



Crown
Commercial
Service

**SELECTION QUESTIONNAIRE RESPONSE
GUIDANCE, EVALUATION AND MARKING SCHEME**

CROWN TRAVEL AND VENUE SERVICES

REFERENCE NUMBER

RM3735

ATTACHMENT 2

SELECTION QUESTIONNAIRE RESPONSE GUIDANCE, EVALUATION AND MARKING SCHEME

1 INTRODUCTION

- 1.1 This document provides an overview of the methodology which will be adopted by the Contracting Authority to evaluate your response to each question set out within the Selection Questionnaire. It also sets out the Marking Scheme which will apply. For the avoidance of doubt, references to “you” in this document shall be references to the Potential Provider.
- 1.2 The defined terms used in the ITT document (Attachment 1) shall apply to this document.

2 OVERVIEW

- 2.1 The Selection Questionnaire is broken down into the following sections:

PLEASE READ

SECTION A – BACKGROUND QUESTIONS

SECTION B – GROUNDS FOR EXCLUSION

SECTION C – TERMS OF PARTICIPATION AND COMPLIANCE

SECTION D – CONTRACT SPECIFICS

SECTION E – TECHNICAL AND PROFESSIONAL ABILITY

- 2.2 If a Tender is deemed to be non-compliant, the Tender may be rejected and excluded from further participation in this Procurement. See the ITT (Attachment 1) for further details.

Please Read

Prior to completing any of the questions for this procurement, please confirm that you have opened, read and understood each of the following attachments by selecting **YES** or **NO** as appropriate for each Attachment.

| | | |
|--|------------|--------|
| Attachment 1 – Invitation to Tender | Compliance | Yes/No |
| Attachment 2 – Selection Questionnaire | Compliance | Yes/No |
| Attachment 3 – Award Questionnaire | Compliance | Yes/No |
| Attachment 4 - Data Security Schedule | Compliance | Yes/No |
| Attachment 5 -Security Principle Control Matrix | Compliance | Yes/No |
| Attachment 6 -Terms of Participation | Compliance | Yes/No |
| Attachment 7 -Declaration of Compliance | Compliance | Yes/No |
| Attachment 8 - Contract 1 Schedule 2: Services And Key Performance Indicators Part A: Specification Of Requirements | Compliance | Yes/No |
| Attachment 9 - Contract 2 Schedule 2: Services And Key Performance Indicators Part A: Specification Of Requirements | Compliance | Yes/No |
| Attachment 10 - Contract 3 Schedule 2: Services And Key Performance Indicators Part A: Specification Of Requirements | Compliance | Yes/No |
| Attachment 11 - Contract 4 Schedule 2: Services And Key Performance Indicators Part A: Specification Of Requirements | Compliance | Yes/No |
| Attachment 12 - Pricing Matrix - Contract 1 | Compliance | Yes/No |
| Attachment 13 - Pricing Matrix - Contract 2 | Compliance | Yes/No |
| Attachment 14 - Pricing Matrix - Contract 3 | Compliance | Yes/No |
| Attachment 15 - Pricing Matrix - Contract 4 | Compliance | Yes/No |
| Attachment 16 - Pick List - Contract 1 | Compliance | Yes/No |
| Attachment 17 - Pick List - Contract 2 | Compliance | Yes/No |
| Attachment 18 - Pick List - Contract 3 | Compliance | Yes/No |
| Attachment 19 -Pick List - Contract 4 | Compliance | Yes/No |
| Attachment 20 -Live Demonstration Document (Supplier) | Compliance | Yes/No |
| Attachment 21 - Financial Assessment Template | Compliance | Yes/No |
| Attachment 22 - MISO Template | Compliance | Yes/No |
| Attachment 23 -TUPE NDA | Compliance | Yes/No |

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| Attachment 24 - Master Contract (inc Enabling Agreement) | Compliance | Yes/No |
| Attachment 25 - Printer list Contract 1 | Compliance | Yes/No |
| Attachment 26 - Printer list Contract 2 | Compliance | Yes/No |
| Attachment 27 - Printer list Contract 3 | Compliance | Yes/No |
| Attachment 28 - Implementation and Go Live Schedule Contract 1 | Compliance | Yes/No |
| Attachment 29 - Implementation and Go Live Schedule Contract 2 | Compliance | Yes/No |
| Attachment 30 - Implementation and Go Live Schedule Contract 3 | Compliance | Yes/No |
| Attachment 31 - Implementation and Go Live Schedule Contract 4 | Compliance | Yes/No |
| Attachment 32 - Sustainability MI Template | Compliance | Yes/No |
| 'Submit all Draft Bids' button | Guidance | Yes/No |
| Messaging guidance | Guidance | Yes/No |
| Section | | Evaluated |
| Section A - Background Questions | | |
| SQA1a | Organisation Details | Compliance |
| SQA1b | VAT Registration Number | Compliance |
| SQA1c | Trading Name | Compliance |
| SQA1d | Type of Organisation | Compliance |
| SQA1e | Other Type of Organisation | Compliance |
| SQA1f | Organisation Size | Compliance |
| SQA1g | Parent Company and Parent Company Registration Number | Compliance |
| SQA2 | Organisation History | Compliance |
| SQA3a | Consortia, Special Purpose Vehicles and Subcontracting | Compliance |
| SQA3b | Consortia and Special Purpose Vehicles – Membership | Compliance |
| SQA3c | Consortia and Special Purpose Vehicles – Governance | Compliance |
| SQA3d | Consortia Special Purpose Vehicles – Other Bids | Compliance |
| SQA3e | Sub-Contracting – Details | Compliance |

| | | | |
|---|---|------------------|-----------|
| SQA3f | Sub-Contracting – Other Bids | Compliance | |
| SQA4 | Financial Risk Assessment | Compliance | |
| SQA5 | Tax Compliance | Compliance | |
| SQA6 | Non UK Businesses | Information only | |
| Section B - Grounds for Exclusion | | | |
| SQB1 | Grounds for Mandatory Exclusion (ineligibility) | Compliance | |
| SQB2 | Discretionary Grounds for Exclusion | Compliance | |
| SQB3a | Conflict of Interest | Compliance | |
| SQB3b | Self-cleaning | Compliance | |
| Section C - Terms of Participation and Compliance | | | |
| SQC1 | Terms of Participation | Evaluation | Pass/Fail |
| SQC2 | Declaration of Compliance | Evaluation | Pass/Fail |
| Section D - Contract Specifics | | | |
| SQD1 | Contract Terms and Conditions | Evaluation | Pass/Fail |
| SQD2a | Contracts | Information only | |
| SQD2b | Contracts – Order of Preference | Information only | |
| SQD3a | Accreditation with the International Air Transport Association (IATA) | Evaluation | Pass/Fail |
| SQD3b | Travel Industry Designator Service (TIDS) Accreditation with the International Air Transport Association (IATA) | Evaluation | Pass/Fail |
| SQD4 | Accreditation with the Association of Train Operating Companies (ATOC) | Evaluation | Pass/Fail |
| SQD5 | Membership of Trade and Professional Associations - Other | Information only | |
| SQD6 | Assurance Management Systems | Evaluation | Pass/Fail |
| SQD7 | Cyber Essentials Scheme | Evaluation | Pass/Fail |
| SQD8 | Employer's Liability Insurance | Evaluation | Pass/Fail |
| SQD9 | Public Liability Insurance | Evaluation | Pass/Fail |
| SQD10 | Professional Indemnity Insurance | Evaluation | Pass/Fail |
| Section E – Technical and Professional Ability (CONTRACT 1, CONTRACT 2 and/or CONTRACT 3 and Contract 4) | | | |

| | | | |
|-------------------|--|------------|-----------|
| SQE1 (i) -(iv) | Previous Experience and Comparable Contracts – Contract 1 | Evaluation | Pass/Fail |
| SQE2 (i) -(iv) | Previous Experience and Comparable Contracts – Contracts 2 and/or 3 | Evaluation | Pass/Fail |
| SQE3 (i) -(iv) | Previous Experience and Comparable Contracts - Contract 4 | Evaluation | Pass/Fail |

SECTION A – BACKGROUND QUESTIONS

[SQA1a] Organisation Details

Please complete the following details in the table provided within the e-Sourcing Suite:

- The organisation's full legal name;
- The organisation's address;
- The company registration number (Companies House or equivalent);
- The date; and
- Place of registration.

