

1 Introduction

1.1 Invitation to Tender for MBA Residential Activity Centre

You (hereafter referred to as "the Supplier") are invited to submit a proposal for the provision of the above services to Durham University (hereafter referred to as "The University").

1.2 Contents

Please note the questionnaire is divided into a number of tabs which you can navigate across. A brief description of each is found below. Please note all tabs must be completed but it is recommended you first review the AoS tab and any exclusion criteria to determine whether you can meet the University's requirements before you start to complete your response.

Intro **Introduction**

The Intro tab provides information on how the tender is structured and how it will operate including the timetable, evaluation criteria and contact point for queries.

Form **Form of Proposal**

The Form tab seeks confirmation on the legal aspects of your response including compliance with relevant T&Cs, law, anti-bribery, accuracy of information and organisational status.

Fin **Financial Information**

The Fin tab requires you to upload a financial extract of accounts for the last three years of trading along with answering supporting questions around financial governance.

Ins **Insurance**

The Ins tab seeks confirmation on your insurance policies and the current limits you have in place.

QA **Quality Assurance**

The QA tab seeks information on what processes you have in place to monitor quality management as part of the overall delivery.

H&S **Health & Safety**

The H&S tab requires you to provide information on your Health & Safety policies and procedures currently in place.

E&D **Equality and Diversity**

The E&D tab seeks clarification on what policies you have in place to ensure Equality and Diversity for all within your workplace environment. This section is for information and your responses are not deemed to affect how you will perform the contract.

AoS - General **Appropriateness of the Solution**

The AoS tab contains all relevant information relating to the overall requirement. You are required to respond to questions based on the key deliverables in support of your understanding of the University requirements. You are also required to upload case studies in support of your submission to demonstrate evidence that you have delivered similar services to both the higher education sector and another business sector. This section should be completed regardless of whether you are applying for Lot 1 or Lot 2.

Lot 1 **Lot Requirements for EBS MBA Activity Centre**

Only complete if you intend to apply for this Lot. You are required to respond to all questions within this section, providing supporting information where applicable in support of your understanding of the specification and requirements. Within this section you are also required to upload your pricing proposal. Only complete this tab if you intend to submit a bid for this Lot.

Lot 2 **Lot Requirements for F/T MBA Activity Centre**

Only complete if you intend to apply for this Lot. You are required to respond to all questions within this section, providing supporting information where applicable in support of your understanding of the specification and requirements. Within this section you are also required to upload your pricing proposal. Only complete this tab if you intend to submit a bid for this Lot.

Submit

This is the final tab to submit your response. You can amend and resubmit your final response at any time while the Event is open.

1.3 Reserve of Right

The University does not undertake to accept the lowest proposal, or any proposal under this exercise, and reserves the right to accept a portion of any proposal, unless the Supplier expressly stipulates in their response. The University reserves the right to award more than one contract in relation to the requirement.

1.4 Size of Contract

Any contract values or purchase quantities indicated in the specification are not guarantees of commitment by the University and are shown for budgetary purposes only.

1.5 Operation of Framework Agreement

Please note; when calling off the framework agreement the University will select the supplier under the following process:

- As there will be a single operator (per lot) the University will direct award each requirement.
- A single supplier may be awarded both Lots or one supplier per Lot

1.6 Return of Proposal and Closing Date

It is the Supplier's responsibility to ensure that your proposal is received by the University within the timescale permitted. Responses must be returned using the acquire system and final responses submitted before the event closes. Returns submitted by post, facsimile or e-mail will not be accepted unless the Supplier is advised otherwise.
Note a countdown to the closing date is shown above.

1.7 Timetable

Timetable

Activity	Dates
Expression of Interest Closing Date	12 noon 22/01/2018
Supplier Engagement Day*	23/01/2018 (see 1.7.1)
Cut-Off Date For Seeking ITT Clarifications	07/02/2018
Tender Closing Date	12 noon on 14/02/2018
Site Visits *	w/c 26/02/2018 and w/c 05/03/2018
Presentation *	w/c 26/03/2018
Clarification Period	19/03/2018 to 23/03/2018
Conclude Tender Evaluation	10/04/2018
Award Contract subject to Standstill	11/04/2018
Finalise Contract Award	23/04/2018
Contract Start Date	01/05/2018

Suppliers should note that the key dates shown above are subject to change. All suppliers will be notified immediately of any changes required.

1.7.1 Supplier Engagement Day

Suppliers are invited to attend a supplier engagement day on 23/01/2018 at Durham University Business School (exact timings will be confirmed). The purpose of the event is to introduce the business school and the MBA programmes to help inform accordingly of the business school requirements in relation to this tender and how the MBA programmes are structured along with the aims and objectives of the residential activity centres.

Although attendance is not mandatory, it is recommended that where possible, suppliers send representatives. The whole process should last no more than 2 hours in total.

The engagement day will end with a question and answer session and all questions asked and responded to on the day, will be shared with those suppliers that could not attend to ensure complete transparency in the process. Specific supplier questions that may relate bids will not however be shared due to commercial sensitivity.

Suppliers are asked to confirm whether they are able to attend the supplier engagement day on 23/01/2018 before 12 noon on 22/01/2018. Please provide name(s) of those attending and if parking is required on-site at the business school. Although on-site parking is limited, the university will do everything possible to secure a visitor parking space if this is required. Vehicle registration(s) must be provided at the same time as confirming attendance. Please confirm your attendance via the Communication tool.

Venue and directions will be disclosed to those suppliers who require it.

1.7.2 Site Visits

Site visits will be required by University colleagues as part of the evaluation process to ensure the recommended facilities meet the full requirements of the EBS and F/T MBA programmes.

Please confirm that site visits can be undertaken at your chosen / preferred venue(s) on either or both of the following options. (please tick all that apply)

Week commencing 26/02/2018

Week commencing 05/03/2018

Availability for site visit(s), if required, will be discussed with relevant suppliers to agree a suitable date on either of the weeks identified above.

1.7.3 Presentations

1. Presentations followed by a Q&A session may be required to clarify aspects of suppliers' written response and to gain a better understanding of your approach. Presentations are not scored or weighted as separate evaluation criteria. Further details regarding the format, timing, venue and content of the presentations will be communicated in due course.

The information gained from the presentation and Q&A session will determine the accuracy of the original score and where appropriate the score will be adjusted (up or down).

Please note the key date(s) located within the Timetable above and confirm that you are able to participate in a presentation, should this be required, week commencing 26/03/2018.

Yes

No

1.8 Acceptance

The University will assume that submitted responses have been completed by individual(s) with the appropriate level of responsibility to act on behalf of their organisation. Any reference to 'you' or 'your' throughout the questionnaire and supporting documentation will refer to your organisation and not you as an individual. The University will notify the successful and unsuccessful supplier as soon as it is reasonably practical.

1.9 Support, Guidance and Clarifications

Support and guidance is available from the Procurement Service should you require it. This event is being managed by Steven Carter, Category Manager, and if you are experiencing any difficulty regarding completion of the event or you have any queries of a technical nature please submit your response via the messaging tool on the application. To send a message click on the 'Communication' tab above but please note if you are in the process of completing your questionnaire then **you must save your response before accessing the 'Communications' tab.**

Please note that the University's response to any queries or clarification request may, at the University's discretion, be circulated to all parties. Where the clarification is relevant to all parties it will be displayed on the 'Clarifications' tab, however, the University will not provide the name of the supplier that raised the original query.

Any query must be received prior to the clarification cut-off date stated in the timetable above. Queries submitted after this date are not guaranteed a response.

If you need to speak to Steven he can be contacted on 0191 334 4553.

1.10 Corporate, Social and Environmental Responsibility (CSER)

It is strongly recommended that you review the University's Corporate, Social and Environmental Responsibility (CSER) policy prior to completing the event. This policy is available online at:

<http://www.dur.ac.uk/procurement/suppliers/sustprocpolicy/>

1.10.1 Net Positive Futures

The University makes use of an online sustainability tool called Net Positive Futures. The tool enables suppliers to develop an action plan to help get started with, or, progress sustainability or social responsibility activity already taking place within the supplier's organisation. The Net Positive Futures tool is easy to use and there are no associated costs for the supplier.

