

**PRE QUALIFICATION QUESTIONNAIRE**

**FOR MOBILE WORKING SOLUTION & ASSOCIATED SERVICES**

**Date Of Issue: 4th April 2016**

**Return Date: 6th May 2016**

**PRE QUALIFICATION QUESTIONNAIRE FOR A MOBILE WORKING SOLUTION**

**NOTES FOR PROSPECTIVE TENDERERS**

This questionnaire sets out the information that Fortis Living deems relevant to select partners who will be invited to submit a proposal for a Mobile Working solution contract.

Applicants should complete this document and it is important to respond using the question numbers, retaining the same order. Please also note that responses can be either emailed in or sent in.

If the response is to be made by a company, which is part of a group, the details supplied shall be relevant to the company, which will carry out the work and **NOT** the group.

The completed questionnaire submitted by the due date will be evaluated via pass/fail and scored questions. A number of the questions are pass/fail and if your submission does not meet the minimum standard you will automatically fail the PQQ.

A number of the questions are simply for information only, providing Fortis Living with background on your business and confidence that you have the ability to deliver. A number of questions are also scored (these will be scored by a panel selected from the wider Mobile Working Steering Group).

Fortis Living intends to take through to Statement of Requirements (SoR) stage any contractor passing all questions within this PQQ document and scoring in the **top five (5)** of all submitted PQQ responses. Fortis intends not to take any more than five (5) suppliers through to the SoR stage but this number may be reduced due to response quality received.

The generic scoring matrix is set out below; the full evaluation/scoring matrix can be issued on request. Please be aware that if any of your entries score a '0' (Fail) you will automatically fail this PQQ and Fortis Living will not continue with any further scoring. All pass/fail sections will be assessed by Fortis Living's Procurement Manager with support from selected others, namely our Director of Information, Risk & Business Support. For those PQQs which pass such tests, the remaining questions will be scored.

|  |  |
| --- | --- |
| **Criteria** | **Score** |
| **Exceptional**Demonstrates strengths, no errors, weaknesses or omissions and exceeds expectations in some or all respects. | **5** |
| **Good**The standard of evidence fully meets expectations. | **4** |
| **Satisfactory**The evidence is acceptable but with some minor reservations. | **3** |
| **Doubtful**The evidence is in part acceptable but with some major reservations. | **2** |
| **Poor**The evidence is deficient in certain areas where the details of relevant evidence require the reviewer to make large assumptions. | **1** |
| **Rejected**Evidence is unacceptable or non-existent, or there is a failure to properly address any issue. | **Fail (0)** |

Fortis Living intends to take through to the Statement of Requirements (SoR) stage a **maximum** of five (5) suppliers [extendable by one if the scores between fifth and sixth are very tight, less than 2% between the scores].

Any questions regarding this questionnaire should be directed to:

**Richard Orders (Procurement Manager)**

**Tel: 01905 670124**

**Email:** **rorders@fortisliving.com**

Information contained within the completed PQQ will be contractual information; the PQQ will form part of the contract documents for appointed parties. Any errors within the PQQ may therefore be regarded as a breach of contract. Utmost care should therefore be taken to ensure the accuracy of all information. Any information, which at the time of submission is provisional, should be carefully marked as such.

The questionnaire **MUST** be returned by **12 Noon** **6th** **May 2016.** You can either submit your PQQ response in writing to: **Fortis Living, Festival House, Grovewood Road, Malvern WR14 1GD** or via email to Richard Orders at **rorders@fortisliving.com**

**PURPOSE OF THIS DOCUMENT**

Fortis Living requires the information sought in this questionnaire from suppliers responding to the OJEU notice number **2016-041004**, with relation to ourrecent Competitive Dialogue notice.

Responses to the Pre Qualification Questionnaire (PQQ) will be used in the first step of selecting suppliers to participate further.

This is a competitive procurement conducted in accordance with the Competitive Dialogue Procedure, under the EC Services Directive, as implemented under UK Public Contracts Regulations 2015.

As an organisation that has expressed an interest in tendering for the requirements set out in this PQQ document and the OJEU Notice, this PQQ will assess as a minimum your:

* Technical and/or professional capability;
* Financial and economic strengths; and;
* Eligibility.

**If you have already completed a standard PQQ either set and approved by the UK central government or the European Union i.e. European Single Procurement Document under Regulations 59 then please provide evidence of the acceptance of this by whichever authorised institution. By providing this evidence your organisation will automatically will pass the first part of the PQQ. If you have not already completed this (which in the main will cover the majority of section 1-7) then you must complete this in full, failure to do so will be automatic failure. If you believe your standard PQQ response only covers part of section 1-7 then we will expect you to answer the remaining questions.**

**As in lines with the latest EU Procurement Legislation, failure to provide evidence, or if different evidence is provided or ‘come across’ later on in this process your submission will automatically be failed, however far down the process we may be.**

# INTRODUCTION AND BACKGROUND

Responses to the PQQ will be used in the first step of selecting suppliers to tender for the **Mobile Working Solution & Associated Services** throughout our Housing Group. Selected suppliers will be invited to participate further in the procurement, up to a maximum of five (5).

