

**Attachment 2b.ii – Lot 2 Specialised Software Solutions**

 **Certificate of Technical and Professional Ability**

**RM6285 – Back Office Software 2**

**Instructions**

We require you to demonstrate that you have delivered the Scope of Deliverables within the scope of Lot 2. The Scope of Deliverables is set out in Section 2 (Scope of Deliverables) in Attachment 1a - Specification (Framework Schedule 1): For the assessment of Technical and Professional ability the relevant Services are listed within Section A of this Certificate of Technical and Professional ability (COTPA). You are required to submit one (1) Certificate of Technical and Professional ability (COTPA).

Section A of this Certificate of Technical and Professional ability (COTPA)

You are required to complete section A within the COTPA to demonstrate the delivery of a minimum of at least one of the Scope Elements listed in the table in section A of this form. You are permitted to submit a maximum of one COTPA to evidence delivery.

The customer must verify that the information you have provided in section A is true and

accurate by completing and signing Section B within the COTPA.

The form of the COTPA is set out below.

You must submit the completed COTPA for Lot 2 by uploading this file to question 1.26.4

within the online selection questionnaire (qualification envelope) as a.

Name your file in the following format: ***organisation name\_Lot 2COTPA***

Please note that we reserve the right to contact the customer listed in the certificates to

verify the information provided. You must notify the customer that they may be contacted by

us.

**Mandatory requirements**

**In order to pass:**

* Bidders must have provided at least one of the services in Table A
* The Scope of Deliverables must have been deployed and the contract fully **operational**.
* The **value** of the customer contract used for the certification **must** exceed £10,000 (Ten Thousand Pounds Sterling) in Total Contract Value (TVC)
* the COTPA must evidence a contract that you have delivered, or are performing ongoing operational delivery to the customer within the last **18 months prior** to the publication of the contract notice for this competition. You cannot use a contract where you have not yet started to deliver the services.

 ● the contract must evidence the Scope of Deliverables being delivered to a Customer **within the United Kingdom** (i.e. not delivered offshore)

 ● the contract can be from the **Public, Private or Third Sector** (e.g. Charity).

Additional Information:

 ● examples of call-off contracts awarded under framework contracts will be considered valid, but framework contracts themselves will not be valid

 ● no attachments other than the certificates are permitted. Any additional documents

 submitted will be disregarded

 ● examples may cover situations where your organisation was acting as prime contractor, key subcontractor or part of a consortium. Where you relied on other such entities to perform the contract, you need to tell us who they were and describe the function that each such other entity performed under the contract

 ● customer contacts provided must not have been 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 contract notice

 ● if you delivered services for a client who has since left the customer organisation you worked for, they cannot sign off on the COTPA. A COTPA must be signed by an existing employee of the company for whom the work was undertaken

 ● although physical customer signatures on the COTPAs would be preferable, we recognise that this might be problematic for some customers. Therefore, if a customer is unable to print off a completed Certificate, sign it and return a scanned copy to the Bidder, a digital signature is an acceptable alternative

* COTPAs may be provided for contracts where the supplier that delivered the services is a consortium member or a Key Subcontractor named in your bid.
* Where you are relying on a Key Subcontractor to demonstrate technical and professional ability, remember that they must complete Attachment 4 - Information and Declaration Workbook. This must be submitted as part of your bid, in accordance with the guidance set out in Attachment 1 - About the Framework.

 ● a separate COTPA must be submitted for each Lot for which you are bidding, using the relevant COTPA template, which must be signed off separately by the customer

**Certificates of Technical and Professional Ability will be evaluated PASS/FAIL**

You may fail Part 1.26 – Technical and Professional Capability of the selection questionnaire

and be excluded from the competition if:

 ● your COTPA does not meet all the mandatory requirements set out above.