It is a requirement of the contract that the successful supplier (if not already) will utilise the tool and the outcomes will be discussed at contract review meetings. As part of the implementation of the contract the University will provide an overview of Net Positive Futures along with training.

1.11 Evaluation Criteria

1.11.1 Lot 1 - EBS MBA Residential Activity Centre

2. Please download and review the Evaluation Criteria document for Lot 1. Information supplied in the event will be evaluated under the criteria listed with the applied scoring methods and weightings. Please confirm you have read and understood the Evaluation Criteria.

Yes

No

A document named 'Lot 1 - EBS MBA Residential Activity Weightings.pdf' has been attached to this question by the event owner

1.11.2 Lot 2 - Full-Time MBA Residential Activity Centre

3. Please download and review the Evaluation Criteria document for Lot 2. Information supplied in the event will be evaluated under the criteria listed with the applied scoring methods and weightings. Please confirm you have read and understood the Evaluation Criteria.

Yes

No

A document named 'Lot 2 - FT MBA Residential Activity Weightings.pdf' has been attached to this question by the event owner

1.12 Evaluation Methodology

The scoring methodology depends upon the type of question being asked and the following sections detail how your response will be assessed and scored.

1.12.1 Incomplete Responses

Answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

1.12.2 Exclusion Criteria

There are a number of areas within the event where exclusion criteria are applied. All exclusion questions are displayed in **red** and it is recommended you review the exclusions prior to completing the event.

Exclusion criteria is assessed on one of the following two ways and the method applied is detailed beneath the section heading:

Pass/Fail

Where you have been asked a direct question your answer will either be acceptable (pass) or unacceptable (fail).

Assessment

Where your answer requires the University to assess the information provided. Upon assessment the response will be deemed to be either acceptable or unacceptable.

Note you will be excluded from the process if you fail to answer or do not comply with any of the exclusion criteria.

1.12.3 Compliance Questions

These questions determine if you meet set criteria/standards or whether you can offer a viable alternative. The level of compliance is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Compliance	4	Fully complies with the request/statement

RESPONSE OPINION	SCORE	METHODOLOGY
Non-compliance	0	No answer or fundamentally disagrees with the statement
Variation acceptable	3	Offer an alternative solution or proposed changes, that still offer an acceptable response/solution
Variation unacceptable	0	Offers an alternative solution or proposed changes which raise significant concerns regarding the response/solution

1.12.4 Competence Questions

These questions require a written response and the level of competence is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Good	4	Good response which comprehensively meets the requirements with an elevated probability of the desired outcome
Fair	3	Meets the requirements
Poor	2	Some reservations about the response/solution - may require further clarification prior to award
Unacceptable	1	Significant concerns regarding the response/solution
No response	0	No answer or totally inappropriate answer

Please note; answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

1.12.5 For Information Only Questions

The University requires some additional information regarding the way your organisation operates but the answer to these questions are not deemed to affect your ability to perform the contract. These questions will state they are for information purposes only.

1.12.6 Financial Standing

You are required to provide an extract of your accounts for the past three years of trading. Although your financial information will not be scored, an assessment of your finances will be undertaken with the aid of an evaluation tool using accounting ratios. If we deem the outcome to be unsatisfactory, we reserve the right to not consider your proposal. The following ratios will be calculated to give an indication of financial health/stability.

- Working Capital
- Capital Employed
- Net Profit (after tax)
- Net Profit Margin
- Current (Liquidity) Ratio
- Quick Ratio
- Gross Profit Margin
- Return on Capital Employed
- Capex (as % of Revenues)
- Debtor Collection Period
- Creditor Collection Period

The successful supplier may be required to provide The University with a suitable performance indemnity, either in the form of a Parent Company Guarantee or Surety Bond. Suppliers are required to submit your proposals for ensuring compliance with this requirement and are requested to provide this further on in the questionnaire. You may be asked to clarify parts of your finances following our assessment.

1.12.7 Pricing

A maximum of 20 marks is available, the lowest price will receive 20 marks and marks will then be allocated depending on the percentage difference against the lowest price.

1.12.8 Tied Evaluation

Where two or more suppliers are ranked in first place with tied scores to 2 decimal places, the score for the highest weighted evaluation criteria section will determine the

successful supplier. If the scores for the highest criteria section are tied the second highest criteria section will be used, the process will be repeated until a successful supplier is identified.

1.13 Supporting Documentation

There are a number of areas within the questionnaire where supporting documentation is required in order to evidence the answers you have provided, for example providing copies of insurance certificates to confirm level of liability.

You will be notified after the closing date if the University requires you to provide such supporting documentation and a deadline will be given.

If you fail to provide the supporting documentation your response will be deemed non-compliant and will result in exclusion from the procurement exercise.

1.14 Answering Questions

In order for evaluators to easily find all documents relevant to a question, it is vital that you adhere to the instructions given here. Please note within your response the names of any additional files provided in response to the question, and when uploading additional files, ensure the filenames are prefixed with your organisation's name, followed by the question number (e.g. 6, 7 etc.), followed by a brief document description.

Organisation name – question number – document description

Naming the files in this way will enable all files relevant to each question to be easily located and presented to evaluators.

Please do not include general marketing or promotional material, either as answers to any of the questions, or for any other reason. It will not be used in the evaluation.

1.15 Submission

You may build your submission over the course of the event and revisit your response as many times as you wish. You must push the "Save" button each session to store any data entered.

Once your questionnaire is complete please ensure you push the "Submit" button prior to the deadline or your response will not be accepted. Navigating away from this page prior to pushing the "Submit" button will result in you losing any data entered for that session. Where instructed to attach documents please "upload" these documents onto the system.

Attachments are to be concise and only provide the necessary information to answer the question. Please do not upload sales or promotional material that has not been requested.

1.16 Withdrawal process

If you have chosen to withdraw from the procurement process please notify the University using the messaging tool. Please provide a brief explanation as to why you no longer wish to take part. Once you have notified the University of your withdrawal you will be removed from the event so that you do not receive any further communication.

2 Form of Proposal

2.1 Criminal Offences

Please answer all of the questions. If the Supplier has been convicted of any of the following offences and/or any questions in this section are left unanswered then your bid will not be considered. Please note where you are not governed by UK law the equivalent law in the country/state in which you are registered will be applicable.

4. Within the last 5 years has the Supplier or its Directors or any other person who has powers of representation, decision or control of the economic operator been convicted of any of the following offences: .

- The offence of conspiracy (where that conspiracy relates to participation in a criminal organisation) e.g. committed an offence under Article 2(1) of Council Joint Action 98/733/JHA.
- The offence of corruption e.g. committed an offence under section 1 of the Public Bodies Corrupt Practices Act 1989 or section 1 of the Prevention of Corruption Act 1906.
- The offence of bribery.
- The offence of terrorism or offences linked to terrorism.
- The offence of financing terrorism.
- The offence of child labour or human trafficking.

- Yes - convicted
- No - not convicted

5. Within the last 3 years has the Supplier or its Directors or any other person who has powers of representation, decision or control of the economic operator been convicted of the offence of fraud in terms of:

- The offence of cheating Her Majesty's Revenue and Customs (HMRC).
- The offence of conspiracy to defraud.
- Convicted of fraud or theft e.g. guilty by the England and Wales Theft Act 1968 and the Theft Act 1978.
- Convicted of fraudulent trading e.g. convicted within the meaning of section 458 of the England and Wales Companies Act 1985.
- Convicted of defrauding HMRC e.g. convicted under the England and Wales Customs and Excise Management Act 1979 and the Value Added Tax Act 1994.
- An offence in connection with taxation e.g. an offence under the European Community within the meaning of section 71 of the Criminal Justice Act 1993.
- Destroying, defacing or concealing of documents or procuring the extension of a Valuable security e.g. an offence under the meaning of section 20 of the England and Wales Theft Act 1968
- The offence of money laundering e.g. an offence under the meaning of the Money Laundering Regulations 2003.

- Yes - convicted
- No - not convicted

6. Has the Supplier been convicted of any other offence within the meaning of Article 45(1) of the Public Sector Directive as defined by the national law of any relevant EU State or if the supplier does not reside in an EU State then the equivalent law in the state/country in which the Supplier is registered.

- Yes - convicted
- No - not convicted

If you have answered YES to any of the above questions please provide details of the conviction and the steps you have taken to remedy the wrong and to prevent a reoccurrence of the offence.

