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**Tender for:**

**IT Support, Infrastructure, Telephony & Connectivity**

**Appendix C – Tender Response Form**

# Standard Selection Questionnaire

**Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.**

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion[[1]](#footnote-1). If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently, we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example, these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

**Supplier Selection Questions: Part 3**

The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay, we reserve the right to amend the contract award decision and award to the next compliant bidder.

**Consequences of Misrepresentation**

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

**DUNSTABLE TOWN COUNCIL - IT TENDER**

**OPEN PROCEDURE**

**Notes for completion**

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A.’ Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. All sub-contractors are required to complete Part 1 and Part 2[[2]](#footnote-2).
7. For answers to Part 3 -If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

**Part 1: Potential Supplier Information**

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

|  |  |  |
| --- | --- | --- |
| **Section 1** | **Potential Supplier Information** | |
| Question number | Question | Response |
| 1.1(a) | Full name of the potential supplier submitting the information |  |
| 1.1(b) – (i) | Registered office address (if applicable) |  |
| 1.1(b) – (ii) | Registered website address (if applicable) |  |
| 1.1(c) | Trading status   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| 1.1(d) | Date of registration in country of origin |  |
| 1.1(e) | Company registration number (if applicable) |  |
| 1.1(f) | Charity registration number (if applicable) |  |
| 1.1(g) | Head office DUNS number (if applicable) |  |
| 1.1(h) | Registered VAT number |  |
| 1.1(i) - (i) | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Yes ☐  No ☐  N/A ☐ |
| 1.1(i) - (ii) | If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s) |  |
| 1.1(j) - (i) | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes ☐  No ☐ |
| 1.1(j) - (ii) | If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this |  |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement |  |
| 1.1(l) | Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)[[3]](#footnote-3)? | Yes ☐  No ☐ |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: [[4]](#footnote-4)  - Name;  - Date of birth;  - Nationality;  - Country, state, or part of the UK where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more. [[5]](#footnote-5)  (Please enter N/A if not applicable) |  |
| 1.1(o) | Details of immediate parent company:    - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| 1.1(p) | Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

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| **Section 1** | **Bidding Model** | |
| Question number | Question | Response |
| 1.2(a) - (i) | Are you bidding as the lead contact for a group of economic operators? | Yes ☐  No ☐  If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.  If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3. |
| 1.2(a) - (ii) | Name of group of economic operators (if applicable) |  |
| 1.2(a) - (iii) | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure |  |
| 1.2(b) - (i) | Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | Yes ☐  No ☐ |
| 1.2(b) - (ii) | If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Name |  |  |  |  |  | | Registered address |  |  |  |  |  | | Trading status |  |  |  |  |  | | Company registration number |  |  |  |  |  | | Head Office DUNS number (if applicable) |  |  |  |  |  | | Registered VAT number |  |  |  |  |  | | Type of organisation |  |  |  |  |  | | SME (Yes/No) |  |  |  |  |  | | The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables |  |  |  |  |  | | The approximate % of contractual obligations assigned to each sub-contractor |  |  |  |  |  | | |

**Contact details and declaration**

I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

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| --- | --- | --- |
| **Section 1** | **Contact Details and Declaration** | |
| Question number | Question | Response |
| 1.3(a) | Contact name |  |
| 1.3(b) | Name of organisation |  |
| 1.3(c) | Role in organisation |  |
| 1.3(d) | Phone number |  |
| 1.3(e) | E-mail address |  |
| 1.3(f) | Postal address |  |
| 1.3(g) | Signature (electronic is acceptable) |  |
| 1.3(h) | Date |  |

**Part 2: Exclusion Grounds**

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

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| **Section 2** | **Grounds for Mandatory Exclusion** | |
| Question number | Question | Response |
| 2.1(a) | Regulations 57(1) and (2)  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) [[6]](#footnote-6), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | |
|  | Participation in a criminal organisation | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
|  | Corruption | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
|  | Fraud | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
|  | Terrorist offences or offences linked to terrorist activities | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
|  | Money laundering or terrorist financing | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
|  | Child labour and other forms of trafficking in human beings | Yes ☐  No ☐  If Yes, please provide details at 2.1(b) |
| 2.1(b) | If you have answered yes to question 2.1(a), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted  If the relevant documentation is available electronically, please provide the web address, issuing authority, precise reference of the documents. |  |
| 2.2 | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning) | Yes ☐  No ☐ |
| 2.3(a) | Regulation 57(3)  Has it been established, for your organisation 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 the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes ☐  No ☐ |
| 2.3(b) | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines |  |