Fortis Living is a recently formed organisation which unites Festival Housing (FH) and Worcester Community Housing (WCH). Fortis Living brings together two strong, vibrant housing associations with almost 15,000 homes across (mainly) the counties of Worcestershire and Herefordshire. Fortis has an ambition to be recognised as the leading housing brand for customers, partners, stakeholders and communities across our operating region. We are building a robust social housing business which has its roots firmly in the local community.

The newly formed Fortis Living Group consists of Festival Housing Ltd, Worcester Community Housing Ltd and Fortis Property Care Ltd (the in-house maintenance contractor).

Fortis Living is seeking to identify suitable suppliers who have the appropriate skills, software, track record and project management capability to implement, manage and maintain our mobile working solution Group-wide.

Fortis Living is looking for a partner to undertake all aspect of the mobile working implementation alongside our in-house IT teams. The mobile working solution must once implemented help drive far greater levels of efficiency through our in-house contractor Fortis Property Care (FPC). FPC currently deliver repairs and planned works to over 22,000 properties throughout mainly Worcestershire and Herefordshire, plus additional properties in: the West Midlands, Gloucestershire, Warwickshire and Shropshire, stock held in both rural and urban locations.

Fortis’s vision for the ultimately successful partner and software is that of embracing greater mobility for all users across the organisation. It is envisaged that a new mobile solution will be deployed across the organisation enabling our front line staff to have a holistic view of the customer on a mobile device leading to an:

* Increase in first time fix;
* Increase in productivity;
* Increase in customer satisfaction;
* Increase in resource availability;
* Increase in appointments made and kept;

Fortis envisage a mobile solution that is capable of delivering the following:

* Provide front-line workers with a 360 degree customer profile;
* Clearly displayed information on known vulnerabilities, disabilities, special communication needs;
* Access lists of tasks;
* Receive visit requirements from CRM/Contact Management;
* Ability to allocate tasks to specialist teams (i.e. affordable warmth/debt)
* Ability to conduct activity on behalf of the customer through the dashboard (i.e. pay rent, raise repair requests, etc);
* Contact other users, using messaging, call and video calls;
* Prompt users to action based on the individual clients;
* Offline functionality; and;
* Geo-location to identify customers in the local vicinity.

The current IT landscape within Fortis Living and Fortis Property Care looks like this (any highlighted in bold are critical to the success and implementation of this project):

|  |  |
| --- | --- |
| **Application Name** | **Application Function** |
| **Capita OpenHousing** | **Housing Management System**  |
| **Capita OpenContractor** | **Responsive Repairs and Planned Works** |
| **Kirona DRS** | **Responsive Repairs and Planned Works** |
| Omfax | Repairs Diagnostics |
| OpenAccounts | Finance |
| Capita Payments | Payments |
| Capita Insight | Reporting Tools |
| Hometrak GIS | GIS |
| Capita Swordfish | EDRMS |

Historically Fortis has used Capita Open Mobile for our Mobile Working solution this is obviously the solution we are replacing through this tender process. As well as those mentioned in the above table Fortis runs the full suite of Microsoft Office products (2013).

The contract term will be, initially, for five (5) years, so the potential total cost of ownership over this period will be approximately **£1,000,000** (including hardware).

The PQQ stage will assess experience, past performance and a high-level compliance for inclusion in a Competitive Dialogue tender list followed by a more detailed cost/quality based evaluation via a Statement of Requirements (SoR).

Outline Timetable for the procurement, this will be updated in the SoR document(s):

|  |  |
| --- | --- |
| **Action/Stage** | **Deadline/Period** |
| OJEU Contract Notice Published: | **1st April** |
| Request for Participation Period: | **4th April – 4th May** |
| PQQ Issued: | **From 4th April** |
| PQQ Deadline: | **6th May (12 Noon)** |
| PQQ Evaluation Period Ends: | **10th May** |
| Issue Statement of Requirements to successful suppliers: | **11th May** |
| Issue Proposed Contract: | **20th May** |
| Dialogue Period – Presentations & Workshops: | **31st May – 10th June** |
| Tender Response: | **24th June** |
| Tender Evaluation Period 1 (Shortlisting Top 3): | **8th July** |
| Tender Update Period Closes: | **22nd July** |
| Final Call to Tender Issued: | **25th July** |
| Final Tender Response: | **5th August** |
| Reference Site Visits: | **W/C 8th August** |
| Tender Evaluation Period 2: | **19th August** |
| Contract Award Notice Issued: | **22nd August** |
| Contract Standstill Period: | **22nd August – 1st September** |
| Contract Implementation Begins: | **From 1st September** |