2.2 Terms and Conditions

Please note this tender and any contract that may result from it shall be based upon the requirements set forth in this questionnaire and will be subject to the attached Agreement for the Supply of Goods and the Provision of Services to the University of Durham.

Should you wish the University to consider changes to this agreement, on the basis that clauses are irrelevant to the subject matter of the contract, you must track these within the document noting the reasons for doing so. The University will review your proposed changes prior to awarding the contract, however the removal or alteration of clauses within the contract shall be at the sole discretion of the University.

Please note; you will not be permitted to suggest changes to clauses that you have not raised a concern with at this stage.

A document named 'OJEU17-018 Terms and Conditions - Goods Services doc ref50v09.doc' has been attached to this question by the event owner

7. Please confirm whether you have uploaded any suggested changes.

- Yes - tracked changes uploaded

2.3 Anti-Bribery

Please download and review the attached Anti-Bribery Policy.

A document named 'AntiBriberyPolicyCouncilJuly2011.pdf' has been attached to this question by the event owner

8. Please confirm that your organisation agrees that your employees and any sub-contractors, agents or any other third party working on behalf of your organisation will adhere to the Bribery Act 2010 and University Anti-Bribery Policy?

- Agree

2.4 Accuracy of Information

9. Please confirm that all of the information contained in your proposal is true and accurate and that the prices quoted in this tender are valid and open to acceptance by the University for a period of 180 days from the tender closing date?

Agree

Please note that the University reserves the right not to accept the lowest or any proposal.

2.5 Bona Fide

10. In recognition of the principles of fair and open competition does your organisation agree that:

- This is a bona fide competitive proposal.
- The price in this proposal has not been fixed, or adjusted, in accordance with any agreement or arrangement with a third party.

Agree

11. Does your organisation agree that you have not and will not:

- Communicate the price in this proposal to a third party.
- Enter into an agreement or arrangement with a third party so that they shall refrain from submitting a proposal.
- Enter into an agreement or arrangement with a third party to affect the price included in any proposal to be submitted.
- Offer or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any third party for doing or causing the sort of act described above.

Agree

2.6 Organisational Details

12. Please provide the following information:

Full title of Organisation	
Person Responsible for Proposal	
Telephone Number (for point of contact)	
Email (for point of contact)	
Name of Immediate Parent Company (if applicable)	
Name of Ultimate Parent Company (if applicable)	
Company Registration Number (if applicable)	

13. What is the trading status of your organisation

Please Select...

If other, please provide details below.

14. Does your organisation form part of a wider organisation structure?

Yes

No

If yes, please select your organisation type from the drop-down list:

Please Select...

If your organisation forms part of a wider organisation structure, please state the name(s) of these organisations and which of your policies are determined by you and which apply to all firms/organisations within the wider organisation structure:

15. Please confirm where you viewed the advert for this tender exercise? (please tick all that apply)

Official Journal of European Union (OJEU)

Contracts Finder

Other

If other, please provide details below.

2.7 Lot Clarification

16. Please indicate for which lot or lots you wish to apply:

Lot 1 - EBS MBA Residential Activity Centre

Students join a 18 month programme with a new cohort commencing every year. The average age of students is typically 37 years of age with an average 16 year work experience. Students come from a diverse range of industries and international backgrounds (many arriving from Germany) and typically study while remaining in full-time employment. Some students may be sponsored by their employer while other personally fund the programme.

Lot 2 - Full-Time MBA Residential Activity Centre

Students can join a 12 or 15 month programme with a new cohort commencing each September. The average age of students that join this programme is 30 years with an average 9 years work experience. The students come from a diverse range of industries and international backgrounds. A minority of students may be sponsored by their employer while most have resigned from their employment and personally fund the programme.

Only answer the following question if you have applied for multiple lots.

17. If you are not successful in all of the lots you have applied for are there any restrictions to your submission e.g. only to be considered for lot X if successful for lot Y.

3 Financial Information

3.1 Financial Extract of Accounts

18. Please provide an extract of your organisation's accounts using the Excel spreadsheet below. If your most recent accounts are in the process of being reviewed by an auditor please include the figures from the unaudited accounts, this will enable the University to review your most recent accounting information. (Copies of published accounts are not an acceptable alternative to completing the table).

When completing the table please note:

- Figures entered **must** be written in sterling (GBP).
- Do **not** include pound signs (£) or pence.
- Do **not** use abbreviations such as M, K etc.
- Do **not** use commas to separate numbers e.g. 64589.
- Minus figures **must** be preceded with the minus sign opposed to presenting in brackets e.g. -15682.
- Figures entered **must** be for the accounts of the organisation taking part in the tender exercise. For clarity; the figures of a wider organisation such as a parent company or a group are not to be used.

A document named 'Financial_Extract_of_Accounts.xls' has been attached to this question by the event owner

19. Please confirm you have completed and re-uploaded the Financial Extract of Accounts using the below upload icon.

- Yes
 No

20. Please provide any additional supporting information below such as Director's comments in support of the financial extract of accounts supplied. Please ensure that any comments provided are clearly identified by the full name and position of the individual within the company and the date these were recorded in the financial accounts.

3.2 Financial Governance

21. Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?

- Yes
 No

If the answer to the above question is no, what were the reasons, and what has been done to address this?

22. Has your organisation met all its obligations to pay its creditors and employees during the past year?

- Yes
 No

If the answer to the above question is no, please give the reasons why:

23. Please provide below details of your bankers who could provide a reference:

Name	
Branch	
Contact details of your banker	

24. Are you a subsidiary of a parent company?

- Yes
 No

If you are a subsidiary please confirm that, should you be successful, you will arrange for the parent company to complete and return the attached 'Parent Company Guarantee' document. Please note; the contract will **not** be awarded until a completed document is returned.

- Yes
 No
 N/A

A document named 'Parent Company Guarantee - Template.doc' has been attached to this question by the event owner

4 Insurance

4.1 Limits of Insurances

Please provide details of your organisation's insurance policies.

Note that completion of this section is compulsory and that the University will not award a contract until this information is submitted.

25. If you do not require certain insurance policies/covers please provide details:

If you do require policies/covers you **must** answer the following questions.

26. Please complete the table below providing details of your Insurance levels, note that the University's minimum required levels of cover are included. All limits must be provided in GBP.

Insurances

Cover Type	Minimum Indemnity Requirement (GBP)	Current level of indemnity (GBP)	Policy start date (dd/mm/yyyy)	Policy end date (dd/mm/yyyy)	Name of Insurer
Employers Liability	10000000				
Public and Products Liability	5000000				
Professional Indemnity	2000000				

27. For information only - Should you currently not meet the minimum levels of indemnity, as indicated above, for any of the policies, would you be prepared to increase your insurance cover to the level required?

Yes

No

You may be required to provide a covering letter from your broker/insurer confirming the policies you have in place, clearly showing the current indemnity limits and the policy start and end dates.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

4.2 Policy Wording

4.2.1 Employers Liability

28. Is an "Indemnity to Principal Clause" included under the employers liability cover?

Yes

No

29. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

4.2.2 Public and Products Liability

30. Is an "Indemnity to Principal Clause" included under the public and products liability cover?

Yes

No

31. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

4.2.3 Professional Indemnity

32. Is an "Indemnity to Principal Clause" included under the professional liability cover?

Yes

No

33. Do you have any special clauses or exclusions applicable to the performance of the contract.

Yes

No

If you answered yes to the above please provide details of any special clauses or exclusions.

4.2.4 Sub-contractors

34. Please confirm that all suppliers and sub-contractors engaged by ourselves on contracts attributable will have Public Liability cover in force with a minimum limit of indemnity of £5,000,000.

Yes

No

N/A

If the answer to the above question is no, please give the reasons why and detail what limit they have in place.

5 Quality Assurance

35. Does your organisation operate to a recognised quality management standard for the manufacture and/or supply of the goods or services e.g ISO 9000 or equivalent?

Yes

No

If Yes, please provide details of accreditation:

Qualification Details	Answer
Relevant Standard	
Certifying Body	
Certificate Number	
Expiry Date	

If accredited you may be required to provide a copy of your recognised quality management standard, clearly showing the expiration date.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

36. If you do not operate to a recognised quality management standard does your organisation have a written quality management procedure?