 ● you have not completed all of the information

 requested in the Certificate of Technical and Professional Ability

 ● your customer has not provided the required certification information in section B of

 the Certificate of Technical and Professional Ability

 ● we contact the customer to verify the information provided and they cannot or will not

verify the information. It is vital that you select a customer that is prepared to verify

the information you have provided and be contactable in the event that clarification is

required

If we determine that you have failed Part 1.26 – Technical and Professional Capability of the

selection questionnaire we will notify you and tell you the reasons for this.

| **Section A - To be completed by the bidder** |  |
| --- | --- |
| **Lot Title: 2 – Specialised Software Solutions** |  |
| **Name of bidder:** | [bidder’s name] |  |
| **Certificate of Technical and Professional Ability - details of the contract, to be certified by the customer in Section B.**  |  |
| **Name of customer:** | [customer name] |  |
| **Name of supplier:****If you were not the Prime Contractor please state whether you were a Key Subcontractor or part of a Consortium.****Where you are relying on the capacity of another entity to demonstrate technical and professional ability e.g. you are relying on a proposed Key-Subcontractor, then they should be named as the supplier.** **Where you want to rely on the capacities of other entities, you shall prove to us that you will have at your disposal the resources necessary. To that end please complete Attachment 4 - Information and Declaration workbook for each entity.** | [supplier name] [additional information] |  |
| **Contract title:** | [contract title] |  |
| **Contract start date:** | [dd/mm/yyyy] |  |
| **Contract end date / anticipated end date:** | [dd/mm/yyyy] |  |
| **Total Contract Value (TCV)** | £ insert value |  |
| **I confirm that Scope of Deliverables have been delivered in the UK** | Yes/No |  |
| **FTS Award Notice reference or** **Contracts Finder reference:** *(for Public Sector Contracts only – enter N/A if not applicable)*  | Contract Notice /FTS Award Notice or Contracts Finder reference:[e.g. 2011/S 239-387260] |  |
| Please confirm which of the following Scope Elements/Services were delivered or are currently being delivered under the contract:**Scope of Deliverables for Back Office Software 2 - Lot 1 (Enterprise Software):**  |
| Enterprise Resource Planning | Including but not limited to Core ERP systems and solutions. |  |
| HR & Payroll | Including but not limited to Workforce, Time Recording, Learning, Payroll, Benefits, Absence Management, Talent, Recruitment, Training. |  |
| Financial / Accounting | Including but not limited to Budgets, Expenses, Revenue Management, Asset Management, Financials, Accounts Payable, Accounts Receivable, General Ledger, Tax, Inventory. |  |
| Procurement and Supply Chain Management | Including but not limited to eSourcing, Procure to Pay, Source to Pay, Catalogues, Contract Management, Supply Chain Management, and Service Portal. |  |
| Customer Relationship Management | Including but not limited to Teleservice, Contact Management, Sales Lead Management, Forecasting, Case Management, Web Chat, Election Management Software. |  |
| Productivity | Including but not limited to Business Information, Dashboards, Analytics, Consolidation, Process Automation Technology, Identity Services, Document Management and Imaging Solutions, Knowledge Sharing, Data Archiving. |  |
| Integration Software | Including but not limited to software to integrate myCSP, Training, Education, Mobility, Accessibility etc. |  |

| **Section B - To be completed by the customer** |
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| **Certificate of Technical and Professional Ability - Customer contact details** |
| **Customer contact name:** | [name of customer contact] |
| **Customer address:**  | [customer address] |
|  **Customer direct line:** | [Customer telephone number] |
| **Customer email:**  | [customer email] |
| **Customer confirmation:**  |
| We hereby certify that, to the best of ourknowledge and belief, the supplier hassatisfactorily supplied the services and delivered the deliverables and the outcomes described above at Section A in accordance with the contract. | Authorised signature (either double-click on signature box below to digitally sign or copy & paste in an image file of your signature): |
| **Liability for customer certifying Certificate of Technical and Professional Ability:** |
| In signing this Certificate of Technical and Professional Ability I confirm that I have thenecessary authority to do so on behalf of the organisation for which the works and services were provided.Whilst the information in this certificate has been provided in good faith in the belief that it is truthful and accurate, the customer does not assume any responsibility or any liability nor make any guarantee, representation or warranty as to the contents of this certificate. The customer shall not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the certificate and its content, to the fullest extent permitted by law.Nothing in this certificate shall affect, or constitute a waiver of, the customers rights orremedies in relation to the contract. |