

## 1 Overview of Requirements

### 1.1 Introduction

Within the QS World University Rankings 2019 Durham University are ranked 74th and 33rd globally for employer reputation by blue-chip companies worldwide.

With over 30% of students non-UK origin there are 150 countries represented in staff and student bodies, creating a diverse social and academic community.

Durham University is collegiate, with 16 colleges providing residential, social and welfare facilities for their student members, creating a sense of community for staff and students together.

Most university accommodation is based in one of the colleges and every Durham University student is allocated membership of a college, whether they live in a college or elsewhere.

The colleges offer a vibrant, supportive community full of opportunities for students to gain new experiences and to develop skills to achieve more in their future life.

### 1.2 Background

Durham University are seeking to appoint a supplier who can provide Student Block insurance for all of its accommodations across the University site(s).

This product serves dual purpose of giving the student with license to occupy the room a level of contents cover whilst giving the University a level of insurance against damage to the room during their period of occupation.

The University currently have 7,000 beds but this figure may vary over the contract however for year 1 - 1st September 2018 the University are looking at purchasing Student Block Insurance for 7,000 beds.

Durham University are committed to housing over 50% of students in College accommodation by 2027 and to meet this objective the University will establish 4 (four) to 6 (six) new Colleges in partnership with private sector developers.

### 1.3 Requirements

The University requires that the successful supplier meets the following requirements:

- provides cover for all rooms on the University estate that are identified by the University as residential accommodation;
- cover provided must insure the University against damage to its rooms during the period of student occupation;
- the cover should give a basic level of contents room cover to the student occupier;
- personal liability cover level must be included in the policy;
- occupants should not have to take any action to receive the basic level of cover;
- provide advice, support and guidance to students regarding the level of appropriateness of their cover.

Durham University will promote and advertise that insurance cover is in place but not answer any detailed questions about the cover specifics from students. Students will be referred to the successful supplier to respond.

### 1.4 Return of Proposal and Closing Date

It is the Supplier's responsibility to ensure that your proposal is received by the University within the timescale permitted.

Responses must be returned using the acquire system and final responses submitted before the event closes. Returns submitted by post, facsimile or e-mail will not be accepted unless the Supplier is advised otherwise.

**Note a countdown to the closing date is shown above.**

If you wish to respond to this opportunity, please review and complete the following tabs in full.

### 1.5 Withdrawal Process

If you have chosen to withdraw from the procurement process please notify the University using the messaging tool.

Please provide a brief explanation as to why you no longer wish to take part. Once you have notified the University of your withdrawal you will be removed from the event so that you do not receive any further communication.

## 2 Invitation to Tender for Student Block Insurance

### 2.1 Contents

Please note the questionnaire is divided into a number of tabs which you can navigate across. A brief description of each is found below. Please note all tabs must be completed but it is recommended you first review the AoS tab and any exclusion criteria to determine whether you can meet the University's requirements before you start to complete your response.

#### **Info**

##### **Information**

The Information tab contains details on how the tender is structured and how it will operate including the timetable, evaluation criteria and contact point for queries.

#### **Form**

##### **Form of Proposal**

The Form tab seeks confirmation on the legal aspects of your response including compliance with relevant T&Cs, law, anti-bribery, accuracy of information and organisational status.

#### **Fin**

##### **Financial Information**

The Fin tab requires you to upload a financial extract of accounts for the last three years of trading along with answering supporting questions around financial governance.

#### **Ins**

##### **Insurance**

The Ins tab seeks confirmation on your insurance policies and the current limits you have in place.

#### **E&D**

##### **Equality and Diversity**

The E&D tab seeks clarification on what policies you have in place to ensure Equality and Diversity for all within your workplace environment.

#### **AoS**

##### **Appropriateness of the Solution**

The AoS tab contains all relevant information relating to the specification or requirement. Where appropriate you may be required to submit case studies in support of your submission and answer any supplementary questions in support of your understanding of the specification and any deliverables.

