**Attachment 2b – Contract Example Certificate**

Please complete the Contract Example Certificate as part of your bid for **RM6194 Back Office Software**.

**Instructions**

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

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

For the avoidance of doubt, if a customer referee selects OPTION B when completing Table B of this Contract Example Certificate your bid will be awarded a FAIL for this question and excluded from further participation in the competition.

You (the bidder) must not:

* complete Table B on behalf of your customer referee;
* state that the details of your customer referee are confidential;
* submit an incomplete certificate.

Failure to submit the Contract Example Certificate in accordance with these instructions will result in your bid being awarded a FAIL and excluded from further participation in this procurement.

**Table A**

The Contract Example Certificate will be assessed in accordance with the evaluation guidance for this question, which is contained at question 1.29.2. Where you relied on other entities (including sub-contractors or consortium members) to perform the contract, please set out the function that each entity performed in the contract example description.

|  |  |
| --- | --- |
| Name of Entity Providing Certificate  (Supplier Name): | *[insert your organisation name]* |
|  | |
| **Performance Certificate – Contract Header Information (details of the contract to be certified)** | |
| Name of Contract Customer ("Customer"): | *[Registered Name]* |
| Name of Contracted Supplier ("Supplier"): | *[Registered Name]* |
| Contract Title ("Contract"): | *[Agreed Contract Name for Contract]* |
| For Public Sector Contracts Only - OJEU Award Notice Reference (if applicable): | *[OJEU reference e.g. 2011/S 239-387260]* |
|  | |
| **Contact Details for the Customer**  **(with whom further queries, if any, can be raised to verify)** | |
| Customer Referee Name: | *[Name of referee authorised by Customer providing Certificate]* |
| Customer Referee Contact Address: | *[Authorised referee business address]* |
| Customer Referee Contact Direct Line: | *[Authorised referee direct telephone line]* |
| Customer Referee Contact Email: | *[Authorised referee email]* |
|  | |
| **Further Contract Detail** | |
| Contract Example description: | *INSERT YOUR CONTRACT DESCRIPTION HERE: [Description max 1000 words. You must not exceed the word count. Responses must include spaces between words. The response must utilize Font Type Arial and Font Size 10. As captured in the evaluation guidance for this question (1.29.1),*  *The Contract Example Certificate must include a summary of the contract, clearly describing a full solution you have provided to a customer, that clearly satisfies at least two of the deliverables identified within Framework Schedule 1 - Specification, and details your technical capability to:*   * *Select appropriate products and services as the basis for constructing a solution to meet the buyers requirements. The chosen Contract example must demonstrate that the bidder was able to provide quality and quantity of resources, and demonstrate effective controls over delivery.* * *Deploy the Deliverables that were selected, showing appropriate product expertise to ensure the relevant product(s) were configured to meet the Buyers requirements.* * *Support the solution post implementation, satisfying contract service levels and performance indicators. Contract example must detail where the support arrangements demonstrated understanding of the Buyers requirements and suitable escalation procedures.* * *Meet the objectives and key performance indicators, set by the Buyer at the start of the contract, and how you were able to meet them (including targets and the results you achieved). Please refer to the contract example evaluation guidance*   *Please make sure you have read and understood the response and evaluation guidance contained in the eSourcing Suite for this question.*  *If you do not provide the contract example we have asked for your bid will be excluded from this procurement.]* |
| Consideration received ***(your example must have a minimum contract value of £1,000,000):*** | *[Monetary value or equivalent]* |
| Deliverables start date: | *[dd/mm/yyyy]* |
| Deliverables end date: | *[dd/mm/yyyy]* |

**Table B**

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

|  |  |  |
| --- | --- | --- |
| **Performance (Please submit either Option A or B)** | | |
| **OPTION A:** | | |
| We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract, and that all of the requirements of this form have been satisfied. | | |
| Signature of Contract Customer: | *[Contract Customer signature]* |
| **OR** | | |
| **OPTION B:** | | |
| We are unable to certify that the Supplier has satisfactorily supplied the deliverables described in the table above in accordance with the Contract for the following reasons:  \*please see guidance below | *[Insert Reason 1; 2; 3; 4; 5; or other etc.]* | |
| Signature of Contract Customer: | *[Contract Customer signature]* | |
| **Liability of any Customer certifying:** | | |
| *Whilst the information in this Certificate has been provided in good faith in the belief that it is truthful and accurate, the Customer does not assume any responsibility or any liability nor make any guarantee, representation or warranty as to the contents of this Certificate. The Customer shall not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the Certificate and its content, to the fullest extent permitted by law.*  *Nothing in this Certificate shall affect, or constitute a waiver of, the Customer's rights or remedies in relation to the Contract.* | | |

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| **Guidance for Entities providing Certificates** |
| *If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include the following or other reasons:*   1. *delays in supplying the deliverables;* 2. *failures to supply all the deliverables in accordance with the scope set out in the Contract;* 3. *failures to meet any service levels and/or supply the deliverables in accordance with quality standards;* 4. *4. any other failure by the Supplier to comply with its obligations under the Contract.* |