#

# TENDER RESPONSE FORM

**IT Support**

**Notes for completion**

1. 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 appendix.
2. The Council 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.

**SECTION 1: PRINCIPAL CONTRACTOR INFORMATION**

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| **Part 1** | **Question** | **Response** |
| 1.1(a) | Full trading name of the potential principal contractor |  |
| Registered office address |  |
| Registered website address |  |
| Trading status (PLC, Ltd, LLP, other partnership, sole trader, third sector, other) |  |
| Date of registration |  |
| Company registration number (if applicable) |  |
| Charity registration number (if applicable) |  |
| Head office DUNS number (if applicable) |  |
| Registered VAT number  |  |
| Details of membership or registration with any professional bodies |  |
| Are you one of the following: Voluntary Community Social Enterprise (VCSE); Sheltered Workshop; or Public service mutual? |  |
| Are you a Small, Medium or Micro Enterprise (SME)? |  |
| 1.1(b) | **Details of Persons of Significant Control (PSC), where appropriate** |
| Name |  |
| Date of birth |  |
| Nationality |  |
| Service address |  |
| Date became PSC in relation to the company |  |
| 1.1(c) | **Details of parent company (if applicable)** |
| Full trading name |  |
| Registered office address |  |
| Registration number |  |
| Head office DUNS number |  |
| Parent company VAT number |  |

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| **Section 1** | **Bidding model** |
| **Part 2** | **Question** | **Response** |
| 1.2(a) | Are you bidding as the lead contact for a group of economic operators? | Yes / No |
| If yes, name of group of economic operators |  |
| If yes, please explain the proposed legal structure |  |
| 1.2(b) | Are you proposing to use sub-contractors? | Yes / No |
| If yes, please provide additional details for each sub-contractor: |  |

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| **Section 1** | **Contact details** |
| **Part 3** | **Question** | **Response** |
| 1.3 | Contact name |  |
| Name of organisation |  |
| Role in organisation |  |
| Phone number |  |
| E-mail address  |  |
| Postal address |  |
| Signature (electronic is acceptable) |  |
| Date |  |

**SECTION 2: EXCLUSION GROUNDS**

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| **Section 2** | **Grounds for mandatory exclusion** |
| **Part 1** | **Question** | **Response** |
| 2.1(a) | **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 has been convicted anywhere in the world of any of the offences below:** |
| Participation in a criminal organisation | Yes / No |
| Corruption | Yes / No |
| Fraud | Yes / No  |
| Terrorist offences or offences linked to terrorist activities | Yes / No |
| Money laundering or terrorist financing | Yes / No |
| Child labour and other forms of trafficking in human beings | Yes / No |
| If you have answered yes to a question in 2.1(a), please provide further details |  |
| If you have answered yes to a question in 2.1(a), please provide details of measures taken to demonstrate the reliability of the organisation despite the relevant ground for exclusion? |  |
| 2.1(b) | 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 |
| If you have answered yes to question 2.1(b), 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. |  |

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| **Section 2** | **Grounds for discretionary exclusion**  |
| **Part 2** | **Question** | **Response** |
| 2.2(a) | **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.** |
| Breach of environmental obligations?  | Yes / No |
| Breach of social obligations?  | Yes / No |
| Breach of labour law obligations?  | Yes / No |
| 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 |
| Guilty of grave professional misconduct? | Yes / No |
| Entered into agreements with other economic operators aimed at distorting competition? | Yes / No |
| Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes / No |
| Been involved in the preparation of the procurement procedure? | Yes / No |
| 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 |
| 2.2(b) | **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. | Yes / No |
| The organisation has withheld such information. | Yes / No |
| The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. | Yes / No |
| 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 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? |  |

**SECTION 3: SELECTION QUESTIONS**

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| **Part 1** | **Technical and Professional Ability**  |
| 3.1(a) | **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. 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. They will also be asked to comment on the quality of the supplies or services provided during the course of the contract.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 Contractor 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. |

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|  | **Contract 1** | **Contract 2** | **Contract 3** |
| Name of customer organisation |  |  |  |
| Point of contact in the organisation |  |  |  |
| Position in the organisation |  |  |  |
| Email address |  |  |  |
| Contract Start date |  |  |  |
| Contract completion date |  |  |  |
| Estimated contract value |  |  |  |
| Description of contract |  |  |  |
| 3.1(b) | 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) |  |
| 3.1(c) | If you cannot provide at least one example for questions 3.1(a), 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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| **Part 2** | **Quality Assurance / Data Security** |
| 3.2 | Does your organisation hold a recognised quality management certification or have a documented quality management system? | Yes / No |

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| **Part 3** | **Insurance** |
| 3.3 | Please self-certify whether you have and will have at the commencement of the contract the levels of insurance cover indicated below: |
| Employer’s (Compulsory) Liability Insurance – £5m minimum | Yes / No |
| Public Liability Insurance – £5m minimum | Yes / No |
| Professional Indemnity Insurance – £2m minimum | Yes / No |
| Product Liability Insurance – £5m minimum | Yes / No |