#### **Price**

##### **Pricing Proposal**

The Price tab allows you to submit a pricing proposal based on the specification / requirements described under AoS.

#### **Submit**

This is the final tab to submit your response. You can amend and resubmit your final response at any time while the Event is open.

### 3 Information About the Tender Document

Please read the following information that will explain how the tender process will run and what information you will be required to provide in the following tabs.

#### 3.1 Invitation to Tender for Student Block Insurance

You (hereafter referred to as "the Supplier") are invited to submit a proposal for the provision of the above services to Durham University (hereafter referred to as "The University").

#### 3.2 Reserve of Right

The University does not undertake to accept the lowest proposal, or any proposal under this exercise, and reserves the right to accept a portion of any proposal, unless the Supplier expressly stipulates in their response.

#### 3.3 Size of Contract

Any contract values or purchase quantities indicated in the specification are not guarantees of commitment by the University and are shown for budgetary purposes only.

#### 3.4 Timetable

Timetable

Activity	Dates
Tender Closing Date	12 noon on 26/07/2018
Clarification Period	26/07/2018 to 13/08/2018
Conclude Tender Evaluation	16/08/2018
Finalise Contract Award	16/08/2018

Suppliers should note that the key dates shown above are subject to change. All suppliers will be notified immediately of any changes required.

#### 3.5 Acceptance

The University will assume that submitted responses have been completed by individual(s) with the appropriate level of responsibility to act on behalf of their organisation. Any reference to 'you' or 'your' throughout the questionnaire and supporting documentation will refer to your organisation and not you as an individual. The University will notify the successful and unsuccessful supplier as soon as it is reasonably practical.

#### 3.6 Support, Guidance and Clarifications

Support and guidance is available from the Procurement Service should you require it. This event is being managed by Steven Carter, Category Manager, and if you are experiencing any difficulty regarding completion of the event or you have any queries of a technical nature please submit your response via the messaging tool on the application. To send a message click on the 'Communication' tab above but please note if you are in the process of completing your questionnaire then **you must save your response before accessing the 'Communications' tab.**

Please note that the University's response to any queries or clarification request may, at the University's discretion, be circulated to all parties. Where the clarification is relevant to all parties it will be displayed on the 'Clarifications' tab, however, the University will not provide the name of the supplier that raised the original query.

Any query must be received prior to the clarification cut-off date stated in the timetable above. Queries submitted after this date are not guaranteed a response.

If you need to speak to Steven he can be contacted on 0191 334 4553.

#### 3.7 Corporate, Social and Environmental Responsibility (CSER)

It is strongly recommended that you review the University's Corporate, Social and Environmental Responsibility (CSER) policy prior to completing the event. This policy is available online at:

<http://www.dur.ac.uk/procurement/suppliers/sustprocpolicy/>

##### 3.7.1 Net Positive Futures

The University makes use of an online sustainability tool called Net Positive Futures. The tool enables suppliers to develop an action plan to help get started with, or, progress sustainability or social responsibility activity already taking place within the supplier's organisation. The Net Positive Futures tool is easy to use and there are no associated costs for the supplier.

It is a requirement of the contract that the successful supplier (if not already) will utilise the tool and the outcomes will be discussed at contract review meetings. As part of the implementation of the contract the University will provide an overview of Net Positive Futures along with training.

#### 3.8 Evaluation

Commercial information supplied in the event will be assessed to ensure compliance. The proposal and pricing elements will be evaluated to determine the most economically advantageous offer.

### 3.8.1 Incomplete Responses

Answers must be given in the format requested otherwise your response will be considered non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer your response will not be considered.

### 3.8.2 Exclusion Criteria

There are a number of areas within the event where exclusion criteria are applied. All exclusion questions are displayed in red and it is recommended you review the exclusions prior to completing the event.