Yes

No

If yes, you may be required to provide a copy of your written quality management procedure.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

37. If you do not have a written quality management procedure, do you have internal practices in place to ensure quality management?

Yes

No

If yes, you may be required to detail your organisation's internal practices with regards to quality assurance.

Please note; if you do not provide the required information, when requested, your response will be deemed non-compliant.

6 Health and Safety

38. The appointed vendor(s) will be required to carry out risk assessments that are relevant to this contract and specifically address the risks to University staff and students.

Please provide an appropriate example of a risk assessment that you have completed for a similar contract.

Please confirm you have uploaded copies as part of your submission.

Yes

No

6.1 Policies and Procedures

39. Does your organisation legally require a health and safety policy?

Yes

No

If no, please indicate why you do not require a written health and safety policy:

Employ less than 5 people

Is not a legal requirement in the country in which you reside

40. If you do not require a written health and safety policy please provide details of the checks/procedures your organisation carries out in respect to its health and safety.

41. **If you do require a health and safety policy** does your organisation operate to a recognised Health & Safety standard e.g. OHSAS18001 or equivalent?

Yes

No

If yes please provide information relating to:

Qualification Details	Answer
Relevant Standard	
Certifying Body	
Certificate Number	
Expiry Date	

If yes, you may be required to provide a copy of your recognised standard, clearly showing the expiration date.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

42. **If you do not operate to a Health & Safety standard** does your organisation have a written Health & Safety policy?

Yes

No

If yes, you may be required to provide a copy of your Health & Safety policy.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

The following question **must** be completed by all.

43. Does your Organisation have a procedure which ensures that safety recommendations and reported hazards are recorded, considered and properly addressed?

Yes

No

N/A

If N/A please provide an explanation.

44. Does your Organisation have a process in place which ensures that health and safety documents / instructions are up to date and that updates are communicated to all employees?

Yes

No

N/A - One Person Business

6.2 Enforcement Action

45. In relation to occupational health and safety, fire safety or environmental health legislation, has your company or any director, partner or other employee of your company ever been:

Prosecuted within the last 5 years?

- Yes
 No

If yes please give details.

Issued with a Prohibition Notice within the last 5 years?

- Yes
 No

If yes please give details.

6.3 Accident History

46. Within the last 5 years, have your work activities caused any:

Fatal accidents?

- Yes
 No

If yes please give details.

Major Injuries?

- Yes
 No

If yes please give details.

6.4 Risk Assessment of Activities

47. Due to the nature and range of physical activities the appointed supplier(s) may carry out in delivery of the Activity Centre(s) you will be required to carry out appropriate risk assessments that are relevant to this contract and specifically address the risks to University staff and MBA students.

Please provide an appropriate example of a risk assessment that you have completed for a similar contract.

Please confirm you have uploaded copies as part of your submission.

- Yes
 No

48. Please detail how you will make arrangements to monitor health and safety standards during this contract.

7 Equality and Diversity

For information only. The University requires some additional information regarding the way your organisation operates but the answer to this question is not deemed to affect your ability to perform the contract.

49. If you do not have a written policy or methodology on equal opportunity, do you have internal practices in place to ensure equal opportunity for all?

- Yes
 No
 N/A (a one person business)

50. Is it your policy as an employer to comply with your statutory obligations under the Equality Act 2010 (which applies in Great Britain) or equivalent legislation which applies in the countries in which your firm employs staff?

- Yes
 No

51. In the last three years have you been found guilty of unlawful discrimination on the grounds of the protected characteristics outlined in the Equality Act?

- Yes
 No

If Yes, please provide details:

52. In the last three years, has any contract with your organisation been terminated on grounds of your failure to comply with either or both of: Legislation prohibiting discrimination? Contract conditions relating to equal opportunities in the provision of goods, facilities or services?

- Yes
 No

If you have answered Yes to any of the above questions please provide details.

53. Does your organisation have a written policy or methodology on equal opportunities in relation to the provision of goods, facilities or services?

- Yes
 No
 N/A (a one person business)

If yes, you may be required to provide a copy of your policy or methodology on equal opportunity.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

If yes, you may be required to detail your organisation's internal practices with regards to promoting equal opportunity.

Please note; if you do not provide the required information, when requested, your response will be deemed non-compliant.

8 Appropriateness of the Solution

8.1 General - All Lots

Please ensure that you read the following sections and respond in full to the questions located under 8.2 Responses regardless of whichever Lot you are applying for.

8.1.1 Contract Duration

The contract will operate in support of Durham University Business School and will run for a period of initially 2 (two) years with the facility to extend by a further 2 (two) year up to a combined maximum period of 4 (four) years in total.

Any extension to this contract will be communicated in accordance with Key Provision 2.1 of the University terms and conditions, located at Section 2 of this tender document.

8.1.2 Background

Durham University is a world-class university engaged in:

- high quality teaching and learning
- advanced research and partnership with business
- regional and community partnerships and initiatives
- services for conferences, events and visitor accommodation

The University is a collegiate, with 16 colleges providing residential, social and welfare facilities for their student members, and creating a sense of community for staff and students together. Its academic teaching and research programmes are delivered through departments contained within three faculties: Arts and Humanities, Science, and Social Sciences and Health.

Professor Stuart Corbridge was appointed Vice-chancellor & Warden of the University in 2015.

The University currently has over 17,500 UK and International undergraduate and postgraduate students. 21% of students are non UK origin and 150 countries are represented in our staff and student bodies.

Durham University Business School's full-time MBA programme has been recognised as one of the world's top programmes by The Economist, in its Which MBA? Ranking results for 2017. The Durham full-time MBA programme is now ranked 4th in the UK and 57th in the world for student quality, personal development and education experience and diversity of recruiters.

Durham graduates are ranked in the world top 40 for the employability of students by blue-chip companies world-wide (QS World University Rankings 2017 / 2018) and 5th in The Times and The Sunday Times University Guide 2018.

Durham has over 3,000 staff members with over 30% of academic staff non-UK origin.

For further information about Durham University and Durham University Business School visit:

<https://www.dur.ac.uk/business/about/>

8.1.3 Durham University Business School

Durham University Business School (DUBS) is a Department of, and an integral part of, the University. It was founded in 1965 and has developed a flourishing set of highly regarded undergraduate, postgraduate and enterprise and executive development programmes. It is recognised as a centre for education and management development providing classroom, accommodation and full technological support facilities for all types of organisations.

Internationally accredited, DUBS is proudly integral to one of the world's most prestigious universities and consistently ranked highly in a wide range of prestigious listings:

- Business School - 49th in Europe in the FT European Business Schools ranking
- MBA Programme - 10th in the UK in the FT Global MBA 2017
- Online MBA - 9th in the world in the FT Online MBA 2017

8.1.4 Global Knowledge Hub

The world of business is more connected than ever before and DUBS is at the heart of this far-reaching network. The connections within business and other academic institutions bring countless benefits.

For students, these connections are a gateway to live projects and the challenges of research. The internship and placement schemes allow students to immerse themselves in the real world of business and the consultancy projects enable MBA and masters students to apply their knowledge to practical challenges in the most forward-thinking companies.

For business partners, it means the Business School are at the forefront of current thinking and in touch with the changing commercial landscape. The School are always open to research collaboration and, through academic consultancy, are helping shape the way businesses work. To stay ahead and at the sharp edge, numerous event and networking opportunities for faculty and students are regularly arranged.

8.1.5 Overview of the MBA Programmes

Less than 1% of the world's 3,500 business schools hold triple accreditation (EQUIS, AACSB and AMBA) - DUBS are proud to be part of that elite group, a testament to the calibre of the School and an endorsement of the exceptional quality of our research and programmes.

Durham MBA Programmes are designed to provide everything required for success in the business world: agile analytical thinking, global awareness and strong communication skills. With close connections to many leading organisations, both informed by and immersed in the dynamic commercial landscape.

An important feature of both the Full-Time (F/T) MBA course and the European Business School (EBS) MBA offered by DUBS is participation at a residential activity centre where students will have the opportunity to develop relationships and develop essential skills with fellow course members.

