

**Attachment 2b**

**Lot 1** **UK and Overseas – Booked Business Travel, Approved Citizen and Refugee Programmes and Emergency Response**

**Certificate of Technical and Professional Ability (COTPA)**

**RM6342 – Travel, Transport, Accommodation and Venue Solutions**

**Definitions**

In this document, the following words shall have the following meanings:

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| **"Demonstration"** | refers to the requirement for bidders to provide evidence that they have successfully delivered Services within the specified scope of Services listed in Section A. This involves submitting certificates that verify the delivery of a range of required Services. Each demonstration must show evidence of the bidder's capability to deliver the specified Services effectively. |
| **"COTPA”** | ‘COTPA’ is a certificate that bidders must complete and submit to demonstrate their technical and professional ability. It serves as evidence that the bidder has successfully delivered Services under a contract, meeting the specific requirements set out by the tender and must be signed by the relevant customer. |
| **“Services”** | services made available by the Supplier as specified in Framework Schedule 1 (Specification) and in relation to a Call-Off Contract as specified in the Order Form; |

**Requirement**

We require you to demonstrate that you have delivered Services within the scope of Lot 1.

Using this COTPA applicable to Lot 1, for each ‘Demonstration’, you must demonstrate the delivery of a minimum number of the full list of Services, taken from the Specification, as listed in Section A.

For each ‘Demonstration’ you can submit up to three (3) COTPA from different contracts, that when combined meet at least the specified minimum number of the full list of Services detailed within Section A for each ‘Demonstration’. For the avoidance of doubt, the table below summarises the requirement for Lot 1 and the number of COTPA that can be submitted to meet the requirement.

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| The requirement for Lot 1 is three (3) demonstrations. Each Demonstration must evidence the delivery of a minimum number of the Services specified in the table below. | For each Demonstration a bidder can submit up to three (3) COTPA from different Contracts (illustrated below). When combined, the COTPA must meet at least the minimum number of the full list of Services requested in Section A for that Demonstration. |
| Demonstration 1 (UK and Global-booked Business Travel - Part A) | Demonstration 1 - COTPA 1 |
| Demonstration 1 - COTPA 2 |
| Demonstration 1 - COTPA 3 |
| Demonstration 2 (Civilian Programmes - Part B)  | Demonstration 2 - COTPA 1 |
| Demonstration 2 - COTPA 2 |
| Demonstration 2 - COTPA 3 |
| Demonstration 3 (Emergency Response - Part C) | Demonstration 3 - COTPA 1 |
| Demonstration 3 - COTPA 2 |
| Demonstration 3 - COTPA 3 |

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| As noted above each ‘Demonstration’ must evidence the delivery of a minimum number of the Services within the listed Service areas. Meeting the full scope using up to three COPTA **is illustrated** below. |
| Demonstration 1 - COTPA(s) 1, 2 and 3 | Services - Attachment 1b Framework Schedule 1 (Specification) Lot 1 - **Paragraphs 6.147 - 6.167** |
| Demonstration 2 - COTPA(s) 1, 2 and 3 | Services - Attachment 1b Framework Schedule 1 (Specification) Lot 1 -- **Paragraphs** **6.281 - 6.435** |
| Demonstration 3 - COTPA(s) 1, 2 and 3 | Services - Attachment 1b Framework Schedule 1 (Specification) Lot 1 -- **Paragraphs 6.436 - 6.449** |

**Instructions**

You are required to complete section A within the COTPA (highlighted yellow). Within section A, you must clearly identify which ‘demonstration’ the COTPA is being submitted for.

The customer must verify that the information you have provided in section A is true and accurate by completing and signing Section B within the COTPA (highlighted blue).

The form of COTPA is set out below.

You must submit the completed COTPA for Lot 1 by uploading this file to the relevant question within the online selection questionnaire (qualification envelope) as a ZIP file.

Name your ZIP file in the following format: ***organisation name\_Lot 1 COTPA***

Please note that we reserve the right to contact the customer(s) listed in the certificates to verify the information provided. You must notify the customer(s) that they may be contacted by us.