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

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| **Section 3** | **Grounds for Discretionary Exclusion** | |
| Question Number | Question | Response |
| 3.1 | Regulation 57 (8)  The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) [[7]](#footnote-7), which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision, or control in the organisation. | |
| 3.1(a) | Breach of environmental obligations? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1 (b) | Breach of social obligations? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1 (c) | Breach of labour law obligations? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(d) | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s 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? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(e) | Guilty of grave professional misconduct? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(f) | Entered into agreements with other economic operators aimed at distorting competition? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(g) | Aware of any conflict of interest within the meaning of regulation twenty-four due to the participation in the procurement procedure? | Yes ☐  No ☐  If yes, please provide details at 3.2 |
| 3.1(h) | Been involved in the preparation of the procurement procedure? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(i) | 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? | Yes ☐  No ☐  If Yes, please provide details at 3.2 |
| 3.1(j)  3.1(j) - (i)  3.1(j) - (ii)  3.1(j) –(iii)  3.1(j)-(iv) | Please answer the following statements  The organisation is 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.  The organisation has withheld such information.  The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.  The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award | Yes ☐  No ☐  If Yes, please provide details at 3.2    Yes ☐  No ☐  If Yes, please provide details at 3.2  Yes ☐  No ☐  If Yes, please provide details at 3.2  Yes ☐  No ☐  If Yes, please provide details at 3.2 |

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| 3.2 | If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) |  |

**Part 3: Selection Questions**

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| **Section 4** | **Economic and Financial Standing** | |
| Question Number | Question | Response |
| 4.1 | Are you able to provide a copy of your audited accounts for the last two years, if requested?  If no, can you provide **one** of the following: answer with Y/N in the relevant box | Yes ☐  No ☐ |
| (a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation | Yes ☐  No ☐ |
| (b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position | Yes ☐  No ☐ |
|  | (c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status) | Yes ☐  No ☐ |

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| **Section 5** | **If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:** | |
| Name of organisation | |  |
| Relationship to the Supplier completing these questions | |  |

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| 5.1 | Are you able to provide parent company accounts if requested to at a later stage? | Yes ☐  No ☐ |
| 5.2 | If yes, would the parent company be willing to provide a guarantee if necessary? | Yes ☐  No ☐ |
| 5.3 | If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | Yes ☐  No ☐ |

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| **Section 6** | **Technical and Professional Ability** |
| 6.1 | Relevant experience and contract examples  Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  If you cannot provide examples see question 6.3 |

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| --- | --- | --- | --- |
|  | Contract 1 | Contract 2 | Contract 3 |
| Name of customer organisation |  |  |  |
| Point of contact in the organisation |  |  |  |
| Position in the organisation |  |  |  |
| E-mail address |  |  |  |
| Description of contract |  |  |  |
| Contract Start date |  |  |  |
| Contract completion date |  |  |  |
| Estimated contract value |  |  |  |

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| 6.2 | Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)  Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) |
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| 6.3 | If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract |
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| **Section 7** | **Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015** | |
| Question Number | Question | Response |
| 7.1 | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes ☐  N/A ☐ |
| 7.2 | If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes ☐  Please provide the relevant URL  No ☐  Please provide an explanation |

**Additional Questions**

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

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| **Section 8** | **Insurance** | |
| Question Number | Question | Response |
| 8.1 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:  Employer’s (Compulsory) Liability Insurance = £5 million  \*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders | Yes ☐  No ☐ |
| 8.2 | Public Liability Insurance = £5 million | Yes ☐  No ☐ |
| 8.3 | Professional Indemnity Insurance = £1 million | Yes ☐  No ☐ |
| 8.4 | Product Liability Insurance = £1 million | Yes ☐  No ☐ |

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| **Section 19** | **Compliance with Equality** | |
| Question Number | Question | Response |
| 9.1 | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal, or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | Yes ☐  No ☐ |
| 9.2 | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination? | Yes ☐  No ☐ |
| 9.3 | If you have answered “yes” to one or both of the questions in this above, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.  If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.  You may be excluded if you are unable to demonstrate to the authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring |  |
| 9.4 | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes ☐  No ☐  N/A ☐ |

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| **Section 10** | **Environmental Management** | |
| Question Number | Question | Response |
| 10.1 | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or council (including local authority)?  If your answer to this question is “Yes,” please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.  The council will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the council is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches | Yes ☐  No ☐ |
| 10.2 | If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation? | Yes ☐  No ☐  N/A ☐ |

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| **Section 11** | **Health and Safety** | |
| Question Number | Question | Response |
| 11.1 | Does your organisation have a Health and Safety Policy that complies with current legislative requirements? | Yes ☐  No ☐ |
| 11.2 | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement / remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?  If your answer to this question is “Yes,” please provide details in a separate Appendix of any enforcement / remedial orders served and give details of any remedial action or changes to procedures you have made as a result.  The council will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the authority’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches | Yes ☐  No ☐ |
| 11.3 | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes ☐  No ☐  N/A ☐ |