## Note: Fortis Living reserves the right to vary this timetable at its sole discretion.

## Consortia and Subcontracting

Where a consortium or sub-contracting approach is proposed, all information requested should be given in respect of the proposed prime contractor or consortium leader. Relevant information should also be provided in respect of consortium members or sub-contractors who will play a significant role in the delivery of services or products under any ensuing contract. Responses must enable Fortis Living to assess the overall service proposed. Where the proposed prime contractor is a special purpose vehicle or holding company, information should be provided of the extent to which it will call upon the resources and expertise of its members.

Fortis Living recognises that arrangements in relation to consortia and sub-contracting may be subject to future change. Contractors/suppliers should therefore respond in the light of such arrangements as are currently envisaged.

Please provide details of the proportion of any contract awarded under this contract that the prospective Contractor proposes to subcontract.

Reference site visits, demonstrations and presentations will be requested at a later stage of this OJEU process.

## Queries about the Procurement

Fortis Living will not enter into detailed discussion of the requirements at this stage; we consider that we have provided all necessary and known information possible within this document.

Any questions about the procurement should be submitted by email to the lead contact stated in Page 3 - Fortis Living's Procurement Manager.

If Fortis Living considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all contractors/suppliers who have responded, provided such action would not compromise the competitive advantage of any individual contractor asking the question.

All responses received and any communication from contractors/suppliers will be treated in confidence.

## Supplier Contact Point

Suppliers have been asked to include a single point of contact in their organisation for their response to the PQQ. Fortis Living shall not be responsible for contacting the supplier through any route other than the nominated contact. The supplier must therefore undertake to notify any changes relating to the contact promptly.

## Timetable

Responses must be received by **12:00 noon 6th May 2016**. Responses received after this date will be disregarded, except if it can be proved by the contractor that the document was sent in time and it was a technical/third party issue which caused the delay.

## Responses

All PQQ responses can be emailed in to **rorders@fortisliving.com** or in writing to: **Fortis Living, Festival House, Grovewood Road, Malvern, Worcestershire WR14 1GD**.

**EVALUATION APPROACH**

## Supplier Selection

The objective of the selection process is to assess the responses to the PQQ and select appropriate contractors/suppliers to proceed to the next stage of the procurement.

Selection criteria will be a combination of both financial and non-financial factors on which the company will be marked on a pass/fail basis considering the following:

1. **Supplier Acceptability** – status of supplier in relation to Regulation 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015.
2. **Economic and Financial Standing** – the supplier must be in a sound financial position to participate in a procurement of this size as set out in Regulation 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015. This will entail independent financial checks; failed financial record checks will mean automatic failure.
3. **Supplier Track Record** - The contractor/supplier must be able to demonstrate a successful track record of providing similar services to those listed in the Official Journal of the European Union (OJEU) notice as set out in Regulations 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015.
4. **Supplier Capacity and Capability** – Assessment of the totality of resources and core competences available to the supplier(s).

Failure to provide a satisfactory response to any of the questions may result in Fortis Living not proceeding further with the supplier. The information supplied will be checked for completeness and compliance before responses are evaluated.

Evaluation of subsequent stages will be undertaken in accordance with the overall Evaluation Strategy for the project. The high level Evaluation Criteria for the project are as follows:

* Experience in working in a social housing environment and specific projects
* Company Structure
* Legislation Compliance
* Quality Assurance
* Financial Standing
* Insurance
* References
* Experience and Staff Experience
* Data Protection
* Health and Safety
* Sustainability and Operational Benefit to the Local Economy
* Equal Opportunities, Staff Development and Welfare
* Environmental Issues

Where in the opinion of Fortis Living the response is inadequate the supplier may be excluded from further consideration. Fortis Living intends to award the overall contract based on the Most Economically Advantageous Tender (MEAT) basis.