Exclusion criteria is assessed on one of the following two ways and the method applied is detailed beneath the section heading:

#### Pass/Fail

Where you have been asked a direct question your answer will either be acceptable (pass) or unacceptable (fail).

#### Assessment

Where your answer requires the University to assess the information provided. Upon assessment the response will be deemed to be either acceptable or unacceptable.

**Note you will be excluded from the process if you fail to answer or do not comply with any of the exclusion criteria.**

### 3.8.3 For Information Only Questions

The University requires some additional information regarding the way your organisation operates but the answer to these questions are not deemed to affect your ability to perform the contract. These questions will state they are for information purposes only.

### 3.8.4 Financial Standing

You are required to provide an extract of your accounts for the past three years of trading. Although your financial information will not be scored, an assessment of your finances will be undertaken with the aid of an evaluation tool using accounting ratios. If we deem the outcome to be unsatisfactory, we reserve the right to not consider your proposal. The following ratios will be calculated to give an indication of financial health/stability.

- Working Capital
- Capital Employed
- Net Profit (after tax)
- Net Profit Margin
- Current (Liquidity) Ratio
- Quick Ratio
- Gross Profit Margin
- Return on Capital Employed
- Capex (as % of Revenues)
- Debtor Collection Period
- Creditor Collection Period

The successful supplier may be required to provide The University with a suitable performance indemnity, either in the form of a Parent Company Guarantee or Surety Bond. Suppliers are required to submit your proposals for ensuring compliance with this requirement and are requested to provide this further on in the questionnaire. You may be asked to clarify parts of your finances following our assessment.

## 3.9 Supporting Documentation

There are a number of areas within the questionnaire where supporting documentation is required in order to evidence the answers you have provided, for example providing copies of insurance certificates to confirm level of liability.

You will be notified after the closing date if the University requires you to provide such supporting documentation and a deadline will be given.

If you fail to provide the supporting documentation your response will be deemed non-compliant and will result in exclusion from the procurement exercise.

## 3.10 Answering Questions

In order for evaluators to easily find all documents relevant to a question, it is vital that you adhere to the instructions given here. Please note within your response the names of any additional files provided in response to the question, and when uploading additional files, ensure the filenames are prefixed with your organisation's name, followed by the question number (e.g. 6, 7 etc.), followed by a brief document description.

#### Organisation name – question number – document description

Naming the files in this way will enable all files relevant to each question to be easily located and presented to evaluators.

Please do not include general marketing or promotional material, either as answers to any of the questions, or for any other reason. It will not be used in the evaluation.

## 3.11 Submission

You may build your submission over the course of the event and revisit your response as many times as you wish. You must push the "Save" button each session to store any data entered.

Once your questionnaire is complete please ensure you push the "Submit" button prior to the deadline or your response will not be accepted. Navigating away from this page prior to pushing the "Submit" button will result in you losing any data entered for that session. Where instructed to attach documents please "upload" these documents onto the system.

Attachments are to be concise and only provide the necessary information to answer the question. Please do not upload sales or promotional material that has not been requested.

## 4 Form of Proposal

The exclusion questions within this section are Pass / Fail. For a definition of this please refer to paragraph 3.8.2 of this document.

### 4.1 Criminal Offences

Please answer all of the questions. If the Supplier has been convicted of any of the following offences and/or any questions in this section are left unanswered then your bid will not be considered. Please note where you are not governed by UK law the equivalent law in the country/state in which you are registered will be applicable.

1. Within the last 5 years has the Supplier or its Directors or any other person who has powers of representation, decision or control of the economic operator been convicted of any of the following offences: .

- The offence of conspiracy (where that conspiracy relates to participation in a criminal organisation) e.g. committed an offence under Article 2(1) of Council Joint Action 98/733/JHA.
- The offence of corruption e.g. committed an offence under section 1 of the Public Bodies Corrupt Practices Act 1989 or section 1 of the Prevention of Corruption Act 1906.
- The offence of bribery.
- The offence of terrorism or offences linked to terrorism.
- The offence of financing terrorism.
- The offence of child labour or human trafficking.