It should be noted that this should be completed in respect of the organisation tendering (or organisation acting as Lead Contact where a Consortium bid is being submitted).

[SQA1a] Response Guidance

This is the legal entity with whom the Contracting Authority will contract if successful (where there is no Consortium Tender).

The company registration details may be used for financial assessment in accordance with paragraph 10.3.2 in the ITT.

Where a Consortium Tender is being submitted, the organisation which is acting as Lead Contact must insert the Lead Contact's own details.

[SQA1b] VAT Registration Number

Please state the VAT registration number for the organisation Tendering.

[SQA1b] Response Guidance

Where a Consortium Tender is being submitted, the organisation which is acting as Lead Contact must insert the Lead Contact's own VAT registration number in the text field.

[SQA1c] Trading Name

If applicable please state the trading name that will be used for this procurement.

[SQA1c] Response Guidance

If you intend to trade under a different name, please state it here.

Where a Consortium Tender is being submitted, the Lead Contact must insert the trading name of the Consortium in this field.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA1d] Type of Organisation

Please select the type of organisation tendering from the following options:

- Public Limited Company
- Limited Company
- Limited Liability Company
- Sole Trader
- Limited Liability Partnership
- Partnership
- Established consortium
- To be formed consortium
- Special Purpose Vehicle
- Other

[SQA1d] Response Guidance

Where a Consortium Tender is being submitted the Lead Contact must select the applicable option from the drop-down selection menu provided to describe its own organisation.

[SQA1e] Other Type of Organisation

If you selected Other to the options provided in SQA1d, please provide details.

[SQA1f] Organisation Size

Please select option **MICRO**, **SMALL**, **MEDIUM** or **LARGE** to indicate the size of organisation tendering (or organisation acting as Lead Contact where a consortium bid is being submitted).

[SQA1f] Response Guidance

Please state the size of your organisation. Suppliers can be 'Large' or 'SME' (Small and Medium Sized Enterprises) - please select the relevant option from the drop down menu. There are 3 classes of SME - Micro, Small and Medium.

Guidance on assessing supplier size can be found via the Contracting Authority's website at:

<http://gps.cabinetoffice.gov.uk/i-am-supplier/find-opportunity/help-smes>

Where a Consortium Tender is being submitted, the Lead Contact must answer this question in respect of the size of its own organisation (and not the size of the Consortium).

[SQA1g] Parent Company and Parent Company Registration Number

Please complete the following details in the table provided within the e-Sourcing Suite, in respect of your parent company:

- The company registration number (Companies House or equivalent);
- The organisation's full legal name;
- The organisation's address;
- The date; and
- Place of registration.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA1g] Response Guidance

Where a Consortium Tender is being submitted, the Lead Contact must provide the name(s) and details of the immediate Parent Company for each and every Consortium member in the table provided, where applicable.

Please insert **N/A** in the first cell of the table if this question is not applicable.

[SQA2] Organisation History

Please provide a brief history of your organisation, including;

- any changes of ownership over the last five years;
- details of your relationship with any parent and associated companies;
- details of significant pending developments;
- any changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc. which are currently in the public domain and can be disclosed.

[SQA2] Response Guidance

Where a Consortium Tender is being submitted, the Lead Contact must provide details for each and every member of the Consortium.

Maximum character count – 4096 characters including spaces

[SQA3a] Consortia, Special Purpose Vehicles and Sub-Contracting

Please indicate how you will perform the Contract by selecting options a), b), c), d) or e) below.

- a) You will provide the Services yourself without the use of third parties (sub-contractors); or
- b) You are bidding in the role of prime contractor; and intend to use third parties (sub-contractors) to provide some of the Services; or
- c) You are bidding in the role of prime contractor; and intend to use third parties (sub-contractors) to provide all of the Services; or
- d) You are bidding as part of a Consortium or Special Purpose Vehicle and intend to use members only to provide the Services; or
- e) You are bidding as part of a Consortium or Special Purpose Vehicle and intend to use third parties (sub-contractors) to provide some of the Services.

[SQA3a] Response Guidance

Please carefully consider the guidance on Contracting Arrangements set out in the ITT before completing this question. In responding to this question, you should only consider sub-contractors whose products or services will be integral to your provision of the Services.

Please select the relevant option from the drop down selection menu.

[SQA3b] Consortia and Special Purpose Vehicles - Membership

If you are bidding as a Consortium or Special Purpose Vehicle you must provide the following details for each member:

- Company registration number;
- Full legal company name, and trading name (where applicable);
- Registered address;
- VAT Registration number;
- Type of organisation;
- Organisation size – **MICRO, SMALL, MEDIUM** or **LARGE**;
- the role each member will take in delivering the Services; and
- the approximate % of contractual obligations assigned to each member.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA3b] Response Guidance

Where a Consortium Tender is being submitted, the organisation which is acting as Lead Contact must provide all the information required for each and every member of the Consortium.

[SQA3c] Consortia and Special Purpose Vehicles - Governance

If you are bidding as part of a Consortium or Special Purpose Vehicle you must provide details of:

- the proposed structure of the entity (e.g. a corporate joint venture, with a new limited liability company established by the Consortium, with x and y as shareholders and guarantors);
- the percentage shareholdings of each member (if applicable); and
- which entities or persons will be signatories to the Contract and directly liable for the obligations of the entity (e.g. all members will be jointly and severally liable or the joint venture company will be liable).

Please state N/A if this question does not apply.

[SQA3d] Consortia and Special Purpose Vehicles – Other Bids

If you are a Consortium or Special Purpose Vehicle you must state the full legal names (and trading names where appropriate) of any members who are also submitting a separate Tender (either in their own name or as part of another Consortium/Special Purpose Vehicle or as sub-contractor to another party) as part of this Procurement.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA3e] Sub-contracting - Details

If you need to rely on the capability and/or experience of one or more sub-contractors in your Tender to demonstrate your ability to provide the Services you must provide the following details in respect of such sub-contractors:

- Company registration number;
- Full legal company name, and trading name where applicable;
- Registered address;
- Type of organisation;
- Organisation Size – **MICRO, SMALL, MEDIUM or LARGE**;
- the role the sub-contractor will take in delivering the Services; and
- the approximate % of contractual obligations sub contracted to that party.

Please enter N/A in the first cell of the table if this question is not applicable because you will not be sub-contracting any of the services.

[SQA3e] Response Guidance

Where a Consortium Tender is being submitted, the Lead Contact must provide all the information required on behalf of every member of the Consortium.

[SQA3f] Sub-contracting – Other Bids

If you are sub-contracting any of the Services you must state the full legal names (and trading names where appropriate) of any sub-contractors who are also submitting a separate Tender (either in their own name or as part of another Consortium/Special Purpose Vehicle or as sub-contractor to another party) as part of this Procurement.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA3f] Response Guidance

Where a Consortium Tender is being submitted, the Lead Contact must provide all the information required on behalf of every member of the Consortium.

[SQA4a] Financial Risk Assessment

The Contracting Authority will use the organisation name and company registration number you provided at SQA1a above to obtain a financial risk assessment.

Where a Consortium Tender is being submitted the Contracting Authority will use the organisation name and company registration number in relation to each Consortium Member provided at SQA3b to obtain a financial risk assessment. If at least one member of the Consortium fails the financial risk assessment then the entire Tender will be disqualified and will not proceed to the next stage of the evaluation process.

Do you wish your financial risk assessment to be carried out in respect of a guarantor?

[SQA4a] Response Guidance

The Potential Provider must select either option **YES** or **NO** from the drop-down selection menu provided.