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| **Part 4** | **Compliance with Equality Legislation** |
| 3.4(a) | 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? | Yes / No |
| 3.4(b) | If yes, please provide, as a separate appendix, a summary of the nature of the investigation and an explanation of the outcome.If the investigation upheld the complaint, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. |
| 3.4(c) | 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 |

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| **Part 5** | **Environmental Management** |
| 3.5(a) | 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 authority (including local authority)?  | Yes / No |
| 3.5(b) | If yes, 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. |
| 3.5(c) | 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 |

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| **Part 6** | **Health and Safety** |
| 3.6(a) | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | Yes / No |
| 3.6(b) | 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? | Yes / No |
| 3.6(c) | If your answer to this question was “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. |
| 3.6(d) | 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 |

# SECTION 4: PROPOSED WORKING METHOD

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| **Statements** |
| Bidders are required to respond to each statement question below with **a page limit of four sides of A4 for each question**. The response must be self-contained, i.e. it should not refer or cross-reference to the answer to any other question, even though in some cases this may lead to duplication of information. Please do not submit general marketing or promotional materials by way of answers to any of the questions. You may expand the sections provided or provide your responses on clearly-referenced sheets and appendices. Please make sure that where you choose this way, the responses are all submitted in a single PDF. |
| Q1  | **Quality – delivery of the specifications in section 3 of the invitation to tender (60%)**The Applicant shall provide a Method Statement response in accordance with the information provided in the Section 3 Specification. |
| **WHAT DOES GOOD LOOK LIKE?**A good response would clearly indicate an understanding of **each** the requirements, an acknowledgement of what they would be required to undertake if appointed to the contract as set out and what is necessary to deliver high quality outcomes. It will clearly set out how each of the identified specifications will be approached and met by the bidder.It would also set out the approach around undertaking the required activity any previous experience and how that knowledge and experience and expertise would be applied in the contract delivery in relation to these requirements.It would outline the bidder’s proposed service level agreement and meet or exceed the timescales proposed in 3.2 of the invitation to tender.It would confirm any relevant standards certification that the contractor has, such as ISO 27001, 20000, or 9001.It would outline the processes for providing support, including:* How issues can be reported / how staff can access help;
* The process for recording issues and their progress;
* The provision of on-site support, if needed;
* The hours of operation of the support;
* Processes for out-of-hours emergencies;
* Any limits on the amount or type of support offered;
* How performance is monitored;
* Processes for managing the transition from the current contractor;
* How any complaints are handled;
* How data security is managed;
* Any suggested changes to the current set-up;
* Hourly rates for work outside the scope of the support contract.
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| **Response:** |
| Q2 | **Social Value (10%)** |  |
| The Applicant shall provide a Method Statement in accordance with the information provided. For the purposes of the consideration and application of this Tender, Social Value is defined as the additional added value or extra benefits able to be attributed to Social Value outcomes beyond the core requirements related to the spend. More details on the Social Value Act itself can be found here: <https://www.gov.uk/government/publications/social-value-act-information-and-resources/socialvalue-act-information-and-resources> |
| **Council requirements for the Applicant’s response to this Method Statement:** is for the Applicant to provide a detailed method statement that focuses on how they would approach supporting Social Value considerations as part of the delivery of the Contract. In relation to this contract the Council sees the following as being areas where through the delivery of the Services positive outcomes to Social, Economic and / Environmental outcomes could be achieved, in particular:* Within the workforce this could be supporting apprenticeships, plus arrangements to ensure that staff are fairly recompensed for work undertaken, including the payment of the National Living Wage as a minimum.
* Supporting environmental outcomes, acknowledging the Council’s commitment to the climate and ecological emergencies, (including reduction of use of products / material that are harmful to the environment or working practices that minimise environmental damage), as well as making a positive contribution to removing use of single-use plastics.

The above list is not exclusive or exhaustive but an indication on what are deemed to be relevant and proportional areas for Social Value consideration to this contract. **WHAT GOOD LOOKS LIKE?**A good response would outline clearly what would be done to contribute towards added Social Value if awarded the Contract, actually how the Supplier would go about doing this, and what tangible outcomes the Council could expect as a result.Good response would demonstrate commitment to deliver on the stated outcomes not simply be aspirational.  |
| **Response:** |
| Q3 | **Assumptions**  | **(For Information Only)** |
| Please detail the assumptions that have been made in relation to your responses above |
| **Response:** |

# SECTION 5: PRICING SCHEDULE

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| **Pricing Schedule** |
| * Please complete the pricing schedule appendix
* Prices are to be submitted as monthly totals for each unit and the overall cost
* Price are to be submitted in GBP and exclusive of VAT
* Any additional proposed items should be included separately within the schedule. No additional costs will be considered by the Council unless these are clearly stated in the pricing schedule response.
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**SECTION 6: DECLARATION**

1. I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.
2. I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.
3. 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.
4. 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.
5. I am aware of the consequences of serious misrepresentation.

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| Signed: |  | Position: |  | Date: |  |