Yes - convicted

No - not convicted

2. Within the last 3 years has the Supplier or its Directors or any other person who has powers of representation, decision or control of the economic operator been convicted of the offence of fraud in terms of:

- The offence of cheating Her Majesty's Revenue and Customs (HMRC).
- The offence of conspiracy to defraud.
- Convicted of fraud or theft e.g. guilty by the England and Wales Theft Act 1968 and the Theft Act 1978.
- Convicted of fraudulent trading e.g. convicted within the meaning of section 458 of the England and Wales Companies Act 1985.
- Convicted of defrauding HMRC e.g. convicted under the England and Wales Customs and Excise Management Act 1979 and the Value Added Tax Act 1994.
- An offence in connection with taxation e.g. an offence under the European Community within the meaning of section 71 of the Criminal Justice Act 1993.
- Destroying, defacing or concealing of documents or procuring the extension of a Valuable security e.g. an offence under the meaning of section 20 of the England and Wales Theft Act 1968
- The offence of money laundering e.g. an offence under the meaning of the Money Laundering Regulations 2003.

Yes - convicted

No - not convicted

3. Has the Supplier been convicted of any other offence within the meaning of Article 45(1) of the Public Sector Directive as defined by the national law of any relevant EU State or if the supplier does not reside in an EU State then the equivalent law in the state/country in which the Supplier is registered.

Yes - convicted

No - not convicted

If you have answered YES to any of the above questions please provide details of the conviction and the steps you have taken to remedy the wrong and to prevent a reoccurrence of the offence.

### 4.2 Terms and Conditions

Please note this tender and any contract that may arise as a result shall be based upon the response set forth in this questionnaire, and will be subject to the attached Agreement for the Supply of Goods and the Provision of Services to the University of Durham (the "Agreement").

In the event that you do not accept any provision in the Agreement exactly as is drafted, you must expressly indicate, within a separate document uploaded below, that you do not accept the provision and provide alternative language, along with full justification for any requested change.

Any changes submitted in any alternative format to those outlined above shall not be considered. All changes proposed as set out above will be reviewed and considered by the University prior to award, however acceptance of any proposed change shall be made at the sole discretion of the University.

**Please Note:**

- **Any request for change to any provision of the Agreement which is not addressed at this stage, fully in accordance with the instructions set out above, will not be open for negotiation at any stage**
- **The University will deem any alternative wording, including that suggested, recommended or proposed as set out above, as reflecting your final position in regards to compliance with that provision.**

A document named 'ITT18-008 Terms and Conditions - Goods Services doc ref50v10.doc' has been attached to this question by the event owner

4. Please confirm whether you have uploaded any suggested changes in a separate document as requested above.

Yes - tracked changes uploaded

### 4.3 Anti-Bribery

Please download and review the attached Anti-Bribery Policy.

A document named 'AntiBriberyPolicyCouncilJuly2011.pdf' has been attached to this question by the event owner

5. Please confirm that your organisation agrees that your employees and any sub-contractors, agents or any other third party working on behalf of your organisation will adhere to the Bribery Act 2010 and University Anti-Bribery Policy?

Agree

#### 4.4 Accuracy of Information

6. Please confirm that all of the information contained in your proposal is true and accurate and that the prices quoted in this tender are valid and open to acceptance by the University for a period of 180 days from the tender closing date?

Agree

Please note that the University reserves the right not to accept the lowest or any proposal.

#### 4.5 Bona Fide

7. In recognition of the principles of fair and open competition does your organisation agree that:

- This is a bona fide competitive proposal.
- The price in this proposal has not been fixed, or adjusted, in accordance with any agreement or arrangement with a third party.

Agree

8. Does your organisation agree that you have not and will not:

- Communicate the price in this proposal to a third party.
- Enter into an agreement or arrangement with a third party so that they shall refrain from submitting a proposal.
- Enter into an agreement or arrangement with a third party to affect the price included in any proposal to be submitted.
- Offer or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any third party for doing or causing the sort of act described above.