If a Consortium Tender is being submitted, the Lead Contact must answer this question in respect of its own organisation.

[SQA4b] Financial Risk Assessment

Where a Consortium Tender is being submitted, the Lead Contact must complete the table provided in the e-Sourcing Suite to indicate (by answering either **YES** or **NO**) whether each member of the Consortium wishes their financial risk assessment to be carried out in respect of a guarantor.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA4b] Response Guidance

Where a Consortium Tender is being submitted the Lead Contact must list the name of each and every

member of the Consortium in the table provided and must select either **YES** or **NO** to indicate whether each member of the Consortium wishes their financial risk assessment to be carried out in respect of a guarantor.

The Potential Provider must enter N/A in the first cell of the table if this question is not applicable.

[SQA4c] Financial Risk Assessment

If your answer to question SQA4a is **YES**, and/or any part of your answer to question SQA4b regarding provision of a guarantor is **YES**; please confirm that the Potential Provider will provide a deed of guarantee executed by the Potential Provider and the guarantor in the form provided at Schedule 8 of Attachment 24 – Master Contract– Terms and Conditions, when requested by the Contracting Authority.

Please select **N/A** if this question is not applicable.

[SQA4c] Response Guidance

The Potential Provider must select option **YES**, **NO** or **N/A** from the drop-down selection menu provided.

Where a Consortium Tender is being submitted, the Lead Contact must select **YES** or **NO** from the drop down selection menu provided to confirm whether the Lead Contact will provide all the required deeds of guarantee menued in SQA4b.

Where a Potential Provider is successful in this Procurement, and a deed of guarantee is required, the Contracting Authority will request this from the Potential Provider. Upon request, the Potential Provider must provide an executed deed of guarantee to the Contracting Authority within a specified timescale, prior to the award a Contract, when requested.

[SQA4d] Financial Risk Assessment

If your response to question SQA4a and or SQA4b regarding provision of a guarantor is **YES**; please complete the following details in the table provided within the e-Sourcing Suite, in respect of the organisation that will act as guarantor:

- The company registration number (Companies House or equivalent);
- The organisation's full legal name;
- Address; and
- DUNS number.

Please enter N/A in the first cell of the table if this question is not applicable.

[SQA4e] Financial Risk Assessment

Financial Risk Assessment

Please provide a copy of your audited accounts for the most recent two years.

Where this is not available, please provide one or more of following in respect of your organisation or guarantor (as the case may be):

- i. a statement of your turnover, profit and loss account and cash flow for the most recent year of trading; and/or
- ii. a statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position; and/or
- iii. an alternative means of demonstrating financial status if trading for less than a year.

Where a Consortium Tender is being submitted, the Lead Contact must provide all the information required in respect of each and every Consortium member

[SQA4e] Response Guidance

The Potential Provider must select **YES** or **NO** from the drop down list provided within the eSourcing

Suite to confirm that you have attached a copy of your audited accounts for the most recent two years or where not available have attached the following in respect of your organisation or guarantor (as the case may be):

- i. a statement of your turnover, profit and loss account and cash flow for the most recent year of trading;
- ii. a statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position; and/or
- iii. an alternative means of demonstrating financial status if trading for less than a year.

Where a Consortium Tender is being submitted, the Lead Contact must answer this question on behalf of all members of the Consortium and attach all the information required in respect of each and every Consortium member.

[SQA5] Tax Compliance

The Contracting Authority seeks to ensure that any organisation with whom it contracts has a history of Tax Compliance in the relevant States in which it operates.

The Contracting Authority reserves the right to use its discretion to exclude a Potential Provider where it can demonstrate the Potential Provider's non-payment of taxes/social security contributions where no binding legal decision has been taken.

Disclosure of Tax Avoidance Scheme (DOTAS) is the legislative regime which requires promoters and taxpayers to disclose to HMRC the marketing or the use of certain tax avoidance arrangements. A failed DOTAS scheme is one which has been shown either through litigation or through settlement not to achieve the tax result that it set out to obtain.

Where a Consortium Tender is being submitted, the Lead Contact must answer all questions in this section in respect of each and every member of the Consortium. Any failure to provide a response from at least one Consortium member will affect the consideration of the entire Tender. The Contracting Authority has the sole and absolute right to decide, based on the information provided, whether or not the Consortia will be permitted to proceed further in this Procurement.

[SQA5.1] From 1 April 2013 onwards has your organisation's tax returns submitted on or after 1 October 2012 given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion.

[SQA5.2] From 1 April 2013 onwards has any of your organisation's tax returns submitted on or after 1 October 2012 been found to be incorrect as a result of:

- HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or
- a tax Contracting Authority in a jurisdiction in which your organisation is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR of the "Halifax" abuse principle; or
- the failure of an avoidance scheme which your organisation was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar scheme regime in a jurisdiction in which your organisation is established.

If you have responded YES to either SQA5.1 or SQA5.2, please provide the following information in the relevant text boxes:

[SQA5.3a]

- A brief description of the occasion, the tax to which it applied, and the type of "non-compliance" e.g. whether HMRC or the foreign tax authority has challenged pursuant to the GAAR, the "Halifax" abuse principle etc;
- The date of the original "non-compliance" and the date of any judgement against the Potential Provider, or date when the return was amended; and

- Where the Occasion Of Non Compliance (OONC) relates to a DOTAS, the number of the relevant scheme.
- The level of any penalty or criminal conviction applied.

[SQA5.3b]

Details of any mitigating factors that it considers relevant and that it wishes the Contracting Authority to take into consideration, including but not limited to:

- Corrective action undertaken by your organisation to date;
- Planned corrective action to be taken;
- Changes in personnel or ownership since the Occasion of Non-Compliance (OONC); and
- Changes in financial, accounting, audit or management procedures since the OONC.

[SQA5] Response Guidance

You are required to select option **YES** or **NO** for questions SQA5.1 and SQA5.2.

If you select option **YES** to questions SQA5.1 or SQA5.2 then you must provide the further information requested in SQA5.3a and SQA5.3b.

The information provided at SQA5.3a and SQA5.3b will be taken into account by the Contracting Authority in considering whether or not the Tender will be permitted to proceed any further in this Procurement.

[SQA6a] – [SQA6e] Non UK Businesses

[SQA6a] Please select **YES** or **NO** to indicate whether or not your business is established in the UK.

YES Your business is established in the UK

NO Your business is not established in the UK

[SQA6b] If you selected **NO** for question SQA6a, please select **YES** or **NO** to indicate whether your business is registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC, as amended) under the conditions laid down by that member state).

[SQA6c] If you selected **NO** to question SQA6b please give reasons.

[SQA6d] If you selected **NO** for question SQA6a, please select **YES** or **NO** to indicate whether it is a legal requirement in the state where you are established for you to be licensed or to be a member of a relevant organisation in order to provide the Services

[SQA6e] If you selected **YES** to question SQA6d, please provide details of what is required and confirm that you have complied with this.

[SQA6a] – [SQA6e] Response Guidance

If your business is not established in the UK you are required to select option **NO** from the drop down menu to the statement in question SQ6Aa and option **YES** or **NO** from the drop down menu to each of the statements in questions SQA6b and SQA6d.

Where a Consortium Tender is being submitted, the Lead Contact must provide this information in relation to all applicable members of the Consortium.

If you select option **NO** to question SQA6b or option **YES** to question SQA6d then you must provide further detail in SQA6c or SQA6e as appropriate.

