**Attachment 2b – Evidence of Contract Example for Lot 1**

Please complete the certificate below as part of your bid for **Lot 1** of the Crown Commercial Service **RM6283 Front Office Counter Services 2** procurement.

**Instructions**

You (the Supplier) are required to complete Table A below.

Your Customer Referee must verify that the information you have provided is true and accurate by completing and signing Table B below.

For the avoidance of doubt, if a Customer Referee selects OPTION B when completing Table B of this certificate, your bid will be awarded a FAIL and you will be excluded from this competition.

You (the Supplier) must not:

* complete Table B on behalf of your Customer Referee; or
* state that the details of your Customer Referee are confidential; or
* submit an incomplete certificate.

**Mandatory Criteria**

You need to submit 2 completed certificates. Once each of the certificates have been signed by your Customer Contact, you must upload both completed Attachment 2b (i) to the applicable question in the e-Sourcing suite.

Your Attachment 2bii must be uploaded to the e-Sourcing suite by the timelines set out in paragraph 5 of Attachment 1 – About the Framework.

No attachments other than the contract example certificates are permitted; any additional documents submitted will be disregarded in the evaluation of this question.

Examples provided must relate to contracts performed during the past 3 years, prior to publication of the contract notice to be valid.

If the Contract is ongoing you must be delivering the services. You cannot use a Contract where you have not yet delivered the services*.*

Examples of contracts awarded under other frameworks via call-off contracts will be considered valid, but framework contracts themselves will NOT be considered valid.

Contracts can be from the public or private sector.

This contract must be relevant, and clearly and unambiguously cover the mandatory requirements within the scope of the Specification, which can be found at Framework Schedule 1 (Specification) and as a minimum evidence the following:

* + Delivery of a contract which required the following services to be provided in multiple locations across the United Kingdom of Great Britain and Northern Ireland:
1. over the counter customer support
2. delivery of identity verification services in line with GPG45 or similar
3. a minimum contract value of £500,000 per annum.

The summary of the contract must clearly describe your role in delivering the contract and detailing your technical capability to successfully deliver the requirement.

Over the two certificates you must demonstrate delivery of all mandatory requirements of the Lot. You must complete the services covered section to tell us which mandatory elements each certificate covers. Customers must also confirm this in section B.

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 contact 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.

Customer contact provided must be notified by you that they may be contacted by us (we reserve the right to verify the accuracy of contract details provided).

If you do not provide the contract examples we have asked for, your bid will be excluded from this procurement.

**Contract examples will be evaluated PASS/FAIL**You will fail this question and be removed from the competition

* If your certificates do not meet all the mandatory requirements
* A Customer contact signs option B
* We have contacted the Customer Contact to verify the information provided and they cannot or will not verify the information

**Table A**

This contract example certificate will be assessed in accordance with the mandatory criteria provided in this certificate and Attachment 2 – How to Bid.

Where you relied on other entities (including key subcontractors or consortium members) to perform the contract, please set out the function that each entity performed in the contract example description below.

| Name of Entity Providing Certificate (Supplier Name): | *[insert your organisation name]* |
| --- | --- |
|  |
| **Performance Certificate – Contract Header Information (details of the contract to be certified)** |
| Name of Customer Referee ("Customer"): | *[Registered Name]* |
| Name of Contracted Supplier ("Supplier"): | *[Registered Name]* |
| Contract Title ("Contract"): | *[Agreed Contract Name for Contract]* |
| Contract Value:  | *[Value of the Contract, a minimum of £100,000 per annum]* |
| For Public Sector Contracts Only - OJEU/FTS Award Notice Reference (if applicable): | *[OJEU/FTS reference e.g. 2011/S 239-387260]* |
|  |
| **Contact Details for the Customer** **(with whom further queries, if any, can be raised to verify)** |
| Customer Name: | *[Name of referee authorised by Customer providing Certificate]* |
| Customer Referee Contact Address: | *[Authorised referee business address]* |
| Customer Referee Contact Direct Line: | *[Authorised referee direct telephone line]* |
| Customer Referee Contact Email: | *[Authorised referee email]* |
|  |
| **Further Contract Detail** |
| Contract Example description: | *INSERT YOUR CONTRACT DESCRIPTION HERE: Description max 1000 words. You must not exceed the word count. Responses must include spaces between words. The response must utilise Font Type Arial and Font Size 10].* |
| Consideration received: | *[Monetary value or equivalent]* |
| Deliverables start date: | *[dd/mm/yyyy]* |
| Deliverables end date: | *[dd/mm/yyyy]* |

**Table B**

Please verify as the Customer Referee, that the information provided by the Supplier in Table A above is true and accurate, by completing and signing the table below.

| **Performance (Please submit either Option A or B)** |
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| **OPTION A:** |
| We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract, and that all of the requirements of this form have been satisfied. |
| Signature of Contract Referee: | *[Customer Referee signature]* |
| **OR** |
| **OPTION B:** |
| We are unable to certify that the Supplier has satisfactorily supplied the deliverables described in the table above in accordance with the Contract for the following reasons: \**please see guidance below* | *[Insert Reason 1; 2; 3; 4; or other etc.]* |
| Signature of Customer Referee: | *[Customer Referee signature]* |
| **Liability of any Customer certifying:** |
| *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 Customer's rights or remedies in relation to the Contract.* |

| **Guidance for Entities providing Certificates** |
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| *If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include the following or other reasons:*1. *delays in supplying the deliverables;*
2. *failures to supply all the deliverables in accordance with the scope set out in the Contract;*
3. *failures to meet any service levels and/or supply the deliverables in accordance with quality standards;*
4. *4. any other failure by the Supplier to comply with its obligations under the Contract.*
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