Agree

#### 4.6 Organisational Details

9. Please provide the following information:

Full title of Organisation	
Person Responsible for Proposal	
Telephone Number (for point of contact)	
Email (for point of contact)	
Name of Immediate Parent Company (if applicable)	
Name of Ultimate Parent Company (if applicable)	
Company Registration Number (if applicable)	

10. What is the trading status of your organisation

If other, please provide details below.

11. Does your organisation form part of a wider organisation structure?

Yes

No

If yes, please select your organisation type from the drop-down list:

If your organisation forms part of a wider organisation structure, please state the name(s) of these organisations and which of your policies are determined by you and which apply to all firms/organisations within the wider organisation structure:

## 5 Financial Information

The exclusion question within this section is by Assessment. For a definition of this please refer to paragraph 3.8.2 of this document.

### 5.1 Financial Extract of Accounts

12. Please provide an extract of your organisation's accounts using the Excel spreadsheet below. If your most recent accounts are in the process of being reviewed by an auditor please include the figures from the unaudited accounts, this will enable the University to review your most recent accounting information. (Copies of published accounts are not an acceptable alternative to completing the table).

When completing the table please note:

- Figures entered **must** be written in sterling (GBP).
- Do **not** include pound signs (£) or pence.
- Do **not** use abbreviations such as M, K etc.
- Do **not** use commas to separate numbers e.g. 64589.
- Minus figures **must** be preceded with the minus sign opposed to presenting in brackets e.g. -15682.
- Figures entered **must** be for the accounts of the organisation taking part in the tender exercise. For clarity; the figures of a wider organisation such as a parent company or a group are not to be used.

A document named 'Financial\_Extract\_of\_Accounts.xls' has been attached to this question by the event owner

13. Please confirm you have completed and re-uploaded the Financial Extract of Accounts using the below upload icon.

Yes

No

14. Please provide any additional supporting information below such as Director's comments in support of the financial extract of accounts supplied. Please ensure that any comments provided are clearly identified by the full name and position of the individual within the company and the date these were recorded in the financial accounts.

### 5.2 Financial Governance

15. Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?

Yes

No

If the answer to the above question is no, what were the reasons, and what has been done to address this?

16. Has your organisation met all its obligations to pay its creditors and employees during the past year?

Yes

No

If the answer to the above question is no, please give the reasons why:

17. Please provide below details of your bankers who could provide a reference:

Name	
Branch	
Contact details of your banker	

18. Are you a subsidiary of a parent company?

Yes

No

If you are a subsidiary please confirm that, should you be successful, you will arrange for the parent company to complete and return the attached 'Parent Company Guarantee' document. Please note; the contract will **not** be awarded until a completed document is returned.

Yes

No

N/A

A document named 'Parent Company Guarantee - Template.doc' has been attached to this question by the event owner



## 6 Insurance

### 6.1 Limits of Insurances

Please provide details of your organisation's insurance policies.

**Note that completion of this section is compulsory and that the University will not award a contract until this information is submitted.**

19. If you do not require certain insurance policies/covers please provide details:

If you do require policies/covers you **must** answer the following questions.

20. Please complete the table below providing details of your Insurance levels, note that the University's minimum required levels of cover are included. All limits must be provided in GBP.

Insurances

Cover Type	Minimum Indemnity Requirement (GBP)	Current level of indemnity (GBP)	Policy start date (dd/mm/yyyy)	Policy end date (dd/mm/yyyy)	Name of Insurer
Employers Liability	10000000				
Public and Products Liability	5000000				
Professional Indemnity	2000000				

21. For information only - Should you currently not meet the minimum levels of indemnity, as indicated above, for any of the policies, would you be prepared to increase your insurance cover to the level required?