SECTION B – GROUNDS FOR EXCLUSION

[SQB1a] – [SQB1p] Grounds for Mandatory Exclusion (ineligibility)

Within the past five years, has your organisation (or any member of your proposed consortium,

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| if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences? |
| [SQB1a] conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime; |
| [SQB1b] corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; |
| [SQB1c] the common law offence of bribery; |
| [SQB1d] bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983; |
| [SQB1e] any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: |
| [SQB1e(i)] the offence of cheating the Revenue; |
| [SQB1e(ii)] the offence of conspiracy to defraud; |
| [SQB1e(iii)] fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978; |
| [SQB1e(iv)] fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006; |
| [SQB1e(v)] fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994; |
| [SQB1e(vi)] an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; |
| [SQB1e(vii)] destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969; |
| [SQB1e(viii)] fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or |
| [SQB1e(ix)] the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act; |
| [SQB1f] any offence listed— |
| [SQB1f(i)] in section 41 of the Counter Terrorism Act 2008; or |
| [SQB1f(ii)] in Schedule 2 to that Act where the court has determined that there is a terrorist connection; |
| [SQB1g] any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph [SQB1f] ; |
| [SQB1h] money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002; |
| [SQB1i] an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996; |
| [SQB1j] an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004; |
| [SQB1k] an offence under section 59A of the Sexual Offences Act 2003; |

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| [SQB1l] an offence under section 71 of the Coroners and Justice Act 2009 |
| [SQB1m] an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or |
| [SQB1n] any other offence within the meaning of Article 57(1) of the Public Contracts Directive— |
| [SQB1n(i)] as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or |
| [SQB1n(ii)] created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland. |
| [SQB1o] Non-payment of taxes |
| [SQB1o(i)] Has it been established 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 your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions? |
| [SQB1o(ii)] If you have answered Yes to question [SQB1o(i)] , you should set out the full facts of the relevant incident and any remedial actions taken in the box provided and confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines? |
| [SQB1p] If you selected YES for any questions SQB1a to SQBoj, you should set out the full facts of the relevant incident and any remedial actions taken in the box provided. The information provided will be taken into account by the Contracting Authority in considering whether or not your Tender will be permitted to proceed any further in this Procurement. |
| <p>[SQB1a] – [SQB1p] Response Guidance</p> <p>You are required to select option YES or NO for each statement menued in question SQB1a-o.</p> <p>You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).</p> <p>If you cannot answer NO to every question in this section it is very unlikely that your Tender will be accepted, and you should contact the Contracting Authority for advice before completing your Tender.</p> <p>If you have answered “yes” to question [SQB1o] on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please set out (in the space provided at SQB1p), full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Contracting Authority in considering whether or not you will be able to proceed any further in respect of this Procurement.</p> <p>Consortia</p> <p>Where a Consortium Tender is being submitted, the Lead Contact must answer all questions in this section in respect of each and every member of the Consortium. If each member of the Consortium cannot answer NO to every question in this section (SQB1a – SQB1o) the Contracting Authority reserves the right to exclude the entire Consortium from further participation in this Procurement. Where it is felt by the Consortium that there is a need to do so, the Lead Contact for the Consortium should contact the Contracting Authority to obtain clarification with respect to questions in this section B before preparing its Tender.</p> |

[SQB2a] – [SQB2i] Discretionary Grounds for Exclusion

Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.

[SQB2a] your organisation has violated applicable obligations referred to in regulation 56 (2) of the Public Contract Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time;

[SQB2b] your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your 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;

[SQB2c] your organisation is guilty of grave professional misconduct, which renders its integrity questionable;

[SQB2d] your organisation has entered into agreements with other economic operators aimed at distorting competition;

[SQB2e] your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures;

[SQB2f] the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41 of the Public Contracts Regulations 2015, that cannot be remedied by other, less intrusive, measures;

[SQB2g] your 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;

[SQB2h] your organisation—

[SQB2h(i)] has been 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; or

[SQB2h(ii)] has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015; or

[SQB2i] your organisation has undertaken to

[SQB2i(i)] unduly influence the decision-making process of the contracting authority, or

[SQB2i(ii)] obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or

[SQB2j] your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

[SQB2k] If you selected **YES** for any questions SQB2a to SQB2j, you should set out the full facts of the relevant incident and any remedial actions taken in the box provided. The information provided will be taken into account by the Contracting Authority in considering whether or not your Tender will be permitted to proceed any further in this Procurement.

[SQB2a] – [SQB2i] Response Guidance

You are required to select option **YES** or **NO** for each statement menued in question SQB2a-k.

The Contracting Authority may exclude any Potential Provider who answers 'Yes' in any of the following situations set out in paragraphs SQB2(a)-(k).

[SQB2g] - Taking Account of Bidders' Past Performance

In accordance with question **[SQB2g]**, the Contracting Authority may assess the past performance of a Potential Provider (through a Certificate of Performance provided by a Customer or other means of evidence). The Contracting Authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Potential Provider completing this Selection Questionnaire. The Contracting Authority may also assess whether specified minimum standards for reliability for such contracts are met.

In addition, the Contracting Authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. supplier selection, tender evaluation, contract award stage etc.). Potential Providers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

Consortia

Where a Consortium Tender is being submitted, the Lead Contact must answer all questions in this section in respect of each and every member of the Consortium. If the Lead Contact answers **YES** to at least one of the above questions in respect of at least one Consortium member, the Contracting Authority has the sole and absolute right to disqualify the entire Tender from further participation in this Procurement. In the event that any member of the Consortium answers **YES** to any of the above questions, please set out (in the text field provided at SQB2k) full details of the relevant incident and any remedial action taken subsequently. The information provided will be taken into account by the Contracting Authority in considering whether or not the Consortium will be able to proceed any further in respect of this Procurement.

Maximum character count – 4096 characters

[SQB3a] Conflicts of Interest

In accordance with question SQB2e, the Contracting Authority may exclude the Potential Provider if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

[SQB3a(i)] Confirm by selecting Yes or No if there is a conflict of interest.

[SQB3a(ii)] If you have selected Yes to confirm that a conflict of interest exists or may arise then it is the responsibility of the Potential Provider to inform the Contracting Authority, detailing the conflict in the text box provided. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Contracting Authority should not represent a conflict of interest for the Potential Provider.

[SQB3b] Self-cleaning

Any Potential Provider that answers 'Yes' to questions SQB1 and SQB2 should provide sufficient evidence, uploaded as an attachment to this question, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively "self cleanse" the situation referred to in that question. The Potential Provider has to demonstrate it has taken such remedial action, to the satisfaction of the Contracting Authority in each case.

If such evidence is considered by the Contracting Authority (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

In order for the evidence referred to above to be sufficient, the Potential Provider shall, as a minimum, prove that it has;

- paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
- clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
- taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the Potential Provider shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Contracting Authority to be insufficient, the Potential Provider shall be given a statement of the reasons for that decision.

Please confirm by selecting Yes, No or N/A that you have uploaded an attachment to this question.

SECTION C – TERMS OF PARTICIPATION AND COMPLIANCE

[SQC1] TERMS OF PARTICIPATION

You must indicate, by selecting option **YES** or **NO** whether you have read, understood and fully accepted the Terms of Participation without caveats or limitations as published in Attachment 6

- YES** You have read, understood and fully accepted the Terms of Participation as published in Attachment 6 without caveats or limitations.
- NO** You have not read, and/or understood and /or fully accepted the Terms of Participation as published in Attachment 6 without caveats or limitations.

Response Guidance

This is a PASS/FAIL question. If you fail to select option YES without caveats or limitations, you will be unable to continue in the Procurement.

Confirmation should be made by selecting the applicable response from the drop down response box.

Where a Consortium Tender is being submitted the Lead Contact must select the applicable response on behalf of all members of the Consortium.

Providing a **YES** response means you or the Lead Contact (on behalf of all members of a Consortium) fully accept, without caveats or limitations, the Terms of Participation as published at Attachment 6.