**PRE QUALIFICATION QUESTIONNAIRE**

**FOR PROFESSIONAL & SOFTWARE SERVICES**

**These questions comprise a mixture of Information Only, Pass/Fail Questions and Scored Questions (the scoring for each section is shown below, maximum 5 points per scored question). To be able to move forward to the ITT stage of the OJEU process your organisation must be in the top five (5) of submitted responses. Fortis reserves the right to increase or decrease this number as required through the process due to very tight scores between successful suppliers. To achieve this standard you must successfully complete all required sections, pass all Pass/Fail questions and score in the top five (5) of the scored responses. If you are unsuccessful, Fortis will provide debrief details as to why, although no promise can be placed on when we will provide these details.**

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**Section 9: DECLARATION**

**1. COMPANY DETAILS**

**NOTE:** Please fill in all shaded sections, as appropriate, and return in accordance with the instructions held within the final page of this document. The other information within the question boxes relates to the scoring mechanism.

|  |  |
| --- | --- |
| **1.1** Full name of company (plus trading name/s)? | *Information Only* |
|  |

**NOTE:** Include any previous registered names over the last five (5) years, as appropriate.

|  |  |
| --- | --- |
| **1.2** Address of registered office? | *Information Only* |
|  |
| **1.3** Legal Status (e.g. partnering, private, limited company)? | *Information Only* |
|  |
| **1.4** Date of incorporation, formation of partnership or commencement of business? | *Information Only* |
|  |
| **1.5** Principal place of business, if different from above? | *Information Only* |
|  |
| **1.6a** Company registered number? | *Information Only* |
|  |
| **1.6b** Date of registration: |  |
| **1.7** Registered VAT number? | *Information Only* |
|  |
| **1.8** If the organisation is a member of a group of companies, please give the name, address and registered number of the holding company? | *Information Only* |
|  |
| **1.9** Is your company a subsidiary of another company? | *Information Only* | YES/NO |
| If Yes: Please provide details of your holding/parent company: |
|  |
| **1.10** Name, position and contact details of the principal person dealing with this project? | *Information Only* |
| Name: |  |
| Position: |  |
| Address: |  |
| Telephone Number: |  |
| Mobile Number: |  |
| Email Address: |  |
| **1.11** Brief description of main areas of business of your organisation, including a description of parent company and associated companies, if appropriate? [maximum 400 words] | *Information Only* |
|  |
| **1.12** Are there any grounds for rejection as set out at Regulation 23 of the Public Contracts Regulations 2006 applicable to the tendering contractor/supplier?  | *Pass/Fail* | YES/NO |
| If Yes: Please state details explaining the grounds, we may require further information? |
| **1.13** Please provide details of your organisation’s Executive Directors/Partner (append extra sheet if necessary):  | *Information Only* | YES/NO |
| Name: | Qualifications: | Location/Based: | Responsibilities: |
|  |  |  |  |
| **1.14** Has any of your organisation’s Executive Directors/Partners (stated above) been disqualified from running a business in the last five (5) years?  | *Pass/Fail* | YES/NO |
| If Yes: please provide full details: |
| **1.15** Is your company a consortium, joint venture or other arrangement? | *Information Only* | YES/NO |
| If Yes: Please provide details of the constitution and percentage shareholdings, if available: |

**2. FINANCIAL INFORMATION**

**NOTE:** If the Tendering Organisation is a subsidiary of a Group, the information must be provided for both the subsidiary and the ultimate parent. A financial check may be run on all parties; this may have an implication on your success.

**NOTE:** To successfully pass the financial turnover requirement you must have a company turnover of more than £2,000,000 per annum (approximately two (2) times contract value on an averaged based over the last two (2) financial years). Fortis Living will also run a credit check (via www.creditgate.com or equivalent) as part of the financial verification process and a pass will be dependent upon the data therein, as a minimum a credit score of 50 or more must be scored.

|  |  |
| --- | --- |
| **2.1** Please enclose details of the audited annual reports and accounts for each of the last three (3) years, or for less if trading for less time. Profit and Loss Accounts and Balance Sheets are the minimum requirements for each year.We reserve the right to request additional financial information, including prior year accounts, and to obtain independent financial assessments and credit checks.We will assess this information against the tests set out on Page 16 on a pass/fail basis as indicated on that page. | *Pass/Fail* |
|  |
| **2.2** Please indicate your last three (3) years audited trading position (latest year first); or for less if trading for less time? | *Pass/Fail* |
| **YEAR****(or longer if 2014 details aren't available)** | **2013/14** | **2012/13** | **2011/12** |
| **Turnover** |  |  |  |
| **Net Profit (Loss)\*** |  |  |  |
| *\* Profit (Loss) is to be the net figure before taxation.* |
|  **2.3** Name, address, email, telephone number of your banker. Please provide letter of authority allowing Fortis Living to contact your bank for release of details? | *Information Only* |
| Name: |  |
| Position: |  |
| Address: |  |
| Telephone Number: |  |
| Email Address: |  |
| **2.4** If the information requested at 2.1 and 2.2 cannot be provided, a statement of the contractor's cash flow forecast for the current year and a bank letter outlining the current cash and credit facility position. | *Pass/Fail* |
|  |
| **2.5** Is your organisation currently subject to investigation by government or other accountants for suspected financial weakness or business malpractice?  | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.6** Has your organisation during the three (3) last years: suffered a deduction for liquidated and ascertained damages in respect of any contract? | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.7** Has any contract been terminated within the last three (3) years? | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.8** Have you been involved in any other companies, which provide services to any part of the Fortis Living Group within the last two (2) years? | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **2.9** Have you had Directors with relatives who have been or who are presently Members or employees of any part of the Fortis Living Group, within the last 12 months?  | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **2.10** Provide details of insurance broker(s), insurance held (including £ value), policy number and the end date for the following cover: | *Pass/Fail* |
| **2.10.1** Employer's Liability Insurance (minimum £10 million): |
| **2.10.2** Public Liability (Third Party) Insurance (minimum £10 million): |
| **2.10.3** Professional Indemnity (minimum £5 million): |