For more information regarding DUBS please see the link below:

<https://www.dur.ac.uk/business/programmes/mba-landing/>

8.1.6 Management Information

Suppliers must provide management information analysing the business delivered against the contract with regards to:

- Complaints (all types and categorised) received and timescales involved in resolving
- Number of accident(s), type of injuries dealt with and whether professional medical assistance was required

Additional management information may be required on a regular or ad-hoc basis, for example; the venue to conduct student evaluations and provision should be made to accommodate such requests.

Management information should also be available in various formats including, spreadsheet, graph, chart, pdf and other file formats.

8.1.7 Data Collection and Use

The General Data Protection Regulation (GDPR) will come into force on 25/05/2018 and is Europe's new framework for data protection, replacing the 1995 Data Protection directive. All companies processing and holding personal data of data subjects residing in the European Union, regardless of the company's location, will need to be compliant.

Any information connected to a data subject, can be used to directly or indirectly identify a person(s) such as name, email and computer IP address and so on. Any successful supplier(s) may have access to, or collate this type of information as part of, their delivery either of the EBS MBA or F/T MBA Activity Centre(s) through the course of doing business with Durham University Business School.

It is imperative that any proposed data requiring collection by a successful supplier(s) is discussed in detail and agreed with Durham University prior to undertaking this work. Only necessary data on data subjects will be disclosed to the successful supplier(s) where this is required to assist the University in controlling and complying with the current data protection act and the GDPR once it is live and in force.

8.2 Responses

8.2.1 MBA Residential Activity Centre Objectives

Suppliers and all facilitators involved will have to demonstrate expertise in designing, delivering and facilitating management development programmes for large groups at senior level and an internationally diverse audience.

The Business School seek exceptional facilitators and workshops that are going to add maximum value to participants that will inspire and engage, providing learning and tools that will help them excel throughout their MBA and in their chosen career.

It is expected that the requirements of the EBS and F/T MBA activities may change over the duration of the contract to meet the needs of both the Business School, MBA programmes and the participants. Flexibility and adaptability will be key to ensure that the programmes remain relevant to participants to ensure DUBS remains competitive within the higher education marketplace. The successful supplier will be instrumental in helping deliver the EBS and / or F/T MBA experience to all participants involved providing innovative new ways of approaching and engaging the learning experience throughout the delivery of the residential activities.

The tender is split into two Lots:

- Lot 1 EBS MBA Residential Activity Centre
- Lot 2 F/T MBA Residential Activity Centre

Suppliers can apply for one or both of the Lots as part of this tender process. As part of either Residential Activity Centre, suppliers will be required to either secure a suitable venue(s) or have provision at their business address to host the Activity Centre.

This contract may be awarded to more than one supplier.

54. Suppliers are required to confirm that they can design, deliver and facilitate flexible management development programmes for large groups at a senior level.

Yes

No

8.2.2 Facilities

Suitable accommodation should be available for the Activity Centre(s) and consideration should be made to the following type (e.g. dormitories, single sex accommodation, rooms for students with disabilities). Consideration should also be taken in relation to the provision of room facilities (e.g. on-suite bathroom and shower, tea / coffee making facilities, household facilities such as an iron, telephone, wi-fi and other forms of media).

In addition, it is essential that all cultural requirements be reflected with access to prayer room(s) inclusive and exclusive (where required) to reflect the diversity aspect of students.

It is important for the whole MBA experience that accommodation is suitable and provides the basic amenities with the comfort of all students and guests paramount to the overall experience and delivery of learning.

Suppliers are required to confirm that the proposed venue(s) are: (please tick all that apply)

Within 2 hours (100 mile maximum) driving distance of DH1 3LB

Accessible by 70-seater coach

Conference and meeting room facilities

8.2.3 Pre-Course Brief

The content of each course will vary during the contract period depending on the types of students attending that particular course. It is expected that the successful supplier(s) will inform DUBS in advance of any scheduled Residential Activity Centre of the proposed programme content. This should be agreed and approved by DUBS prior to sending out to students.

55. Using the space provided below detail how you propose to supply DUBS and students with pre-course briefing information / sessions to inform all regarding the content and format in advance of any Residential Activity Centre(s) taking place. Your response should include the format of the pre-course brief and how this will be communicated (electronic, pre-course meeting for example) to DUBS.

Any associated costs in connection with this brief should be recorded in the appropriate Pricing Proposal in the Lot(s) applied for.

8.2.4 Course Trainers, Instructors, Numbers and Guest Places

A ratio of 8-10 students to one trainer / instructor is mandatory.

All trainers and instructors must be suitably qualified to undertake the activities proposed and be able to demonstrate experience delivering leadership development programmes at a senior level. Tenders must include a CV or biography of the trainers and instructors that will be involved in the Residential Activity Centre, highlighting appropriate qualifications and relevant experience.

The numbers of students provided within each Lot are estimates only and may increase or fall on a course by course basis. Suppliers should state clearly if there are minimum or maximum numbers of students per course, or whether a minimum or maximum price per course is applicable. Costs should be included into the relevant Pricing Proposal under each Lot.

The successful supplier(s) are expected to also provide a number of free places for DUBS staff and guest members. A ratio of students to guest places is 1:12

56. Are you able to comply with the 8-10 students to one trainer / instructor.

- Yes
 No

57. Please confirm that you can adhere to the 1:12 ratio of students to guest places.

- Yes
 No

58. Please attach copies of relevant CVs, qualifications, certificates and / or biographies of trainers / instructors that you propose will lead the residential activity.

Please confirm that you have uploaded copies of the required documentation as stated above.

- Yes
 No

59. It is understandable that during the course of any contract, trainers / instructors may change. In order to anticipate this, you are asked to confirm that any such changes will be communicated to the University in advance of leading / participating in any residential activity sessions.

Please confirm that any CVs, qualifications, certificates and / or biographies of any new facilitators / trainers will also be supplied to the University throughout the duration of the contract length.

- Yes
 No

60. Please state below whether you have a minimum or maximum number of students per activity booking and if so what these are. Any costs should be recorded within the relevant Pricing Proposal under each Lot applied for.

The University reserves the right to reject any specific trainer(s) that they consider unsuitable to deliver both the EBS MBA and the F/T MBA programmes.

8.2.5 Use of Sub-Contractors

Suppliers should clearly state which, if any, work is to be sub-contracted and should list the names of all sub-contractors they would intend to use in the performance of the contract.

The University reserves the right to exclude any sub-contractor that it feels is not acceptable to the University.

61. Will you, or are you likely too, employ the services of sub-contractors as part of this contract.

- Yes
 No
 N/A

62. Please outline the process to be adopted during the management of the sub-contractors providing the services to either EBS or F/T MBA programmes. The plan must include:

- details of the services that are to be sub-contracted
- a full list of the sub-contractors which should include, name, business address, contact point (email and telephone), VAT registration (where applicable), Corporation Tax (where applicable), and PAYE collection number
- your payment arrangements for any sub-contractors that may work on delivering this contract
- systems in place to rectify or deal with sub-contractor non-performance
- details of the relevant checks performed level of checks and which resource used (e.g. Disclosure Scotland)
- compliance with off-payroll working through an intermediary (IR35 if applicable)
- copies of any relevant certificates relating to sub-contractors

63. It is understandable that during the course of any contract, sub-contractors may change. To anticipate this, you are asked to confirm that any such changes will be communicated to the University in advance of any delivery of residential activity sessions.

Please confirm that you agree that the University reserves the right to exclude any sub-contractors that it feels are not acceptable to the University.

- Yes

No

8.2.6 Added Value

For information only. The University requires some additional information regarding the way your organisation operates but the answers to this question are not deemed to affect your ability to perform the contract.

Suppliers are requested to provide information on any Added Value that they feel they can bring to this contract.

64. Additional information can also be supplied below highlighting any Added Value you feel you can bring to this contract. Please include any specific achievements that you also consider your trainers / instructors could bring to the MBA programme(s). Emphasis should be placed on key areas such as; mentoring, facilitating and coaching for instance as identified in the individual MBA Lot requirements.

Any associated costs should be recorded within the Pricing Proposal of the appropriate Lot(s).

8.2.7 Service Level Agreement (SLA)

65. This contract will require monitoring which will be undertaken by utilising a SLA.

Please download and review the attached SLA which contains the University's minimum requirements. Please note the SLA contains a Supplier Personnel section that requires completion of your key account management personnel and nominated escalation customer contact information.