If you or the Lead Contact (on behalf of all members of a Consortium) are unable to accept the Terms of Participation as published at Attachment 6 without caveats or limitations, by selecting **NO** (or not answering the question) then you will be unable to continue in the procurement.

| Marking Scheme | Evaluation Guidance |
|----------------|---|
| Pass | By selecting YES , you confirm that you have read, understood and fully accept the Terms of Participation as published in the Attachment 6 without caveats or limitations. |
| Fail | By selecting NO , you confirm that you have not read, and/or understood and/or fully accepted the Terms of Participation as published in Attachment 6, without caveats or limitations. |

[SQC2a] DECLARATION OF COMPLIANCE PART A

You must indicate, by selecting option **YES** or **NO**, whether you have read, understood and comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part A.

| | |
|--|--|
| YES | You have read, understood and comply with each of the statements contained within Attachment 7- Declaration of Compliance Part A. |
| NO | You have not read, and/or understood and/or cannot comply with each of the statements contained within Attachment 7 - Declaration of Compliance Part A. |
| Response Guidance This is a PASS/FAIL question. If you fail to select option YES, you will be unable to continue in the procurement. Confirmation should be made by selecting the applicable response from the drop down response box. Providing a YES response means that you confirm that you have fully read, understood and can comply with each of the statements contained within the Declaration of Compliance Part A as published at Attachment 7. If you are unable to confirm that you have fully read, understood and can comply with each of the statements contained within the Declaration of Compliance Part A as published at Attachment 7, by selecting NO then you will be unable to continue in the procurement. | |
| Marking Scheme | Evaluation Guidance |
| Pass | By selecting YES , you confirm that you have read, understood and comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part A. |
| Fail | By selecting NO , you confirm that you have not read, and/or understood and/or cannot comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part A. |
| [SQC2b] DECLARATION OF COMPLIANCE PART B You must indicate, by selecting option YES or NO , whether each of the sub-contractors and Consortium members that you propose to use have read, understood and comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part B. | |
| YES | All of the sub-contractors and Consortium members you propose to use has read, understood and comply with each of the statements contained within Attachment 7 - Declaration of Compliance Part B. |
| NO | Not all of the sub-contractors and Consortium members you propose to use has read, understood and comply with each of the statements contained within Attachment 7 - Declaration of Compliance Part B. |
| N/A | This question is not applicable to your organisation. |
| Response Guidance This is a PASS/FAIL question. If you fail to select option YES or N/A, you will be unable to continue in the procurement. Confirmation should be made by selecting the applicable response from the drop down response box. Providing a YES response means that each of the sub-contractors and Consortium members that you propose to use have read, understood and can comply with each of the statements contained within the Declaration of Compliance Part B as published at Attachment 7. If you are unable to confirm that each of the sub-contractors and Consortium members that you propose to use have read, understood and can comply with each of the statements contained within the Declaration of Compliance Part B as published at Attachment 7, by selecting NO then you will be unable to continue in the procurement. | |
| Marking Scheme | Evaluation Guidance |

| | |
|-------------|---|
| Pass | <p>You have selected YES confirming that each of the sub-contractors and Consortium members you propose to use have read understood and comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part B.</p> <p>OR</p> <p>You have selected N/A confirming that this question is not applicable to your organisation</p> |
| Fail | <p>By selecting NO, you confirm that each of the sub-contractors and Consortium members you propose to use have not read, and/or understood and/or cannot comply with each of the statements contained within Attachment 7 – Declaration of Compliance Part B.</p> |

SECTION D – CONTRACT SPECIFICS

[SQD1] Master Contract Terms and Conditions

Please select **YES** or **NO** to indicate that you will or will not unreservedly sign the Master Contract Terms and Conditions without caveats or limitations as published at Attachment 24 – **Master Contract Terms and Conditions**

Response Guidance

You must confirm by selecting **YES** or **NO** to indicate that you will or will not, unreservedly sign the Contract Terms and Conditions without caveats or limitations as published in Attachment 24.

Note: Selecting **NO** to **SQD1** will mean your bid will Fail and that you cannot progress further in this procurement. If you select **YES**, and are ultimately successful in the procurement, but you subsequently request changes to the Master Contract Terms and Conditions as published before signing, the offer of the Contract will be withdrawn.

If you have any queries you must clarify these in accordance with the procedure set out at paragraph 7 and within the period specified in paragraph 4 in Attachment 1 – Invitation to Tender.

| Marking Scheme | Evaluation Guidance |
|-----------------------|---|
| PASS | <p>The Potential Provider has selected option YES confirming that they have read, understood and fully accept without caveats or limitations the Contract as published at Attachment 24 of this ITT (and including their responses to the whole Award Questionnaire as a Schedule to the Contract).</p> |
| FAIL | <p>The Potential Provider has selected option NO confirming that they have not read, and / or understood and / or fully accepted without caveats or limitations the Master Contract as published at Attachment 24 of this ITT (and including their responses to the whole Award Questionnaire as a Schedule to the Contract).</p> <p>OR</p> <p>The Potential Provider has selected option YES from the drop down but included caveats or limitations to that response.</p> <p>OR</p> <p>The Potential Provider has not answered the question.</p> |

[SQD2a] Contracts

Please indicate which Contract(s) you are tendering for by selecting the relevant option from the drop down selection menu provided in the e-Sourcing Suite.

Where a Consortium Tender is being submitted the Lead Contact must indicate which Contract(s) the Consortium wishes to Tender for by selecting the relevant option from the drop-down menu.

| | |
|------------|--|
| Contract 1 | Domestic and International Business Travel Booking and Management Services with a majority of Complex Offline transactions |
| Contract 2 | Domestic and International Business Travel Booking and Management Services with a majority of Online transactions |
| Contract 3 | Domestic and International Business Travel Booking and Management Services with a combination of Online and Offline transactions |
| Contract 4 | Meeting & Conference Venue Services |

Response Guidance**This question is not evaluated**

You must select **YES** or **NO** from the drop down menu against each Contract, to indicate which Contracts you are submitting a Tender for.

Selecting **YES** means you wish to submit a Tender for the applicable Contract.

Selecting **NO** means you do not wish to submit a Tender for the applicable Contract.

[SQD2b] Contracts – Order Of Preference

Of the Contracts that you are tendering for, listed in your response to SQD2a, please rank these Contracts in your order of preference (from your most preferred to your least preferred Contract).

Please note: This information will only be used where a Potential Provider is the highest ranking provider following the evaluation process in more than one Contract.

You should note that whilst you can bid for any or all of the 4 individual contracts you can only be awarded one of Contracts 1, 2 and 3 plus Contract 4.

The Contract awarded will be determined according to the Potential Provider's order of preference, provided in response to this question SQD2b.

Where a Consortium Tender is being submitted the Lead Contact must indicate which Contract(s) the Consortium wishes to be their order of preference (from your most preferred to your least preferred Contract).

Response Guidance**This question is not evaluated**

You must select FIRST, SECOND, THIRD or N/A from the dropdown menu against each contract, to indicate your order of preference from your most preferred to your least preferred, or that you are not submitting a tender for that contract.

Selecting FIRST means this contract is your most preferred.

Selecting SECOND means this contract is your second preferred.

Selecting THIRD means this contract is your least preferred.

Selecting N/A means you are not submitting a tender for that contract.

[SQD3a] Accreditation with the International Air Transport Association (IATA)

Please select **YES** or **NO** from the drop down menu to indicate whether you, or your Consortium members in the case of a Consortium bid, hold accreditation with the International Air Transport Association (IATA).

YES – You, or your Consortium members in the case of a Consortium bid, hold accreditation with the IATA.

NO – You, or your Consortium members in the case of a Consortium bid, do not hold accreditation with the IATA.

N/A - You or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to hold accreditation with the IATA as your Tender is for Contract 4 only.

If you respond **NO** you will fail this question, this may result in your Tender being deemed non-compliant and the Contracting Authority reserves the right to disqualify you from further participation in this procurement.

[SQD3a] Response Guidance

You must select **YES**, **NO** or **N/A** from the drop down menu.

| Marking Scheme | Evaluation Guidance |
|----------------|---|
| Pass | By selecting YES , you have indicated that you, or your Consortium members in the case of a Consortium bid, are members of the IATA. |
| Fail | By selecting NO , you have indicated that you, or your Consortium members in the case of a Consortium bid, are not members of the IATA. OR This question has not been answered. |
| N/A | By selecting YES , you have indicated that you or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to be members of the IATA as your Tender is for Contract 4 only. |

[SQD3b] Accreditation with the International Air Transport Association (IATA) – Details

Where you have responded **YES** to SQD4a, please provide details of your IATA Licence Number, Licence start date and end date. In the case of a Consortium bid, an IATA Licence Number must be provided for each Consortium member.