**NOTE:** Please provide copies as evidence within your submission. If your insurance is less than the stated values and you have not provided evidence you can secure the required levels of insurance cover, you will be automatically failed.

|  |  |  |
| --- | --- | --- |
| **2.11** Please state whether there are any outstanding insurance claims against your organisation?  | *Information Only* | YES/NO |
| If Yes: Please provide details: |

**Basis for Financial Assessments:**

In the analysis of your financial history/trading we will undertake the following tests:

**1. Gearing** **Total Borrowing/Total Assets A pass is based upon gearing <50%**

(Borrowing is considered to be: bank overdraft/loans, hire purchase agreements etc.).

(Assets considered to be – fixed assets and current assets (debtors, cash at bank and in hand, stock etc.)).

**2. Liquidity Ratio Current Assets/ Liabilities A pass is based upon a ratio > 1:1**

(Current assets considered to be debtors, cash at bank and in hand, stock etc.).

(Current liabilities are considered to be those amounts due within one year).

**3. Profitability** **A pass is based upon profitable trading**

A review based upon all accounts submitted. The business should have traded at a profit or with a profitable trend over the accounting periods evidenced; otherwise further financial data would be sought to evidence business stability.

**N.B.** The latest set of accounts is used for the purpose of gearing & liquidity test.

**4. An Equifax/Creditgate check is also undertaken and a pass will be dependent upon the data and ratings therein.**

**3. PRINCIPAL CONTRACTOR**

|  |  |  |
| --- | --- | --- |
| **3.1** Your organisation is bidding to provide the services required without any subcontractor(s)? | *Information Only* | YES/NO |
| **3.2a** Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some/most of the services? | *Information Only* | YES/NO |
| **3.2b If you answered Yes to a, above, then please identify any proposed subcontractors/partners and their roles below which you intend to use or have used on similar projects (Fortis is looking for relevant knowledge, experience and expertise), if you answer b you must also answer c:** | **Scored**(If answer Yes to 3.1 & No to 3.2a; 3.2b will score 5) |
| Organisation name, address & Contract details: | Service provision responsibility: | How do you ensure suitability and management: | Partnership length: |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **3.2c** What proportion of the proposed contract which you would intend to possibly subcontract (*please note that further details of any subcontractors may be requested at future stages of this procurement process*)? | *Information Only* |
| *%* |

**4. EQUALITY AND DIVERSITY**

|  |  |  |
| --- | --- | --- |
| **4.1** Do you have an Equality and Diversity Policy? | *Pass/Fail* | Yes/No |
| If Yes: Please provide us with a copy. | *Enclosed?* |
| **4.2** Is it your policy to comply with the Equality Act 2010? (*Evidence may be sort in the future*) | *Pass/Fail* | Yes/No |
| **4.3** Has any judgement been made against you by a Court or Independent Tribunal for unlawful discrimination on the following grounds: Race, Age, Disability/Life Limiting Illness, Sexual Orientation, Gender, or Religion/Belief?  | *Pass/Fail* | Yes/No |
| **4.4** In the last three (3) years, has your organisation been the subject of formal investigations by the Equality & Human Rights Commission [EHRC] on grounds of alleged unlawful discrimination? | *Pass/Fail* | Yes/No |
| **4.5** If the answer to Q4.3 is Yes, or in relation to Q4.4 the Commission made a finding adverse to your organisation what steps did you take as a consequence of that finding? | *Pass/Fail* *(if applicable)* |
|  |
| **4.6** Have you or any of your employees taken part in Equality training during the last 12 months? | *Information Only* | Yes/No |
|  | **Number (%)** |  |
| 1. **Directly Employed Staff**
 | % | Yes/No |
| 1. **Indirect Staff (Subcontracts)**
 | % | Yes/No |
| If No: Is there any training planned? |
| **4.7** Over the previous 12 months has your organisation had any complaints of unfair treatment made against it by any members of the public or staff? | *Information Only* | Yes/No |
| If Yes: Enter the number of cases over this period? |  |
| If Yes: How many did you find to be justified? |  |
| **4.8** Does your organisation monitor recruitment and selection decisions? | *Information Only* | Yes/No |
| If Yes: Please provide details: |
| **4.9** Does your organisation have a Recruitment Policy, or equivalent, encouraging the advertisement of vacancies locally? | *Information Only* | Yes/No |
| If Yes: Please provide details and a policy document: |
| **4.10** Does your organisation make available any relevant legislative information and any suitable advice to assist with the employment of people with disabilities/life limiting illness? | *Information Only* | Yes/No |
| If Yes: Please provide details: |
| **4.11** Does your organisation have in place a policy to ensure buildings and facilities are accessible to all including people with disabilities, limited mobility and children where necessary/practicable? | *Information Only* | Yes/No |
| If Yes: Please provide details: |