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| **Section 12** | **Company Quality Standards** | |
| Question Number | Question | Response |
| 12.1 | Please confirm if your organisation is certified to ISO 27001 Security Management. If Yes, please attach a copy of your certificate. | Yes ☐  No ☐ |
| 12.2 | Please confirm if your organisation is certified to ISO 20000 IT Service Management. If Yes, please attach a copy of your certificate. | Yes ☐  No ☐ |
| 12.3 | Please confirm if your organisation is certified to ISO 9001 Quality Management. If Yes, please attach a copy of your certificate. | Yes ☐  No ☐ |
| 12.4 | Does your organisation have the NCSC Cyber Essentials qualification? | Yes ☐  No ☐ |
| 12.5 | Does your organisation have the NCSC Cyber Essentials Plus qualification? | Yes ☐  No ☐ |

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| **Section 13** | **Support** | |
| Question Number | Question | Response |
| 13.1 | Dunstable Town Council requires remote and onsite support for the IT, Telephony and Connectivity solutions as and when required in delivery of the contract.  Can you provide a support service via a helpdesk function that can be accessed by all council staff? | Yes ☐  No ☐ |
| 13.2 | If the answer to question 13.1 is “Yes,” please explain what service level agreements are associated with the helpdesk function in terms of responses and levels of priorities for issues raised. (max of 500 words) |  |
| 13.3 | Does your support system use a ticket-based approach for issues raised? | Yes ☐  No ☐ |
| 13.4 | How can Council staff access the support system? |  |
| 13.5 | Are you able to provide historic data on support calls, including types of call, details and time taken? | Yes ☐  No ☐ |
| 13.6 | Will you be able to provide onsite support utilising full time employed members of staff and not sub-contractors or third parties? | Yes ☐  No ☐ |
| 13.7 | Can you provide a member of your technical support staff onsite at Dunstable Town Council within 2 hours of an emergency incident occurring / being reported during normal business hours (Monday to Friday 8am to 5:30pm)? | Yes ☐  No ☐ |
| 13.8 | Can you provide a member of your technical support staff to visit the site for a check in on a monthly basis? | Yes ☐  No ☐ |
| 13.9 | A number of Dunstable Town Council operate outside of Monday to Friday 8am to 5:30pm, can you provide support remotely and onsite outside of these hours if required? | Yes ☐  No ☐ |
| 13.10 | Do you have an emergency on call system for issues raised outside of your normal working hours for the help desk? Please explain how this system works if you have one | Yes ☐  No ☐ |
| 13.11 | Are there any limitations to the support package e.g., number of tickets raised, quantity of hours used, onsite vs. remote work? If yes, please explain | Yes ☐  No ☐ |
| 13.12 | Are you able to take responsibility for equipment disposal? If so, can it be carried out to a professional standard with certification provided? | Yes ☐  No ☐ |
| 13.13 | Are you able to handle the process of repair items under warranty? | Yes ☐  No ☐ |
| 13.14 | Can you carry out a repair service for out of warranty items? | Yes ☐  No ☐ |
| 13.15 | How will you monitor the performance and availability of the services delivered by yourself during the contract? |  |
| 13.16 | How does your support system work in a way that ensures the council is able to meet its GDPR responsibilities? |  |
| 13.17 | Does your support system have a change control process implemented and if so, how would this be used? |  |
| 13.18 | For new starters, leavers and modifications to user accounts, do you have a process in place to manage these? |  |

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| For the questions below, please ensure answers relate to the services you would be delivering as part of this tender only | | Quantity |
| 13.19 | How many full-time members of staff do you have working on the technical support helpdesk? |  |
| 13.20 | How many full-time members of staff do you have working in a technical field support roll? |  |
| 13.21 | How many full-time members of staff do you have working in customer account management? |  |
| 13.22 | How many full-time members of staff do you have working in project delivery / implementation? |  |

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| **Section 14** | **Implementation and Account Management** | |
| Question Number | Question | Response |
| 14.1 | Please provide a high-level overview of your onboarding/mobilisation plan for the IT systems (max of 500 words) |  |
| 14.2 | Will you be able to migrate all of the Council’s Office 365 licences? | Yes ☐  No ☐ |
| 14.3 | Will you provide a named account manager covering all services required? | Yes ☐  No ☐ |
| 14.4 | Please outline how you successfully provide the account management function to customers and how this will be implemented for the council (max of 500 words) |  |
| 14.5 | How regularly would you propose to have account reviews? |  |
| 14.6 | Will you operate a full Account Management function in support of your solutions for all CTC requirements? | Yes ☐  No ☐ |
| 14.7 | Will you be the primary contractor and function as the sole billing entity to Dunstable Town Council for all services delivered? | Yes ☐  No ☐ |
| 14.8 | Will you be the primary contractor and function as the sole support entity to Dunstable Town Council for all services delivered? | Yes ☐  No ☐ |
| 14.9 | How are complaints dealt with? |  |