[SQD3b] Response Guidance

Where you have responded **YES** to SQD3a, please provide details of your IATA Licence Number, Licence start date and end date. In the case of a Consortium bid, IATA Licence Number must be provided for each Consortium member in the table provided.

Please enter **N/A** in the first cell of the table if this question is not applicable.

[SQD3c] Travel Industry Designator Service (TIDS) Accreditation with the International Air Transport Association (IATA).

Please select **YES** or **NO** from the drop down menu to indicate whether you, or your Consortium members in the case of a Consortium bid, hold TIDS accreditation with the IATA.

YES – You, or your Consortium members in the case of a Consortium bid, hold TIDS accreditation with the IATA.

NO – You, or your Consortium members in the case of a Consortium bid, do not hold accreditation with the IATA.

N/A - You or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to hold accreditation with the IATA as your Tender is for Contract 1, Contract 2 or Contract 3 only.

If you respond **NO** you will fail this question, this may result in your Tender being deemed non-compliant and the Contracting Authority reserves the right to disqualify you from further participation in this procurement.

[SQD3c] Response Guidance
You must select **YES**, **NO** or **N/A** from the drop down menu.

| Marking Scheme | Evaluation Guidance |
|----------------|---|
| Pass | By selecting YES , you have indicated that you, or your Consortium members in the case of a Consortium bid, hold IATA TIDS accreditation. |
| Fail | By selecting NO , you have indicated that you, or your Consortium members in the case of a Consortium bid, hold IATA TIDS accreditation. OR This question has not been answered. |
| N/A | By selecting N/A , you have indicated that you or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to hold IATA TIDS accreditation with the IATA as your Tender is for Contract 1, Contract 2 or Contract 3 only. |

[SQD3d] Travel Industry Designator Service (TIDS) Accreditation with the International Air Transport Association (IATA)– Details
Where you have responded **YES** to SQD3c, please provide details of your TIDS Registration Number, Registration start date and end date. In the case of a Consortium bid, a TIDS Registration Number must be provided for each Consortium member.

[SQD3d] Response Guidance
Where you have responded **YES** to SQD3c, please provide details of your TIDS Registration Number, Registration start date and end date. In the case of a Consortium bid, a TIDS Registration Number must be provided for each Consortium member in the table provided.

Please enter **N/A** in the first cell of the table if this question is not applicable.

[SQD4a] Accreditation with the Association of Train Operating Companies (ATOC)
Please select **YES** or **NO** to indicate whether you or a subcontractor, or your Consortium members in the case of a Consortium bid, hold accreditation with the Association of Train Operating Companies (ATOC).

YES – You or a subcontractor, or your Consortium members in the case of a Consortium bid, hold accreditation with ATOC.

NO – You or a subcontractor, or your Consortium members in the case of a Consortium bid do not hold accreditation with ATOC.

N/A - You or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to hold accreditation with the ATOC as your Tender is for Contract 4 only.

If you respond **NO** you will fail this question. This may result in your Tender being deemed non-compliant and the Contracting Authority reserves the right to disqualify you from further participation in this procurement.

[SQD4a] Response Guidance

You must select **YES**, **NO** or **N/A** from the drop down menu.

Marking Scheme

Evaluation Guidance

Pass

By selecting **YES**, you have indicated that you or a subcontractor, or your Consortium members in the case of a Consortium bid, hold accreditation with the ATOC.

Fail

By selecting **NO**, you have indicated that you or a subcontractor, or your Consortium members in the case of a Consortium bid, do not hold accreditation with the ATOC.

OR

This question has not been answered.

N/A

By selecting **N/A**, you have indicated that you or a subcontractor, or your Consortium members in the case of a Consortium bid do not need to hold accreditation with the ATOC as your Tender is for Contract 4 only.

[SQD4b] Accreditation with the Association of Train Operating Companies (ATOC) - Details

Where you have responded **YES** to SQD4a, please provide details ATOC Licence Number, Licence start date and end date. In the case of a Consortium bid, a Licence Number must be provided for each Consortium member.

[SQD4b] Response Guidance

Where you have responded **YES** to SQD4a, please provide details of your or your subcontractors ATOC Licence Number, Licence start date and end date. In the case of a Consortium bid, an ATOC Licence Number must be provided for each Consortium member in the table provided.

[SQD5] Membership of Trade and Professional Associations – Other

Where you are member of other Trade and Professional Associations, please provide details of the name of the Trade / Professional Association, Unique Reference Number and Membership Number in the table provided. In the case of a Consortium bid, evidence of membership must be provided for each Consortium member.

[SQD5] Response Guidance

This question is not evaluated.

Please enter **N/A** in the first cell of the table if this question is not applicable.

[SQD6a] Assurance Management Systems

The requirement is to have, or will have in place, prior to commencement of this Contract Assurance Management Systems which comply with the principles of ISO 9001, ISO 14001 and ISO 27001 accreditation or equivalent by selecting one of the following options;

| | |
|----------------------------------|--|
| YES | Your organisation currently has an accredited Assurance Management Systems or equivalent that is relevant to the parts of the organisation that will deliver the Services applicable to this Contract. |
| NO BUT WILL HAVE IN PLACE | Your organisation does not currently have an Assurance Management System that is relevant to the parts of the organisation that will deliver the Services applicable to this Contract but will establish an Assurance Management System prior to commencement of the Contract. |
| NO | Your organisation does not have an Assurance Management System that is relevant to the parts of the organisation that will deliver the Services applicable to this Contract and will not put one in place. |

[SQD6a] Response Guidance

If you respond **NO** your tender may be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender will be rejected and excluded from further participation in this Procurement.

If you answer that you don't currently have a suitable system but will put one in place, you will not be able to commence work under the Contract until such time as these systems are evidenced to the Contracting Authority.

The Assurance Management Systems ISO 14001 Environmental Management Systems, ISO 27001 Information Security Management System should be supported by the International Organization for Standardization, ISO 9001 Quality Management System or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent.

If you have any doubt about equivalence or other eligibility under this question, you should raise a clarification under the ITT procedure.

| Marking Scheme | Evaluation Guidance |
|-----------------------|--|
| Pass | By selecting YES , you have confirmed that you have an Assurance Management System which will comply with the principle of ISO 9001, ISO 14001 and ISO 27001 accreditation or equivalent relevant to the parts of the organisation that will deliver the Services applicable to this Contract. |
| Pass | By Selecting NO, BUT WILL HAVE IN PLACE , you confirm that you do not have an Assurance Management System that is relevant to the parts of the organisation that will deliver the Services applicable to this Contract. but will establish an Assurance Management System prior to commencement of the Contract. |
| Fail | By selecting NO , you have confirmed that you do not have an Assurance Management System relevant to the parts of the organisation that will deliver the Services applicable to this Contract and have not provided the supporting evidence. OR By selecting NO , you do not have an Assurance Management System that is relevant to the parts of the organisation that will deliver the Services applicable to this Contract and will not establish an Assurance Management System prior to commencement of the Contract. |

[SQD6b] Assurance Management System

If you responded **YES** to SQD6a please provide the following details:

Accreditation number;

Accreditation body;

Accreditation start (and end date where applicable);

Confirmation of the scope; and

Locations to which the accreditation applies

OR

Details of your equivalent Assurance Management System

| Marking Scheme | Evaluation Guidance |
|----------------|--|
| Pass | You have provided the following supporting information at question SQD6b: Accreditation number; Accreditation body; Accreditation start (and end date where applicable); Confirmation of the scope; and Locations to which the accreditation applies OR Details of your equivalent Assurance Management System |
| Fail | You selected YES to SQD6a but have not provided all the supporting information |

SQD7] Cyber Essentials Scheme

In relation to the Cyber Essentials Scheme, please answer **YES** or **NO**, to confirm that you comply with one of the following criteria;

- i) You have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months;
OR
- ii) You have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but you are working towards gaining it, and will be in a position to confirm that you have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies, by the commencement date of the Contract;
OR
- iii) You have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but you can demonstrate or will be able to demonstrate by the commencement date of the Contract) that your organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>
AND that you can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that your organisation demonstrates compliance with Cyber Essentials technical

requirements;
OR

- iv) Your organisation is exempt from complying with the requirements at paragraphs i), ii) and iii) above because your organisation conforms with the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to in i.) above.
AND

where your organisation proposes to use sub-contractors to carry out the available Services and these sub-contractors shall be involved in handling sensitive and personal information with regard to the available Services, such sub-contractors comply with one of the criteria i), ii) iii) and iv) above.