**Mandatory requirements**

* The COTPA must evidence a contract that you have delivered in the **3 years prior** to the publication of the contract notice for this competition, or an ongoing contract you are currently delivering that has been ongoing for a minimum of one year. If the contract is ongoing you must be delivering the Services. You cannot use a contract where you have not yet started to deliver the Services.
* The annual value of the COTPA that comprise the ‘demonstration’ **must be comparable to** a minimum value of £20m per COPTA for Part A; a minimum of £500,000 for Part B and a minimum of £100,000 for Part C.
* Contracts must have been successful in **implementation and mobilisation**, and have become **operational**.
* Each contract must evidence service delivery from **within the United Kingdom** - in this case, for Lot 1, Demonstration 1, the COTPA(s) should be from a UK customer with global Points of Sale (POS).
* When bidding for a Lot, you can only use a COTPA **once**. For the avoidance of doubt, you cannot re-use the same COTPA in more than one ‘Demonstration’ as evidence when bidding for the same Lot.
* The contract can be from the public, private sector or Third Sector organisation (eg. charity).
* Examples of call-off contracts awarded under framework contracts will be considered valid, but framework contracts themselves will not be valid.
* No attachments other than the certificates are permitted. Any additional documents submitted will be disregarded.
* Examples may cover situations where your organisation was acting as prime contractor, key subcontractor or part of a consortium. Where you relied on other such entities to perform the contract, you need to tell us who they were and describe the function that each such other entity performed under the contract.
* Customer contacts provided must not have been employed or appointed by your organisation, or from within your associated group of companies, within the past 18 months prior to the publication of the contract notice.
* If you are bidding on multiple Lots, it is permissible to re-use the same customer contract example on COTPAs for each Lot, provided that it covers each Lot’s requirements. However, a separate COTPA must be submitted for each Lot for which you are bidding, using the relevant COTPA template, which must be signed-off separately by the customer.

**Certificates of Technical and Professional Ability will be marked PASS/FAIL**

You may fail Part 3 – Technical and Professional Capability of the selection questionnaire and be excluded from the competition if:

* Your COTPA does not meet all the mandatory requirements set out above.
* The COTPA you have provided do not meet the full scope of the Services specified in the table above for each ‘demonstration’. Remember, your ‘demonstration’ can consist of up to three COTPA.
* You have not completed all of the information requested in the Certificate of Technical and Professional Ability.
* You do not mark boxes in section A of the Certificate to confirm the Services you have delivered to the Customer.
* Your customer has not provided the required certification information in section B of the Certificate of Technical and Professional Ability.
* We contact the customer to verify the information provided and they cannot or will not verify the information. It is vital that you select a customer that is prepared to verify the information you have provided and be contactable in the event that clarification is required.

If we determine that you have failed Part 11 – Technical and Professional Capability of the selection questionnaire we will notify you and tell you the reasons for this.

**Certificate of Technical and Professional Ability**

**RM6342 – UK and Overseas – Booked Business Travel, Approved Citizen and Refugee Programmes and Emergency Response – Lot 1**

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| **Section A - To be completed by the bidder** |
| **Lot Title: Lot 1** |
| **Name of bidder:** | [bidder’s name] |
| **Certificate of Technical and Professional Ability - details of the contract, to be certified by the customer in Section B.**  |
| **Demonstration:** | 1 [ ]  2 [ ] 3 [ ]  |
| **Name of customer:** | [customer name] |
| **Name of supplier:****If you were not the Prime Contractor please state whether you were a Key Subcontractor or part of a Consortium.****Where you are relying on the capacity of another entity to demonstrate technical and professional ability e.g. you are relying on a proposed Key-Subcontractor, then they should be named as the supplier.** **Where you want to rely on the capacities of other entities, you shall prove to us that you will have at your disposal the resources necessary. To that end please complete Attachment 4 - Information and Declaration workbook for each entity.**  | [supplier name] [Additional Information] |
| **Contract title:** | [contract title] |
| **Contract start date:** | [dd/mm/yyyy] |
| **Contract end date / anticipated end date:** | [dd/mm/yyyy] |
| **OJEU/FTS Award Notice reference or** **Contracts Finder reference:** *(for Public Sector Contracts only – enter N/A if not applicable)*  | OJEU/FTS Award Notice or Contracts Finder reference:[e.g. 2011/S 239-387260] |
| We require you to demonstrate that you have delivered the Services as listed below which are all within the scope of Lot 1. To do so, you can submit up to three (3) COTPAs for your ‘Demonstration’. Please place an ‘x’ in each box to confirm that you have provided the associated service.

