, the date of the award and the renewal period, together with the Certifying Body. |  |
| Do you comply with NHS Information Governance Level 2 guidelines on data security and roles based access. | Yes/No |
| The provider must always be prepared to allow a visit and risk assessment by the RCoA staff which may result in remedial work to be completed by the provider at their own cost to meet the current contractual requirements. Will you be agreeable to this? | Yes/No |

#### Social and Environmental

|  |  |
| --- | --- |
| **Question** | **Response** |
| Does your Company have an Environmental policy? | Yes/No |
| Does your Company have an Corporate Social Responsibility (CSR) policy? | Yes/No |

#### Human resources

|  |  |
| --- | --- |
| **Question** | **Response** |
| Does the Prospective Supplier have a Training policy? | Yes/No |
| Has the Prospective Supplier or Group lost any legal cases arising out of legislation or equal opportunities in the last three years? | Yes/No |
| Has the Prospective Supplier or Group lost any cases before Industrial Tribunals under employment legislation in the last three years? If yes, please provide details. | Yes/No |

Please note: Copies of any policies/standards listed above will be requested prior to the formal award of Contract.

## Innovation

RCoA positively welcomes and encourages innovative ideas provided during the contract period to deliver benefits that can include, but not limited to, cost savings, improved quality, management, efficiencies, environment and sustainability.

## Queries relating to this Request for Proposal

Please note that we can only answer queries relating to the proposal documents and cannot provide any information or help in relation to the content of the Prospective Suppliers submission. Answers to specific queries and advice given will be made available to all Prospective Suppliers.

You may submit, by no later than four days prior to the closing date any queries that you have relating to this Proposal. Please submit such queries to [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk).

Any queries should clearly reference the appropriate paragraph/section in the documentation and, to the extent possible, should be aggregated rather than sent individually. As far as is reasonably possible, RCoA will respond to all reasonable requests for clarification of any aspect of this Proposal and supporting documents, if made before the above deadline. RCoA will aim to provide its response within two working days and no later than two days prior to the closing date. No queries received after the above deadline will be answered.

## Conditions

In submitting a Response to this Proposal it will be implied that you accept all the provisions of this Proposal including these conditions.

Your Proposal is submitted on the basis that you consent to:

* RCoA carrying out all necessary actions to verify the information that you have provided;
* The analysis of your Responses (in full or part) being undertaken by a third party commissioned by RCoA for such purposes; and
* RCoA requesting further information from you as part of this verification process or to clarify any elements of your Response that is unclear.

RCoA reserves the right to issue the response to any query raised by you to all Prospective Suppliers.

The information contained in this Proposal and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but RCoA will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of RCoA.

By issuing this Proposal, RCoA is not bound in any way to enter into any contractual or other arrangement with you or any other party.

It is intended that the remainder of this procurement will take place in accordance with the provisions of this Proposal but RCoA reserves the right to terminate, amend or vary the procurement process by notice to all Prospective Suppliers. RCoA will accept no liability for any losses caused to you as a result of this.

You will not be entitled to claim from RCoA any cost or expenses that you may incur in preparing your Proposal.

All information supplied to you by RCoA, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers) unless the information is already in the public domain.

Any attempt by you or your appointed advisers to inappropriately influence the contract award process in any way will result in your Proposal being disqualified. Any direct or indirect canvassing by you or your appointed advisers in relation to this procurement or any attempt to obtain information from any of the employees or agents of RCoA concerning another Prospective Supplier will result in your Proposal being disqualified.

It is your responsibility to ensure that any consortium member, sub-contractor and adviser abide by these conditions.

## Declaration

I am authorised by the Prospective Supplier (and all relevant associated companies and organisations/sub-contractors) to supply the information given in this Proposal response.

I declare that, at the date of signing this declaration, the information given is complete and accurate to the best of my knowledge having made reasonable enquiries.

RCoA has our permission to:

* Carry out all necessary actions to verify the information provided; and
* To pass any information provided to a third party commissioned by RCoA for the purposes of evaluating our responses.

I acknowledge that:

* Any offer, gift or consideration to RCoA employees and members provided as a reward or inducement in relation to the awarding of this contract will give RCoA the right to exclude a Prospective Supplier from the procurement process; and
* Any price fixing or collusion with other bidders in relation to the project shall give RCoA the right to exclude a Prospective Supplier from the procurement process and may constitute an offence.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_

Position: **[*Bid Manager or equivalent*]**

Organisation: \_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

**Note: The declaration must be signed (as applicable) by an authorised signatory on behalf of the Prospective Supplier (and any associated companies and organisations or sub-contractors). Please return this form with your completed Proposal response form and attachments/enclosures.**