Please confirm that you have read and understood the attached SLA.

Yes

No

A document named 'OJEU17-018 SLA.DOCX' has been attached to this question by the event owner

66. Please confirm you can comply with all of the University minimum standards defined in the SLA.

Yes

No

67. We have offered alternative / additional service levels and have uploaded the amended SLA document.

Yes

No

8.2.8 Organisation and Communications

The Supplier shall provide full details of their organisational and management structure in relation to this contract. As a minimum, this must contain:

- an organisation chart showing the management and staffing structure, and a table detailing the number of staff involved, their locations, functions, and man hours. This should relate to the staff involved in the provision of services outlined in this specification
- clearly defined details of all key contacts or functions within the structure
- details of contact point(s) within the organisation in the event of an emergency

68. **Have you uploaded a copy of your organisations chart and key contact as detailed above.**

Yes

No

69. **Please confirm that you have uploaded a copy of your procedures for prioritising and escalating complaints.**

Yes

No

8.2.9 Contingency

It is understandable that due to unpredicted severe weather that venue(s), access, travel and attendance at agreed time(s) have to be either postponed or cancelled at short notice. The EBS students arrive from Germany and flight disruptions add in an additional risk of last minute unavoidable changes. Although such events are covered by the Force Majeure clause within the university terms and conditions located under Section 2, suppliers are required to highlight their cancellation policies of the venue(s) proposed.

Suppliers are required to provide or outline their procedures / contingency plans in the vent of the following:

- Industrial Action
- Disruption to utility supplies (gas, electricity, water) at any of the venue(s) proposed
- Last minute changes to venue / facilities / cancellations

70. Outline your procedures for dealing with Industrial Action below:

71. Outline your procedures for dealing with disruption to utility supplied at any of the proposed venues:

72. Outline your procedures for dealing with last minute changes to venue/ facilities including cancellation policy as stated above (any costs should be recorded within the Pricing Proposal):

8.2.10 Contract Management

The contract will be managed by Steven Carter, Category Manager in Procurement and Marcia Hoynes, Career Development Manager at Durham University Business School. As part of any contractual arrangement regular, 6 monthly reviews will take place between the successful supplier(s) and Durham University to ensure that the contract is performing without incident. Post activity debriefs will also take place between the University Business School and the supplier(s). The timings of such debriefs will coincide with the completion of each Residential Activity.

The successful supplier(s) will allocate a dedicated account manager as part of any tender award. The account manager will be required to attend the 6 monthly review meetings, as stated above, at the University premises at their own expense. Details will be disclosed as part of the contractual arrangements following award.

9 Lot 1 Requirements

Only complete this entire section if you intend to apply for this Lot.

You must respond to all questions in full. Please note that if you reference another section or attachment as part of your response to a question, this will be deemed a non-compliant response and you will receive zero marks for that question.

9.1 EBS MBA Residential Activity Centre

EBS MBA students join an 18 month programme commencing each September. The programme for 2018 will take place week commencing 17th September.

The average age of students that typically join the programme is 37 years with an average 16 years work experience. The students come from a diverse range of industries and international backgrounds and are typically studying for their MBA while remaining in full-time employment. Some students may be sponsored by their employer while others personally fund their study.

The numbers attending the course range from 16-30 students. The residential activity weekend is one of the first events held during the Induction period of the EBS MBA.

9.2 EBS MBA Requirement

The next scheduled EBS MBA Residential Activity Centre will take place as:

EBS Programme

Required Course Date	Duration	Meals Required	Approximate Numbers
w/c 17/09/2018 (exact date to be confirmed)	3 nights. Arrive early evening on day 1 require evening meal. Depart early morning on day 4. Facilitation required on day 2 and 3 only	3 x breakfast, 2 x lunches, 3 x evening meals	16-30

The residential will take the form of a development centre and students will be observed and given feedback on key capabilities. Suppliers must include a proposed range of fun and challenging activities and events, both outdoor and classroom based, utilising a wide range of physical and intellectual challenges to suit different learning styles and to enable facilitators to observe key capabilities. The programme should be inspiring and engaging throughout, providing opportunities for participants to get to know each other and enable self-reflection. The programme will have the following key learning outcomes:

- enhance self-awareness through exercises and psychometric tools, identifying key strengths and development needs
- develop and demonstrate cross-cultural team building skills and accelerate cohort relationship
- enhance approaches and skills to deliver constructive feedback
- develop tools and techniques to set goals and objectives, with particular focus on their career development
- design a personal development plan and an approach to build a development portfolio

Suppliers must demonstrate, within their proposal, how they will address each of the EBS MBA learning outcomes above.

73. Please upload your proposal, detailing the types of activities and sessions that your organisation is offering as part of the Residential Activity Centre, referring to the requirements above. Please ensure that you include clear links between the activities proposed and how they meet the key learning outcomes mentioned above and of the tools (e.g. psychometric or other) that you will use.

9.3 Venue(s)

Suppliers must include a full description of the proposed venue(s) and the facilities available at each. More than one venue can be proposed however a preference must be highlighted. It must also be clear if all of the facilities are on-site or if travel is required to carry out any of the activities. If students have to go off-site, details of transport and distance will need to be highlighted. In addition, the proposed venue(s) should have suitable parking available on-site for large coaches with the provision of disabled parking facilities.

It is appreciated that where the venue(s) will be shared with other parties, the overall MBA experience, access to facilities and services received should not be impacted upon and that risk of any conflict of interests removed. In addition, the safety and wellbeing of both parties would be of paramount importance to the university. The university will require assurances that appropriate segregation takes place between the parties involved to minimise the risk of interaction for example, where one group consists of special needs or vulnerable children / adults.

Suppliers must state the maximum number of students that could attend the residential, highlighting any restrictions for accommodation, catering or facilitation / activities.

74. The venue(s) should be able to sustain 16-30 individuals (on average) at any one time, not including any guests as stated within 8.2.4. Please confirm that the venue(s) you have proposed, comply with the potential volumes expected.

Yes

No

If No, please use the space provided below to demonstrate how you propose to meet the University requirements in full.

75. Will the venue(s) primarily be exclusive to Durham University (based on an event taking place w/c 17/09/2018) or shared with other parties (please advise whether this will include members of the public and / or other business conferences / meetings).

76. Please indicated below what precautionary measures you have or will have in place to ensure that interaction between the MBA students and the other parties on-site are reduced to a minimum and what measures you have to ensure the health and safety of both.

77. Can the recommended venue(s) facilitate the access and parking requirements stated above as a minimum.

Yes

No

If No, please advise what restrictions there are (at any of the venue(s) recommended) and what alternative arrangements are proposed in order to meet the overall University requirements in full.

78. Please advise whether on-site parking is restricted or parking enforcement is in action at any of the venue(s) you are recommending.

79. In order to ensure compliance with the Disability Discrimination Act, you are required to provide details of the facilities available at your proposed venue(s) with a specific focus on access / facilities for disabled and how the venue(s) comply with the Disability Discrimination Act (e.g. widen doors, wheelchair access, stair lift(s), emergency cords, DDA compliant signage etc.)

80. In addition to the main function room (that can hold a minimum of 16-30 individuals at any one time) there will also be a requirement for smaller break-out rooms that can be utilised throughout the course duration in order to facilitate smaller group working. The number of smaller breakout rooms has to be sufficient to meet the ratio requirements and proposed programme.

Using the space below, provide a brief description of the conference room and meeting room availability / size at all of the venue(s) you are proposing.

81. To facilitate the learning experience, a range of tools should also be readily accessible within the main conference room and additional breakout rooms such as whether the following are provided:

- overhead projector
- internet connectivity (desirable but not essential)
- whiteboard(s) and marker(s)
- flipchart(s)

Please note this list is not exhaustive. Using the space below, provide details on whether you can meet these requirements as a minimum. Any associated costs should be recorded within your Pricing Proposal.

82. You are required to upload details (brochure etc.) of the proposed venue(s) and accessibility.

Please confirm that you have uploaded such documents for the University to review.

Yes

No

83. List below your recommended venue(s) for the EBS MBA including full postal address, telephone and website address (if applicable).