[SQD7] Response Guidance

NOTE – this is a PASS/FAIL question.

The government introduced its new Cyber Essentials Scheme on 1st October 2014, to further reduce the levels of cyber security risks in its supply chain. Cyber Essentials defines a set of controls which, when properly implemented, will provide organisations with basic protection from the most prevalent forms of threat which come from the internet. The link below to the Gov.uk website provides information on the new Cyber Essentials Scheme;

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

Please select option **YES** or **NO** from the drop down list.

YES By selecting **YES**, you have confirmed that you have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months;

OR

you have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but you are working towards gaining it, and will confirm that you have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the commencement date of the Contract;

OR

you have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but you can demonstrate or will be able to demonstrate by the commencement date of the Contract) that your organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:

<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>

and that you can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that your organisation demonstrates compliance with Cyber Essentials technical requirements;

OR

your organisation is exempt from complying with the requirement of having a Cyber Essentials Certificate because your organisation conforms with the ISO27001 standard and

the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies.

AND

where your organisation proposes to use sub-contractors to carry out the available Services and these sub-contractors shall be involved in handling sensitive and personal information with regard to the available Services, such sub-contractors are compliant with the requirements of paragraphs i), ii), iii), iv) of Question SQD7 above.

By selecting **NO**, you have confirmed that you have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months, and cannot demonstrate or, will not be able to demonstrate by the commencement date of the Contract) that you have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies;

OR

You have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, and you cannot demonstrate or, will not be able to demonstrate by the commencement date of the Contract) that your organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:

<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>

and you cannot provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that your organisation demonstrates compliance with Cyber Essentials technical requirements;

OR, your organisation is not exempt from complying with the requirement of having a Cyber Essentials Certificate because your organisation does not conform with the ISO27001 standard which includes the Cyber Essentials requirements in the scope of that standard, which has been verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies.

Do not submit any documentation at this stage.

[SQD8] Employer's Liability Insurance

Please select **YES**, **NO** or **N/A** to indicate whether your organisation has, or will have prior to the commencement date of the Contract, Employer's Liability insurance of at least £10 million and you will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award.

YES – your organisation or all members of your Consortium has, or will have in place, Employer's Liability insurance of at least £10 million and you will provide certification prior to Contract Award.

NO - your organisation or one or more members of your Consortium does not have, and will not have in place Employer's Liability insurance of at least £10 million prior to Contract Award.

N/A - your organisation or all members of your Consortium does not require Employer's Liability insurance of at least £10 million because your organisation employs only the owner or close family

members.

Employer's Liability insurance is a legal requirement except for businesses employing only the owner / close family members or if employing someone based abroad. Please note that **N/A** will therefore apply if your organisation or all members of your Consortium employs only the owner or close family members.

[SQD8] Response Guidance

You must indicate whether you have, or will have, Employer's Liability insurance of at least £10 million and be able to provide a valid in-date certification as evidence of the insurance being in place prior to Contract Award.

Where a Consortium Tender is being submitted, the Lead Contact (on behalf of each member of the Consortium) must provide confirmation that each member of the Consortium has or will have in place prior to Contract Award, Employer's Liability insurance of at least £10 million.

Please select option **YES** - certificate will be provided, **NO** or **N/A** from the drop down menu.

If you indicate by selecting **NO** that your organisation does not have Employer's Liability insurance of at least £10 million and will be unable to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award then you will fail this question and be excluded from this Procurement.

Where a Consortium Tender is being submitted, if the Lead Contact has indicated by selecting **NO** that at least one of the Consortium members does not have Employer's Liability insurance of at least £10 million in place and will be unable to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award where it is successful in this Procurement then it will fail this question and the Tender shall be rejected and disqualified from further consideration in this Procurement.

| Marking Scheme | Evaluation Guidance |
|----------------|---|
| Pass | By selecting YES , you have indicated that your organisation (or each member of your Consortium) has, or will have Employer's Liability insurance of at least £10 million and will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award, OR You have selected option N/A from the drop down menu. |
| Fail | By selecting NO , you have indicated that your organisation or one or more of your Consortium members does not have or will not have Employer's Liability insurance of at least £10 million prior to Contract Award. |

[SQD9] Public Liability Insurance

Please select **YES** or **NO** to indicate whether your organisation has or will have in place Public Liability insurance of at least £10 million and you will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award.

YES - Your organisation has or all members of your Consortium, or will have in place, Public Liability insurance of at least £10 million and you will provide certification prior to Contract Award.

NO - Your organisation or one or more members of your Consortium does not have, and will not have in place, Public Liability insurance of at least £10 million.

[SQD9] Response Guidance

You must indicate whether your organisation has or will have Public Liability insurance of at least £10 million and be able to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award.

Where a Consortium Tender is being submitted, the Lead Contact (on behalf of each member of the Consortium) must provide confirmation that each member of the Consortium has or will have in place prior to Contract Award, Public Liability insurance of at least £10 million. Please select option **YES** or **NO** from the drop down menu.

If you indicate that your organisation does not have Public Liability insurance of at least £10 million and will not be able to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award then you will fail this question and be excluded from this Procurement.

Where a Consortium Tender is being submitted, if the Lead Contact has indicated by selecting **NO** that at least one of the Consortium members does not have Public Liability insurance of at least £10 million in place and will be unable to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award where it is successful in this Procurement then it will fail this question and the Tender shall be rejected and disqualified from further consideration in this Procurement.

| Marking Scheme | Evaluation Guidance |
|----------------|--|
| Pass | By selecting YES , you have indicated that your organisation (or each member of your Consortium) has, or will have Public Liability insurance of at least £10 million and will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award. |
| Fail | By selecting NO , you have indicated that your organisation or one or more of your Consortium members does not have and will not have Public Liability insurance of at least £10 million prior to Contract Award. |

[SQD10] Professional Indemnity Insurance

Please select **YES** or **NO** to indicate whether your organisation has or will have in place Professional Indemnity insurance of at least £1 million and will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award.

- YES** Your organisation or all members of your Consortium has or will have in place Professional Indemnity insurance of at least £1 million and you will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award.
- NO** Your organisation or one or more members of your Consortium does not have and will not have Professional Indemnity insurance of at least £1 million.

[SQD10] Response Guidance

You must indicate whether your organisation has or will have Professional Indemnity insurance of at least £1 million and provide valid in-date certification as evidence of the insurance being in place prior to Contract award.

Where a Consortium Tender is being submitted, the Lead Contact (on behalf of all members of the Consortium) must provide confirmation that each member of the Consortium has or will have in place prior to Contract Award, Professional Indemnity Insurance of at least £1 million.

Please select option **YES** or **NO** from the drop down menu.

If you indicate that your organisation does not have Professional Indemnity insurance of at least £1 million and will not provide valid in-date certification as evidence of the insurance being in place prior to Contract Award then you will fail this question and be excluded from this Procurement.

