**RM6323 Insurance and Related Services 4**

**Attachment 2b(ii) – Certificate of Technical and Professional Ability (COTPA) Contract Example Template – Lot 2**

**Certificate**

Please complete the Contract Example Certificate as part of your bid for Lot 2of the Crown Commercial Service RM6323 Insurance and Related Services 4

**Instructions**

You (the supplier) are required to complete Table A below. (highlighted yellow)

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

For the avoidance of doubt, if a customer referee selects OPTION B when completing Table B of this Contract Example Certificate your bid will be awarded a FAIL for this question and excluded from further participation in the competition for this Lot

You (the supplier) must not:

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

Failure to submit the Contract Example Certificate in accordance with these instructions will result in your bid being awarded a FAIL and excluded from further participation in the competition for this Lot.

**Mandatory requirements**

You need to submit your completed certificate for Lot 2. Once your Attachment 2b(ii) has been signed by your Customer Contact, you must upload your completed Attachment 2b(ii) to the applicable question in the eSourcing suite.

Your Attachment 2b(ii) must be uploaded to the eSourcing 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.

The contract examples must evidence a contract that you have successfully delivered or are delivering in the last 36 months prior to publication of the contract notice.

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

Contracts can be from the public or private sector.

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

This contract must be relevant, and clearly and unambiguously fall within the scope of the Specification for Lot 2, which can be found at Attachment 1b Framework Schedule 1 (Specification).

The summary of the contract must clearly describe your role in delivering the contract and detailing your technical capability to successfully deliver the Lot 2 requirements, including evidence of the following as a minimum:

* Include an overview of the end to end process for your claims handling service, including how you managed the handover of claims at the end of your contract.
* Show how your reserving process was realistic and accurate based on the original information, then how you monitored and amended the reserves taking into account any additional information received.
* Show how you have worked to minimise settlement costs to Buyers, through effective negotiation, claims analysis and the appropriate use of delegated authority for claims approval.

**Table A**

The Contract Example Certificate will be assessed in accordance with the response and evaluation guidance for this question, which is detailed within the qualification envelope in the e-sourcing suite. Where you relied on other entities (including sub-contractors or consortium members) to perform the contract, please set out the function that each entity performed in the contract example description.

|  |  |  |  |
| --- | --- | --- | --- |
|  | 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 Contract Customer ("Customer"): | | *[Registered Name]* |
|  | Name of Contracted Supplier ("Supplier"): | | *[Registered Name]* |
|  | Contract Title ("Contract"): | | *[Agreed Contract Name for Contract]* |
|  | For Public Sector Contracts Only - Award Notice Reference (if applicable): | | *[find a tender reference e.g. 2011/S 239-387260]* |
|  |  | |  |
| **Contact Details for the Customer (with whom further queries, if any, can be raised to verify)** | | | |
|  | Customer Referee 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]* |
|  | Consideration received: | | *[Monetary value or equivalent]* |
|  | Deliverables start date: | | *[dd/mm/yyyy]* |
|  | Deliverables end date: | | *[dd/mm/yyyy]* |
| **Further Contract Detail** | | | |
| **Contract Example description:**  **Description max 1000 words**    You must **not** exceed the word count. Responses must include spaces between words. The response must utilize Font Type Arial and Font Size 10.    Please make sure you have read and understood the response and evaluation guidance contained in the eSourcing Suite at question 1.34. of Attachment 2a Selection Questionnaire.  ***If you do not provide the contract examples we have asked for, your bid may be excluded from this procurement.*** | | INSERT YOUR CONTRACT DESCRIPTION HERE: | |

**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)** | |
| **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 Customer: | *[Contract Customer 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; 5; or other etc.]* |
| Signature of Contract Customer: | *[Contract Customer 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.* | |

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| --- |
| **Guidance for Entities providing Certificates** |
| *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. any other failure by the Supplier to comply with its obligations under the Contract.* |
|  |