9.4 Accommodation

Suppliers must include details of the types of accommodation available (e.g. dormitories, single sex accommodation, rooms for students with a disability) to include a description of the facilities available in each room (e.g. on-suite bathroom and shower, tea / coffee facilities, household facilities such as access to an iron, telephone, wi-fi and other forms of media). It should also be highlighted whether all rooms available are smoke free and fitted with appropriate alarms etc.

It is essential that all cultural requirements should be reflected with the provision for prayer room(s) inclusive and exclusive (where required) should also be a consideration given the diversity aspect of the students.

84. Using the space provided below, explain the types of accommodation available (e.g. dormitories, single sex accommodation, rooms for students with a disability) to include a description of the room facilities also available.

85. In order to acknowledge the cultural identities of potential students, please detail whether your proposed venue(s) provide prayer rooms, same sex accommodation (if required) etc. and whether these are located on-site or off-site.

9.5 Food

As part of the EBS MBA Activity Centre, the venue(s) recommended by suppliers must be able to provide, either directly or indirectly (through outside catering) breakfast, lunch and evening meal (exact numbers will depend on course to course) along with provision of appropriate refreshments during activities and breaks. Meals should be prepared and presented reflecting the target audience and should be of suitable quality and standard.

Meal	Requirement
Breakfast	Juice, tea and coffee; traditional cooked and non-cooked breakfast options
Lunch	Soup, choice of several hot and cold dishes, salads, fruit and drinks (non-alcoholic). Packed lunches to be provided if required.
Dinner	As above with a choice of several hot and cold main course dishes and hot and cold desserts

Sample menus for breakfast, lunch and evening meal, including provision for special dietary requirements and a description of the style of service should be supplied as part of your proposal.

Due to the international and cross-cultural cohort, special attention should also be placed on the food provided which should clearly be labelled and provision made for students to assist them in observing any religious events (where appropriate).

86. Suppliers are requested to supply sample menus of suitable quality to reflect the MBA cohort for breakfast, lunch and evening meal, including the provision for special dietary requirements (e.g. religious, vegetarianism, allergens such as nut free and gluten free etc.) and a description of the style of service.

Please confirm that you have uploaded sample menus.

Yes

No

87. Please confirm that all food supplied will be clearly labelled to inform accordingly.

Yes

No

88. Please confirm that appropriate refreshments (tea, coffee, water, juice) will be provided during activities and breaks.

Yes

No

If No, please provide details on what and when, refreshments will be provided.

89. Using the space below, describe what precautions the venue(s) will take to ensure the risk of cross-contamination is reduced.

90. You are required to provide information on the style(s) of service that can be offered (prices should be recorded in the Pricing Proposal).

9.6 Equipment

The types of equipment will vary from course to course however, all specialist equipment must be organised and provided for by the supplier(s) or through the venue(s) as part of the overall Activity Centre.

91. Please provide details of other equipment (e.g. waterproof clothing, work wear, safety equipment) that is available free of charge (any associated charges however should be recorded within the Pricing Proposal).

9.7 Other Facilities

Suppliers are requested to provide details of any other facilities that they can offer including, but not limited to, themes or performances that could be provided as part of the Activity Centre.

92. Suppliers are requested to provide details of any other facilities that their proposed venue(s) can offer in addition to the standard requirements of the University. Please ensure that your response includes any features, themes or performances that could be provided over the period detailed above and going forward. Any associated costs should be recorded within the Pricing Proposal.

9.8 Case Studies

Case studies will be required to assist in evidencing any similar work you have undertaken that will help demonstrate understanding of the requirement and capabilities.

You are required to provide two case studies. Each case study should address the programme content, level of involvement including designing, delivering and facilitating management development programmes, particularly for large groups of delegates at senior level and an internationally diverse audience. Each case study should also include whether any issues or incidents were encountered, how these were successfully dealt with and any lessons learned.

Case Study 1: detail where you have provided similar services to a University (or similar Higher Education establishment or equivalent)

Case Study 2: for another customer (public or private sector) where the above criteria has been addressed

Please make reference to your client including a contact name, email and phone number; note we may wish to contact them to verify.

Each case study must be limited to two sides of A4 and you must use font size 12.

If you fail to comply with these requirements, your case study will be deemed non-compliant and you will be awarded zero marks

93. Please confirm you have uploaded Case Study 1.

Yes

No

94. Please confirm that you have uploaded Case Study 2.

Yes

No

9.9 Pricing Proposal

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the services including any subsequent costs relating to the delivery of your proposal for the Activity Centre. Costs should be provided in an itemised list to ensure full transparency of overall costs involved.

All prices must be exclusive of UK Value Added Tax (VAT).

Please download the attached Pricing Proposal to complete detailing your full costs for delivering your solution.

If you are proposing more than one venue, you are required to upload a Pricing Proposal for each along with the associated costs (food, accommodation, facilities / activities) to ensure that the university has all of the relevant information at hand in order to assess the cost(s) involved at each venue.

A document named 'Pricing Proposal Lot1.xlsx' has been attached to this question by the event owner

95. Please confirm you have uploaded your completed Pricing Proposal containing all costs for the delivery of the Activity Centre.

Yes

No

9.10 Price Increases

96. It is expected that costs will fluctuate over the duration of the contract.

Please advise what pricing index you will use (e.g. in line with RPI or other) and how you will communicate to the university any such changes.

10 Lot 2 Requirements

Only complete this entire section if you intend to apply for this Lot.

You must respond to all questions in full. Please note that if you reference another section or attachments as part of your response to a question, this will be deemed a non-compliant response and you will receive zero marks for that question.

10.1 F/T MBA Residential Activity Centre

Durham University Business School currently offers a comprehensive career and capability development programme which compliments core teaching and supports key skills which are demanded by employers. The residential activity weekend is one of the first events held during the Induction period.

Full Time MBA students can join a 12 or 15 month programme with a new cohort commencing each September (annually). The average age of students that join this programme is 30 years with an average of 9 years work experience. The students come from a diverse range of industries and international backgrounds. A minority of students may be sponsored by their employer while most have resigned from their employment and personally fund the programme.

The numbers attending the course range from 40-80 students.

The next scheduled programme is due to take place in late September, 2018.

10.2 F/T MBA Requirement

Typical commitments for the F/T MBA Residential Activity Centre are outlined in the table below:

Required Course Date	Duration	Meals Required	Approximate Numbers
27-29 September 2018	2 nights arrive mid-morning on Day 1 and depart late afternoon on Day 3	2 x breakfast, 3 x lunches, 2 x evening meals	40-80

The residential will take the form of a development centre and students will be observed and given feedback on key capabilities. Suppliers must include a proposed range of fun and challenging activities and events, both outdoor and classroom based, utilising a wide range of physical and intellectual challenges to suit different learning styles and to enable facilitators to observe key capabilities. The programme should be inspiring and engaging throughout, providing opportunities for participants to get to know each other and enable self-reflection. The programme will have the following key learning outcomes:

- enhance self-awareness through exercises and psychometric tools, identifying key strengths and development needs
- develop and demonstrate cross-cultural team building skills and accelerate cohort relationship
- enhance approaches and skills to deliver constructive feedback
- develop tools and techniques to set goals and objectives, with particular focus on their career development
- design a personal development plan and an approach to build a development portfolio

Students will have the opportunity to demonstrate the following key capabilities during the residential and will receive feedback from the facilitators to help inform their individual development plan:

- self-awareness
- cross-cultural awareness
- team building
- resilience
- trust

Suppliers must demonstrate how they will address each of the F/T MBA capabilities and achievements of the learning outcomes.

97. Please upload your proposal or use the space below, to detail the types of activities and sessions that your organisation is offering as part of the Activity Centre, referring to the requirements above. Please ensure that you include what types of key outcomes will be included and whether this will include psychometric tools or other.

10.3 Venue(s)

Suppliers must include a full description of the proposed venue(s) and the facilities available. More than one venue can be proposed however a preference must be highlighted. It must also be clear if all of the facilities are on-site or if travel is required to carry out any of the activities. If students have to go off-site, details of transport and distances will need to be highlighted. In addition, the proposed venue(s) should have suitable parking available on-site for large coaches with the provision of disabled parking facilities.