**5. QUALITY**

|  |  |  |
| --- | --- | --- |
| **5.1** Does your organisation have any formal, documented quality management system? | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with any copies as evidence: | *Enclosed?* |
| **5.2** If Yes to 5.1 above, is the scheme externally certified? E.g. ISO 9001, PQASSO etc. | *Pass/Fail* | YES/NO |
| If Yes: Please provide evidence and who conducts the external certification: | *Enclosed?* |
| **5.3** How many client/customer complaints did you receive during the last year (2015)? | *Information Only* |
|  |
| **5.4** Do you have a formal complaints procedure to deal effectively with client/customer complaints? | YES/NO |
| **5.5** Fortis Living fully complies with The Bribery Act 2010. Please confirm that all key employees are aware of the Act and of its implications? | *Pass/Fail* | YES/NO |
| **5.6** Do you have Investor In People (IIP) qualification? | *Information Only* | YES/NO |
| If Yes: When did you first obtain it? |  |
| If Yes: Please provide us with any copies as evidence: | *Enclosed?* |

**6. HEALTH AND SAFETY**

|  |  |  |
| --- | --- | --- |
| **6.1** Do you have a Health and Safety policy? | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with a copy. | *Enclosed?* |
| **6.2** Provide a summary of your organisation's Health & Safety record over the past three (3) years, including details of any notifiable accidents, prosecutions, or notices issued by the HSE that have occurred during this period? | *Pass/Fail* |
| **RIDDOR STATISTICS*****(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)***  |
| **YEAR** | **2015** | **2014** | **2013** |
| Number of employees: |  |  |  |
| Total hours worked (million): |  |  |  |
| Fatalities: |  |  |  |
| Number of major injuries: |  |  |  |
| Number of other injuries (three (3) days): |  |  |  |
| Dangerous occurrences: |  |  |  |
| **Prohibition notices:** |  |  |  |
| **Improvement notices:** |  |  |  |
| **Prosecutions:** |  |  |  |
| **Reportable accidents to RIDDOR:** |  |  |  |
| Fatal injury rate AFR: |  |  |  |
| Non fatal major injury rate AFR: |  |  |  |
| Over three (3) day injury rate AFR: |  |  |  |
| Total accident rate AFR: |  |  |  |
| Accident incident rate: |  |  |  |

**NOTE:** Any HSE Notices which are not declared within the returned table, above, but are shown on the HSE website will mean automatic failure. Further evidence may be sort in relation to HSE Notices.

***Numbers should include - Staff/Direct Employees***

***AFR:*** *Number of Accidents per 100,000 hours worked.*

***Accident Incident Rate:*** *Number of Accidents per 100,000 Employees.*

***Reportable Injury:*** *Major Injury (Hospitalisation for 24 hours or more).*

***Other:*** *More than three (3) days off work, not including the day of the accident.*

|  |  |  |
| --- | --- | --- |
| **6.3** Do you have a Safety Officer? | *Information Only* | YES/NO |
| If Yes: What is the nature of this person's role including any qualifications? |
| **6.4** Do you organisation train its staff in Health and Safety? | *Information Only* | YES/NO |
| **6.5** Do you organisation routinely carry out Health and Safety Risk Assessments? | *Information Only* | YES/NO |
| **6.6** Do you organisation have an accident reporting system? | *Information Only* | YES/NO |

**7. REFERENCES**

|  |  |
| --- | --- |
| **7.1** **Please provide below details of a minimum of three (3) clients for whom your organisation has undertaken relevant recent projects. For each project, state the following:**  | **Scored** |
| **Project One** |
| **7.1.1** Project Title: |  |
| **7.1.2** Description of the Project [No more than 100 words]: |  |
| **7.1.3** Project Status e.g. Complete, In-Progress: |  |
| **7.1.4** Project Dates: |  |
| **7.1.5** Project Value: |  |
| **7.1.6** Client/Organisation: |  |
| **7.1.7** Contract Name: |  |
| **7.1.8** Contract Address: |  |
| **7.1.9** Contact Telephone Number: |  |
| **7.1.10** Contact Fax Number: |  |
| **7.1.11** Contact Email Address: |  |