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| **Section 15** | **Application and Device Security** | |
| Question Number | Question | Response |
| 15.1 | How do you hope to combat phishing attempts within Dunstable Town Council? |  |
| 15.2 | How will you ensure all devices are securely encrypted and only accessed by authorised parties? |  |
| 15.3 | How will you manage and store device encryption keys? |  |
| 15.4 | How will you implement and ensure a secure password policy is adhered to? |  |
| 15.5 | Please outline the process for identifying and dealing with a data breach |  |

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| **Section 16** | **Costs** | |
| Question Number | Question | Response |
| 16.1 | Please provide the costs associated with each of the following, per year:  Providing IT support, per user | £ |
| 16.2 | Please confirm if there any other user related costs e.g., onboarding | £ |
| 16.3 | The one-off labour cost, outside of the IT support package, to deploy a standard PC/laptop to the Council, excluding the cost of the hardware/software | £ |
| 16.4 | Please give examples of any work that would be outside the scope of the IT support package e.g., cabling |  |
| 16.5 | Example hourly rates for ay work that would be outside the scope of the IT support package | £ |
| 16.6 | Account management of the IT system | £ |
| 16.7 | Office 365 licence options | £ |
| 16.8 | Internet connectivity across all sites | £ |
| 16.9 | Firewall security system, if not already included with the connectivity price | £ |
| 16.10 | Cloud server hosting and any additional costs associated with the data backup | £ |
| 16.11 | Management of the cloud infrastructure | £ |
| 16.12 | Cyber security | £ |
| 16.13 | Equipment disposal | £ |
| 16.14 | Licences associated with Microsoft Teams calling telephony solution, per user | £ |
| 16.15 | Call bundle and any other associated telephony costs | £ |
| 16.17 | Cost per equipment required:   * Laptop * Audio Visual | £ |
| 16.12 | Any other costs not already requested in this document | £ |

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| **Section 17** | **Supplier- Equality, Diversity, Inclusion Form** |
|  | Dunstable Towen Council (DTC) encourages tender applications from all sections of the community. We endeavour to appoint contractors who are committed to promoting equality of opportunity in their own employment and service delivery, and who can demonstrate an ability in this important area. |

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| --- | --- |
| 1. Organisation size | |
| What is the total number of employees/contractors/partners in your organisation? |  |
| 1. Equality and diversity policy | |
| Does your organisation have an equality and diversity policy, statement or strategy? | **YES  /  NO**  If YES, please provide a copy.  If NO, are you intending to implement something in the near future, and if so, when? |
| 1. Bullying and harassment policy | |
| Does your organisation have a policy/procedure to handle issues relating to bullying and/or harassment? | **YES  /  NO**  If YES, please provide a copy.  If NO, are you intending to implement something in the near future, and if so, when? |
| 1. Equality and diversity training | |
| Does your organisation provide equality and diversity training? | **YES, and it’s mandatory  /  YES, and its optional  /  NO**  If YES, please provide an outline or description of the training, its regularity, and the percentage of your organisation that has completed the training.  If NO, are you intending to implement something in the near future, and if so, when? |
| 1. Workforce | |
| Within your workforce what % of staff are:  BAME. Disabled, Women? | BAME  Disabled  Women |

1 BAME: Black, Asian, Minority Ethnic, know until recently as BME.

**Declaration**

I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement, and I am signing on behalf of:

(**Insert name of Supplier**).

I understand that the council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false or misleading information. I have provided a full list of any documents used to provide additional information in response to questions.

I also declare that there is no conflict of interest in relation to the authority’s requirement.

Appendix C completed by:

|  |  |
| --- | --- |
| Name |  |
| Role in Organisation |  |
| Date |  |
| Signature |  |

1. For the list of exclusion please see <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf> [↑](#footnote-ref-1)
2. See PCR 2015 regulations 71 (8)-(9) [↑](#footnote-ref-2)
3. See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en> [↑](#footnote-ref-3)
4. UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships). [↑](#footnote-ref-4)
5. Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award. [↑](#footnote-ref-5)
6. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/956764/Annex\_C\_Exclusion\_Grounds.pdf [↑](#footnote-ref-6)
7. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/956764/Annex\_C\_Exclusion\_Grounds.pdf [↑](#footnote-ref-7)