It is appreciated that where the venue(s) will be shared with other parties on the dates indicated above, the overall MBA experience, access to facilities and services received should not be impacted upon and that risk of any conflict of interests removed. In addition, the safety and wellbeing of both parties would be of paramount importance to the university. The university will require assurances that appropriate segregation takes place between the parties involved to minimise the risk of interaction for example, where one group consists of special needs or vulnerable children / adults.

Suppliers must state the maximum number of students that could attend the residential, highlighting any restrictions for accommodation, catering or facilitation / activities.

98. The venue(s) should be able to sustain 70 individuals (on average) at any one time, not including any guest places. Please confirm that the venue(s) you have proposed, comply with the potential volumes expected.

Yes

No

If No, please use the space provided below to demonstrate how you propose to meet the University requirements in full.

99. Will the venue(s) primarily be exclusive to Durham University (based on an event taking place as detailed in the table above) or shared with other parties (please advise whether this will include members of the public and / or other business conferences / meetings).

100. Please indicated below what precautionary measures you have or will have in place to ensure that interaction between the MBA students and the other parties on-site are reduced to a minimum and what measures you have to ensure the health and safety of both.

101. Can the recommended venue(s) facilitate the access and parking requirements stated above as a minimum.

- Yes
 No

If No, please advise what restrictions there are (at any of the venue(s) recommended) and what alternative arrangements are proposed in order to meet the overall University requirements in full.

102. Please advise whether on-site parking is restricted or parking enforcement is in action at any of the venue(s) you are recommending.

103. In order to ensure compliance with the Disability Discrimination Act, you are required to provide details of the facilities available at your proposed venue(s) with a specific focus on access / facilities for disabled and how the venue(s) comply with the Disability Discrimination Act (e.g. widen doors, wheelchair access, stair lift(s), emergency cords, DDA compliant signage etc.)

104. In addition to the main function room (that can hold a minimum of 70 individuals at any one time) there will also be a requirement for several smaller break-out rooms that can be utilised throughout the course duration in order to facilitate smaller group working.

Using the space below, provide a brief description of the conference room and meeting room availability / size at all of the venue(s) you are proposing.

105. To facilitate the learning experience, a range of tools should also be readily accessible within the main conference room and additional break-out rooms to include:

- overhead projector
- internet connectivity (desirable but not essential)
- whiteboard(s) and marker(s)
- flipchart(s)

Please note this list is not exhaustive. Using the space below, provide details on whether you can meet these requirements as a minimum. Any associated costs should be recorded within your Pricing Proposal.

106. You are required to upload details (brochures etc.) of the proposed venue(s) and accessibility.

Please confirm that you have uploaded such documents for the University to review.

- Yes
 No

107. List below your recommended venue(s) for the F/T MBA including full postal address, telephone and website address (if applicable).

10.4 Accommodation

Suppliers must include details of the types of accommodation available (e.g. dormitories, single sex accommodation, rooms for students with a disability) to include a description of the facilities available in each room (e.g. on-suite bathroom and shower, tea / coffee facilities, household facilities such as an iron, telephone, wi-fi and other forms of media). It should also be highlighted whether all rooms available are smoke free and fitted with appropriate alarms etc.

It is essential that all cultural requirements should be reflected with the provision of prayer room(s) inclusive and exclusive (where required) should also be a consideration given the diversity aspect of students.

108. Using the space provided below, explain the types of accommodation available (e.g. dormitories, single sex accommodation, rooms for students with a disability) to include a description of the room facilities also available.

109. In order to acknowledge the cultural identities of potential students, please detail whether you proposed venue(s) provide prayers rooms, same sex accommodation (if required) etc. and whether these are located on-site or off-site.

10.5 Food

As part of the F/T MBA Activity Centre, the venue(s) recommended by suppliers must be able to provide, either directly or indirectly (through outside catering) breakfast, lunch and evening meal (exact numbers will depend on course to course) along with provision of appropriate refreshments during activities and breaks. Meals should be prepared and presented reflecting the target audience and should be of suitable quality and standard.

Meal	Requirement
Breakfast	Juice, tea and coffee; traditional cooked and non-cooked breakfast
Lunch	Soup, choice of several hot and cold dishes, salads, fruit and drinks. Packed lunches to be provided if required
Dinner	As above with a choice of several hot and cold main course dishes and hot and cold desserts

Sample menus for breakfast, lunch and evening meal, including provision for special dietary requirements and a description of the style of service should be supplied as part of your proposal.

Due to the international and cross-cultural cohort, special attention should also be placed on the food provided which should clearly be labelled and provision made for students to assist them in observing any religious events (where appropriate).

110. Suppliers are requested to supply sample menus of suitable quality to reflect the MBA cohort for breakfast, lunch and evening meal, including the provision for special dietary requirements (e.g. religious, vegetarianism, allergens such as nut free and gluten free etc.) and a description of the style of service.

Please confirm that you have uploaded sample menus.

- Yes
 No

111. Please confirm that all food supplied will be clearly labelled to inform accordingly.

- Yes
 No

112. Please confirm that appropriate refreshments (tea, coffee, water, juice) will be provided during activities and breaks.

- Yes
 No

If No, please provide details on what and when, refreshments will be provided.

113. Using the space provided below, describe what precautions the venue(s) will take to ensure the risk of cross-contamination is reduced.

114. You are required to provide information on the style(s) of service that can be offered (prices should be recorded in the Pricing Proposal).

10.6 Equipment

The types of equipment required will vary from course to course however, all specialist equipment must be organised and provided for by the supplier(s) or through the venue(s) as part of the overall Activity Centre.

115. Please provide details of other equipment (e.g. waterproof clothing, work wear, safety equipment) that is available free of charge (any associated charges however should be recorded within the Pricing Proposal).

10.7 Other Facilities

Suppliers are requested to provide details of any other facilities that they can offer including, but not limited to, themes or performances that could be provided as part of the Activity Centre.

116. Suppliers are requested to provide details of any other facilities that their proposed venue(s) can offer in addition to the standard requirements of the University. Please ensure that your response includes any features, themes or performances that could be provided over the period detailed above and going forward. Any associated costs should be recorded within the Pricing Proposal.

10.8 Case Studies

Case studies will be required to assist in evidencing any similar work you have undertaken that will help demonstrate understanding of the requirement and capabilities.

You are required to provide two case studies. Each case study should address the programme content, level of involvement including designing, delivering and facilitating management development programmes, particularly for large groups of delegates at senior level and an internationally diverse audience. Each case study should also include whether any issues or incidents were encountered, how these were successfully dealt with and any lessons learned.

Case Study 1: detail where you have provided similar services to a University (or similar Higher Education establishment or equivalent)
Case Study 2: for another customer (public or private sector) where the above criteria has been addressed

Please make reference to your client including a contact name, email and phone number; note we may wish to contact them to verify.

Each case study must be limited to two sides of A4 and you must use font size 12.

If you fail to comply with these requirements, your case study will be deemed non-compliant and you will be awarded zero marks

117. Please confirm you have uploaded Case Study 1.

- Yes
 No

118. Please confirm that you have uploaded Case Study 2.

- Yes
 No

10.9 Pricing Proposal

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the services including any subsequent costs relating to the delivery of your proposal for the Activity Centre. Costs should be provided in an itemised list to ensure full transparency of overall costs involved.

All prices must be exclusive of UK Value Added Tax (VAT).

Please download the attached Pricing Proposal to complete detailing your full costs for delivering your solution.

If you are proposing more than one venue, you are required to upload a Pricing Proposal for each along with the associated costs (food, accommodation, facilities / activities) to ensure that the university has all of the relevant information at hand in order to assess the cost(s) involved at each venue.

A document named 'Pricing Proposal Lot2.xlsx' has been attached to this question by the event owner

119. Please confirm you have uploaded your completed Pricing Proposal containing all costs for the delivery of the Activity Centre.

Yes

No

10.10 Price Increases

120. It is expected that costs will fluctuate over the duration of the contract.

Please advise what pricing index you will use (e.g. in line with RPI or other) and how you will communicate to the university any such changes.

This is the end of the questionnaire, to ensure your bid is submitted you must click the "Submit Responses" button. You will then receive a copy of your submission by email.

You are able make subsequent changes prior to the closing date/time of the event. To receive a copy of your updated submission please click "Submit Responses" a further time.

The final version of your submission will be made available to the evaluation panel after the event has closed.