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| --- |
| **Project Two** |
| **7.2.1** Project Title: |  |
| **7.2.2** Description of the Project [No more than 100 words]: |  |
| **7.2.3** Project Status e.g. Complete, In-Progress: |  |
| **7.2.4** Project Dates: |  |
| **7.2.5** Project Value: |  |
| **7.2.6** Client/Organisation: |  |
| **7.2.7** Contract Name: |  |
| **7.2.8** Contract Address: |  |
| **7.2.9** Contact Telephone Number: |  |
| **7.2.10** Contact Fax Number: |  |
| **7.2.11** Contact Email Address: |  |

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| **Project Three** |
| **7.3.1** Project Title: |  |
| **7.3.2** Description of the Project [No more than 100 words]: |  |
| **7.3.3** Project Status e.g. Complete, In-Progress: |  |
| **7.3.4** Project Dates: |  |
| **7.3.5** Project Value: |  |
| **7.3.6** Client/Organisation: |  |
| **7.3.7** Contract Name: |  |
| **7.3.8** Contract Address: |  |
| **7.3.9** Contact Telephone Number: |  |
| **7.3.10** Contact Fax Number: |  |
| **7.3.11** Contact Email Address: |  |

**NOTE:** Fortis Living may elect to contact any of the given organisations for a reference; one or two of these references will be used to visit later on in the assessment process.

**8. PROJECT SPECIFIC QUESTIONS**

### NOTE: Wherever possible please ensure that examples used to support answers:

* Refer to current or recent (within last 2 years) implementation of Mobile Working solution or system comprising at least 90 % of the functional areas listed in the background information.
* Refer to standalone implementations, supporting >6,000 properties and >10,000 customers/tenants.
* Refer to implementations and integrations to Capita’s Open Housing software suite including Open Contractor and Kirona’s DRS scheduling solution.
* Refer to integrations with Microsoft products where data exports are made, and where user authentication is required.

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| --- | --- |
| **8.1** Please identify any business activities currently or historically undertaken which you consider demonstrates experience and expertise in the supply of a Mobile Working solution, and associated services, of a similar functional scope to that required by Fortis Living. This must include CRM, integrated workflow capability and e-services, including channel shifting; highlighting innovation and improvement in performance as well as value for money (VFM). [word count 300] | *Pass/Fail* *NB: If you are unable to prove experience you will automatically fail* |
|  |
| **8.2** Your organisation must have a current solution/platform which provides device independence? [available current solution must be useable and scalable on any of the common operating platforms: Apple IOS, Android or Windows Mobile]. | Pass/Fail  | Yes/No |
|  |
| **8.3** Your organisation must have a current solution that enables real time bi-directional integration with back office systems.  | Pass/Fail  | Yes/No |
|  |
| **8.4** Your organisation must have a current solution that integrates with the Kirona DRS Scheduling System.  | Pass/Fail  | Yes/No |
|  |
| **8.5** Your organisation must have a current solution that would enable bespoke integration with back office APIs and Web Services. *Further details will be required through the SoR stages.* | Pass/Fail  | Yes/No |
|  |

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| --- | --- |
| **8.6** Please provide details of your project management experience and expertise in relation to similar requirements as well as the methodology used supported by relevant recent examples. [word count 300] | **Scored** |
|  |
| **8.7** Please state the approximate number of your staff who are engaged in the specific type of work involved in the contract for which you are applying. | **Scored** |
|  |
| **8.8** Please provide details of relevant qualifications and experience of key management and support staff having responsibility for the Mobile Working solution and associated services contract.  Your response should include details of who are considered experts in the fields of Mobile Working implementation/support, integration services and information management/reporting. You should demonstrate how successful implementations have been, with appropriate case studies. [word count 500] | **Scored** |
|  |
| **8.9** Please provide details of your experience of delivering a training/implementation strategy for a similar service across a geographically spread out organisation; your response should include how training is delivered, how you measure the success of training delivered by you/the client, where the ‘train the trainer’ approach has been adopted and opportunities for blended training e.g. online training. [word count 300] | **Scored** |
|  |
| **8.10** Please provide details of management or other resources available that are considered relevant to the Mobile Working solution and associated services requirement. [word count 300] | **Scored** |
|  |
| **8.11** Please demonstrate how you have resourced a similar contract in the past and state what formal controls or processes your company has in place to manage competing priorities whilst ensuring the continuity of consultants. Please demonstrate how you have managed conflicting demands on staff, expertise levels and availability in the past when simultaneously managing several large-scale projects. [word count 300] | **Scored** |
|  |
| **8.12** Please identify any business activities, currently or historically undertaken which you consider demonstrates experience and the ability to reduce the clients’ carbon footprint, time spent in the office or other savings associated with the implementation of a new Mobile Working solution. [word count 300] | **Scored** |
|  |
| **8.13** Please provide details to demonstrate your experience of continually improving the service on similar service arrangements including :* Evidence in improving quality, service delivery on time and saving costs through innovations;
* Evidence of working with a client to achieve upper quartile performance;
* Evidence of addressing current legislative changes e.g. Universal Credit with proactive solutions; future proofing for voluntary Right to Buy/Pay to Stay etc;
* Evidence in supporting digital inclusion/channel shifting agendas;
* Evidence of innovation across the total solution.