Yes

No

You may be required to provide a covering letter from your broker/insurer confirming the policies you have in place, clearly showing the current indemnity limits and the policy start and end dates.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

### 6.2 Policy Wording

#### 6.2.1 Employers Liability

22. Is an "Indemnity to Principal Clause" included under the employers liability cover?

Yes

No

23. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

#### 6.2.2 Public and Products Liability

24. Is an "Indemnity to Principal Clause" included under the public and products liability cover?

Yes

No

25. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

#### 6.2.3 Professional Indemnity

26. Is an "Indemnity to Principal Clause" included under the professional liability cover?

Yes

No

27. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

#### 6.2.4 Sub-contractors

28. Please confirm that all suppliers and sub-contractors engaged by ourselves on contracts attributable will have Public Liability cover in force with a minimum limit of indemnity of £5,000,000.

Yes

No

N/A

If the answer to the above question is no, please give the reasons why and detail what limit they have in place.

## 7 Equality and Diversity

For information only. The University requires some additional information regarding the way your organisation operates but the answers to these questions are not deemed to affect your ability to perform the contract.

29. Is it your policy as an employer to comply with your statutory obligations under the Equality Act 2010 (which applies in Great Britain) or equivalent legislation which applies in the countries in which your firm employs staff?

- Yes  
 No

30. Does your organisation have a written policy or methodology on equal opportunities in relation to the provision of goods, facilities or services?

- Yes  
 No  
 N/A (a one person business)

If yes, you may be required to provide a copy of your policy or methodology on equal opportunity.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

31. If you do not have a written policy or methodology on equal opportunity, do you have internal practices in place to ensure equal opportunity for all?

- Yes  
 No  
 N/A (a one person business)

If yes, you may be required to detail your organisation's internal practices with regards to promoting equal opportunity.

Please note; if you do not provide the required information, when requested, your response will be deemed non-compliant.

32. In the last three years have you been found guilty of unlawful discrimination on the grounds of the protected characteristics outlined in the Equality Act?

- Yes  
 No

If Yes, please provide details:

33. In the last three years, has any contract with your organisation been terminated on grounds of your failure to comply with either or both of: Legislation prohibiting discrimination? Contract conditions relating to equal opportunities in the provision of goods, facilities or services?

- Yes  
 No

If you have answered Yes to any of the above questions please provide details.

## 8 Appropriateness of the Solution

The exclusion questions within this section are Pass / Fail. For a definition of this please refer to paragraph 3.8.2 of this document.

### 8.1 Your Responses

Suppliers are requested to provide a proposal detailing what insurance they can offer the University to ensure that it maintains tenants liability cover. This cover must include a basic level of personal liability cover for students. Your proposal will need to include the key benefits of the cover including, but not limited to, the following:

- details of what is covered within the student room cover;
- limits;
- liabilities;
- what is not covered within the policy;
- excess per type of claim;
- other benefits.

Students may require additional options for items that are not covered as part of the basic room cover. If required, this cover will be taken out by the student direct with the supplier without any involvement from the University.

34. Confirm you have uploaded a copy of your proposal.

Yes

No

Any claim that is made by a student (occupier) in respect of this insurance cover should be made directly to the successful supplier of the insurance cover and not involve the University except, when it is the University making the claim.

35. Please confirm that you agree to the above statement.

Yes

No

36. Suppliers are required to provide details below of the claim handling service you can offer the student including the following:

- how the claim(s) can be made;
- time frames for processing of claims.

37. Confirm which of the following services you can offer the University: (please tick all that apply)

free phone claim line number

online claim reporting facility

other (please specify below)

Please detail any other services you can offer the University below:

38. What are the availability of the services you offer for the following (if applicable):

- telephone contact number / centre
- online services

39. Using the space provided below, please explain how you propose to promote the scheme to the students.

### 8.2 Management Information (MI) Data

The successful supplier will be required to provide the following details as part of any contract awarded:

- details of any claims made within the policy;
- monthly claims updates to the University;
- details of claims versus time taken to resolve them;
- details of any claims deemed fraudulent and what actions have been taken;
- details of which additional cover has been taken, broken down into type of cover purchased.