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| **Lot 1 - UK and Global-Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions**  |
| **PART A - UK and Global-Booked Business Travel** (Examples must cover a minimum of 4 out of the 7 service areas) |
| **Column A** | **Column B** |
| Providing an effective and efficient booking and account management service for a customer with a global footprint, with Points of Sale (POS) in at least 3 continents |[ ]
| Complex travel requirements and policy management for a customer whose travellers have diverse and highly complex travel booking needs |[ ]
| Demonstrated value-add account management as part of your service delivery that has resulted in at least 2 significant improvements to a Buyer’s travel programme (eg. savings generated, improved booker behaviour, improved sustainability of the programme etc.) |[ ]
| Chartering or Wet Leasing air, rail or vessels for important or urgent business needs |[ ]
| Sourcing regular, repeat ground transportation solutions, such as regular coach service for customer, NEPTS, shuttle services |[ ]
| Managed end to end on behalf of a customer a global negotiated air, accommodation or rail programme, demonstrating the ROI for the Buyer through improved savings, ancillary benefits and improved terms and conditions with end providers |[ ]
| Effectively managing complex Venue requirements for a large-scale or high-profile meeting, event or conference to the customer’s satisfaction |[ ]

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| **PART B - Approved Civilian Programmes** (all three service areas detailed below must be covered in this Demonstration) |
| **Column A** | **Column B** |
| Provide urgent accommodation and/or Venue solutions for a vulnerable group of individuals, with sensitive on-site requirements and co-ordinating with external stakeholders to deliver a high quality service |[ ]
| Sourced exclusive use accommodation or Venues for groups with specific cultural needs |[ ]
| Provided comprehensive booking and account management support both out of hours, as well as during business hours, to a high-profile and/or politically sensitive project |[ ]

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| **PART C - Emergency Response Solutions** (Examples must cover a minimum of 3 out of the 5 service areas) |
| **Column A** | **Column B** |
| Chartering an aircraft, train or vessel for urgent crisis response purposes, such as an evacuation from a conflict or natural disaster zone or an urgent response to assist stranded travellers due to a major global incident (eg. ash-cloud, pandemic) |[ ]
| Providing urgent large-scale accommodation solutions as part of an emergency or crisis response for a Buyer, where a large number of travellers require accommodating urgently. This can be as a result of types of events including but not limited to a global incident, conflict, pandemic, natural disaster, mass cancellation of travel due to a terrorist incident etc. |[ ]
| Providing minimum daily written and verbal crisis reports and briefings to the Buyer, covering the number of travellers affected and accommodated/repatriated, latest availability of further response solutions (flights, hotels etc.) and actions being taken by you as a Supplier and partner to the Buyer to assist the travellers in need. |[ ]
| Unexpectedly mobilising large scale ground transportation solutions (eg. coaches) at very short notice for a significant number of travellers |[ ]
| Running further/mini-competition for air chartering services |[ ]

[ ]  I confirm that the Services marked above have been delivered to the Customer. |

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| **Section B - To be completed by the customer** |
| **Certificate of Technical and Professional Ability - Customer contact details** |
| **Customer contact name:** | [name of customer contact] |
| **Customer address:** | [customer address] |
| **Customer direct line:** | [customer telephone number] |
| **Customer email:** | [customer email] |
| **Customer confirmation:**  |
| We hereby certify that, to the best of our knowledge and belief, the supplier has satisfactorily supplied the services and delivered the deliverables and the outcomes described above at Section A in accordance with the contract. | Authorised signature (either double-click on signature box below to digitally sign or copy and paste in an image file of your signature): |
| **Liability for customer certifying Certificate of Technical and Professional Ability:** |
| 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. |