[word count 300] | **Scored** |
|  |
| **8.14** Please provide details to demonstrate your experience of continually improving the service you provide on similar service arrangements including:* Evidence of performance measurement techniques that you use to manage and improve your business and service to customers. [word count 300]
 | **Scored** |
|  |
| **8.15** Please provide details and copies of certification of any quality assurance certification/technical accreditation (e.g. industry standard accreditation, awards, development partnership accreditations) that you hold relevant to this project requirement and the length of time these have been held.   Please include any accreditations held by your primary sub-contractors that could be relevant to this project requirement. [word count 300] | **Scored** |
|  |
| **8.16** Please state how often you use sub-contracted third parties to offer any of the services relevant to this project requirement and how the QA accreditations have supported your use of sub-contractors on past projects. How do you ensure that sub-contractors have the relevant required QA accreditation? [word count 300] | **Scored** |
|  |

**9. DECLARATION**

I/We understand that it is a criminal offence punishable by a fine/imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. Such action would empower the Employer to cancel any contract.

***Should this Declaration not be completed and officially signed by a Director your return will automatically fail (Pass/Fail).***

|  |  |
| --- | --- |
| **Signed:** |  |
| **Name Printed:** |  |
| **Position in Company:** |  |
| **For and on behalf of** **(Name of Company):** |  |

**NOTES:**

1. This application should be signed by the applicant in person or by a duly authorised partner in the case of a partnership, or by a duly authorised Director or Company Secretary in the case of a Limited Company.
2. Before returning this form, please ensure that you have answered all the questions in the sections required and enclosed copies of all relevant documents, where required.
3. Prospective contractors/suppliers should answer all questions as accurately and concisely as possible. Where a question is not relevant to the responder’s organisation, this should be indicated, with an explanation.
4. Supporting information should be presented in the same order as and should be referenced to the relevant question.
5. Questions must be answered in English except if agreed otherwise with Fortis Living and should be concise and relevant.
6. Responses will be evaluated in accordance with the procedures set out above. In the event that none of the responses are deemed satisfactory, Fortis Living reserves the right to consider alternative procurement options.
7. Failure to furnish the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that contractors/suppliers will not be invited to participate further.
8. Fortis Living shall have the right to disqualify you from tendering for the requirement if you fail to complete the relevant parts of the PQQ (in full or part) as required by this document. Fortis Living shall also have the right to disqualify your tender at any stage in the process if we become aware of any omission or misrepresentation in your response to any question.
9. The contractor acknowledges that it is an offence to give or offer any gift or consideration to an employee of a public body (Bribery Act 2010) as a reward or inducement in relation to the awarding of a public contract and that such action will give Fortis Living the right to exclude a contractor from the procurement process and potential future activity.
10. The contractor acknowledges that any price fixing or collusion with other bidders in relation to the project shall give Fortis Living the right to exclude any contractor from the procurement process and may constitute an offence.

**FAILURE TO DO SO MAY RESULT IN YOUR**

**EXCLUSION FROM THE LIST OF TENDERERS.**

**Mandatory Attachments Checklist**

* Financial information for organisation and group (**2.1**).
* Audited accounts for the last 3 years for company (and parent) (**2.2**).
* Insurance Certificates (**2.10**).
* Equality and Diversity Policy (**4.1**).
* ISO 9000 Certificate or equivalent (**5.2**).
* Health and Safety Policy (**6.1**).

The information contained in this questionnaire will be held in confidence by Fortis Living and used for the purpose of determining your suitability for meeting our general requirements for the provision of the service(s). Further assessment and selection may be required before any indication can be given on the success of your application for inclusion on our tender list.

For the PQQ submission stage you have the option to either submit one (1) version via email or in writing. Please submit all emailed PQQ submissions by the deadline stated below to Richard Orders at **rorders@fortisliving.com** or via writing to: **Fortis Living, Festival House, Grovewood Road, Malvern, Worcestershire WR14 1GD**.

**Returns must be received no later than: 12 Noon 6th May 2016**