Additional management information may be required on a regular or ad-hoc basis.

Management information should also be available in various formats including spreadsheets, graph, chart, pdf and other file formats.

40. As part of your response to this question, suppliers are asked to upload an example of the MI reports that you can provide.

Yes

No

41. Can you provide MI reports by email.

- Yes  
 No

### 8.3 Case Studies

Please upload case studies as requested below.

Please make reference to your client including a contact name, email and phone number, note we may wish to contact them to verify. Please note, that by sharing this information with the University, we acknowledge you have sought permission from the relevant individual(s) prior to submitting their details as part of your case study responses.

Each case study must be limited to two sides of A4 and you must use font size 12. If you fail to comply with these restrictions then you will receive zero marks for each case study that is non-compliant.

42. You are required to submit a case study that demonstrates your experience of dealing with similar claims, to include:

- how you dealt with the claim
- what was the outcome of the claim
- time taken to resolve the claim
- any lessons learned

Please confirm you have uploaded your case study.

- Yes  
 No

43. You are required to provide a case study that demonstrates how you have promoted a similar scheme including any lessons learnt.

Please confirm you have uploaded your case study.

- Yes  
 No

### 8.4 Service Level Agreement (SLA)

44. This contract will require monitoring which will be undertaken by utilising a SLA.

Please download and review the attached SLA which contains the University's minimum requirements. Please note the SLA contains a Supplier Personnel section that requires completion of your key account management personnel and nominated escalation customer contact information.

Please confirm that you have read and understood the SLA.

- Yes  
 No

*A document named 'ITT18-008 SLA.docx' has been attached to this question by the event owner*

45. Please confirm you can comply with all of the University minimum standards defined in the SLA.

- Yes  
 No

46. We have offered alternative / additional service levels and have uploaded the amended SLA document.

- Yes  
 No

## 9 Pricing

The University are asking for three (3) Pricing Proposals as part of this tender and these are detailed below.

Please ensure that you provide a response to all three (3) Pricing Proposals. For the purpose of evaluation, the response to Pricing Proposal 1 will be reviewed as part of your overall tender response however, the University are also interested in your responses to Pricing Proposals 2 and 3.

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the services proposed. Prices must be exclusive of UK Value Added Tax (VAT).

### 9.1 Pricing Proposal 1

You are required to provide a price per room fixed for the period of 4 years.

47. Fixed Premium For 4 Years

Net Premium	IPT	Total Per Resident

### 9.2 Pricing Proposal 2

You are required to provide a price for year 1 followed by a pricing mechanism that may include any discount for low claims in the previous year(s).

Pricing Mechanism

Net Premium	IPT	Total Per Resident

48. Detail the pricing mechanism you are proposing for the remaining 3 years of Pricing Proposal 2. Ensure that you identify all aspects of the mechanism to include, but not limited to:

- increase / decrease in line with claims loss ratio
- what the loss ratio is and how this will be applied
- how the loss ratio is calculated
- any other charges included

### 9.3 Pricing Proposal 3

You are required to upload an alternative Pricing Proposal.

Alternative

Net Premium	IPT	Total Per Resident

49. Detail what alternative pricing mechanism you are proposing for the full 4 years of Pricing Proposal 3. Ensure that you identify all aspects of the mechanism to include, but not limited to:

- explanation of the mechanism and how it will work
- whether this will be linked to loss ratio or other
- how this will impact on the premium (year on year)
- what benefits this would bring

This is the end of the questionnaire, to ensure your bid is submitted you must click the "Submit Responses" button. You will then receive a copy of your submission by email.

You are able make subsequent changes prior to the closing date/time of the event. To receive a copy of your updated submission please click "Submit Responses" a further time.

The final version of your submission will be made available to the evaluation panel after the event has closed.