Where a Consortium Tender is being submitted, if the Lead Contact has indicated by selecting **NO** that at least one of the Consortium members does not have Professional Indemnity insurance of at least £1 million in place and will be unable to provide valid in-date certification as evidence of the insurance being in place prior to Contract Award where it is successful in this Procurement then it will fail this question and the Tender shall be rejected and disqualified from further consideration in this Procurement.

| Marking Scheme | Evaluation Guidance |
|----------------|--|
| Pass | By selecting YES , you have indicated that your organisation (or each member of your Consortium) has or will have Professional Indemnity insurance of at least £1 million and will provide valid in-date certification as evidence of the insurance being in place prior to Contract Award. |
| Fail | By selecting NO , you have indicated that your organisation or one or more of your Consortium members does not have and will not have Professional Indemnity insurance of at least £1 million prior to Contract Award. |

SECTION E – TECHNICAL AND PROFESSIONAL ABILITY

[SQE1(i)] Previous Experience and Comparable Contracts (Contract 1)

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Business Travel Booking and Management Service similar to the scope, scale and complexity of the Services as set out in . Schedule 2, Part A Specification of Requirement for Contract 1,

Please populate the table with the following information relevant to your **first** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE1(ii)] Previous Experience and Comparable Contracts

Please provide a description of the contract referred to in SQE1(i) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in the . Schedule 2, Part A Specification of Requirement for Contract 1

Word count – maximum of 4096 characters (including spaces)

[SQE1(iii)] Previous Experience and Comparable Contracts (Contract 1)

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Business Travel Booking and Management Service similar to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 1.

Please populate the table with the following information relevant to your **second** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE(iv)] Previous Experience and Comparable Contracts

Please provide a description of the contract referred to in SQE1(iii) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 1

Word count – maximum of 4096 characters (including spaces)

[SQE1] Response Guidance

NOTE – this is a PASS/FAIL question. If you cannot or are unwilling to agree to this request at SQE1a you will be unable to continue in this process for this Contract.

You must populate the tables and text boxes within the e-Sourcing Suite with examples of two contracts from the public or private sector that cover similar Services to the scope, scale and complexity of the Services as set out in Schedule 2 Part A Specification Of Requirements for Contract 1 and provide all the information required.

The examples provided must relate to contracts performed in the past **three** years prior to the publication of the OJEU Notice to be valid.

The customer contacts provided must be warned that they may be contacted by the Contracting Authority, as the Contracting Authority reserves the right to verify the accuracy of the contract details provided.

The contracts provided must clearly and unambiguously fall within the scope of the requirement and clearly demonstrate your experience in delivering a Business Travel Booking and Management Service.

Examples of contracts awarded under Framework Agreements through the call-off contracts will be considered valid, but Framework Agreements themselves will NOT be considered valid.

The customer contacts provided must not be employed or appointed by your organisation or from within your associated group of companies within the past 3 years prior to the publication of the OJEU Contract Notice.

The response may cover situations where your organisation was acting as a prime contractor, a sub-contractor or part of a Consortium.

Word count – maximum of 4096 characters (including spaces)

| Marking Scheme | Evaluation Guidance |
|----------------|--|
| Pass | You <u>have</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity. |
| Fail | You <u>have not</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity OR You have not provided a response to this question. |

[SQE2(i)] Previous Experience and Comparable Contracts (Contract 2 or Contract 3)

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Business Travel Booking and Management Service similar to the scope, scale and complexity of the Services as set out in . Schedule 2, Part A Specification of Requirement for Contracts 2 or 3

Please populate the table with the following information relevant to your **first** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE2(ii)] Previous Experience and Comparable Contracts

Please provide a brief description of the contract referred to in SQE2(i) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in the . Schedule 2, Part A Specification of Requirement for Contracts 2 or 3

Word count – maximum of 4096 characters (including spaces)

[SQE2(iii)] Previous Experience and Comparable Contracts

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Business Travel Booking and Management Service similar to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contracts 2 and 3.

Please populate the table with the following information relevant to your **second** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE2(iv)] Previous Experience and Comparable Contracts

Please provide a brief description of the contract referred to in SQE2(iii) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contracts 2 and 3 .

Word count – maximum of 4096 characters (including spaces)

[SQE2] Response Guidance

NOTE – this is a PASS/FAIL question. If you cannot or are unwilling to agree to this request at SQE2a you will be unable to continue in this process for this Contract.

You must populate the tables and text boxes within the e-Sourcing Suite with examples of two contracts from the public or private sector that cover similar Services to the scope, scale and complexity of the Services as set out in Schedule 2 Part A Specification Of Requirements for Contracts 2 and 3 and provide all the information required.

The examples provided must relate to contracts performed in the past **three** years prior to the publication of the OJEU Notice to be valid.

The customer contacts provided must be warned that they may be contacted by the Contracting Authority, as the Contracting Authority reserves the right to verify the accuracy of the contract details provided.

The contracts provided must clearly and unambiguously fall within the scope of the requirement and clearly demonstrate your experience in delivering a Business Travel Booking and Management Service.

Examples of contracts awarded under Framework Agreements through the call-off contracts will be considered valid, but Framework Agreements themselves will NOT be considered valid.

The customer contacts provided must not be employed or appointed by your organisation or from within your associated group of companies within the past 3 years prior to the publication of the OJEU Contract Notice.

The response may cover situations where your organisation was acting as a prime contractor, a sub-contractor or part of a Consortium.

Word count – maximum of 4096 characters (including spaces)

| Marking Scheme | Evaluation Guidance |
|----------------|--|
| Pass | You <u>have</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity. |
| Fail | You <u>have not</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity OR You have not provided a response to this question. |

[SQE3(i)] Previous Experience and Comparable Contracts (Contract 4)

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Meeting and Conference Venue Service similar to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 4.

Please populate the table with the following information relevant to your **first** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE3(ii)] Previous Experience and Comparable Contracts

Please provide a description of the contract referred to in SQE3(i) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 4

Word count – maximum of 4096 characters (including spaces)

[SQE3(iii)] Previous Experience and Comparable Contracts

The Contracting Authority shall assess your organisation's technical and professional ability to provide a Meeting and Conference Venue Service similar to the scope, scale and complexity of the Services as set out Schedule 2, Part A Specification of Requirement for Contract 4.

Please populate the table with the following information relevant to your **second** contract example:

- Name of customer organisation
- Customer contact name
- Email or telephone number
- Contract start date
- Completion date

[SQE3(iv)] Previous Experience and Comparable Contracts

Please provide a description of the contract referred to in SQE3(iii) describing your technical capability to deliver similar Services to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 4

Word count – maximum of 4096 characters (including spaces)

[SQE3] Response Guidance

NOTE – this is a PASS/FAIL question. If you cannot or are unwilling to agree to this request at SQE3a you will be unable to continue in this process for this Contract.

You must populate the tables and text boxes within the e-Sourcing Suite with examples of two contracts from the public or private sector that cover similar Services to the scope, scale and complexity of the Services as set out in Schedule 2, Part A Specification of Requirement for Contract 4 and provide all the information required.

The examples provided must relate to contracts performed in the past **three** years prior to the publication of the OJEU Notice to be valid.

The customer contacts provided must be warned that they may be contacted by the Contracting Authority, as the Contracting Authority reserves the right to verify the accuracy of the contract details provided.

The contracts provided must clearly and unambiguously fall within the scope of the requirement and clearly demonstrate your experience in delivering Meeting and Conference Venue Services. Examples of contracts awarded under Framework Agreements through the call-off contracts will be considered valid, but Framework Agreements themselves will NOT be considered valid.

The customer contacts provided must not be employed or appointed by your organisation or from within your associated group of companies within the past 3 years prior to the publication of the OJEU Contract Notice.

The response may cover situations where your organisation was acting as a prime contractor, a sub-contractor or part of a Consortium.

Word count – maximum of 4096 characters (including spaces)

| Marking Scheme | Evaluation Guidance |
|-----------------------|--|
| Pass | You <u>have</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity. |
| Fail | You <u>have not</u> provided <u>two</u> contract examples which clearly and unambiguously demonstrate that you have comparable experience of <u>successfully delivering</u> services of similar scope, scale and complexity OR You have not provided a response to this question. |