

**Attachment 2b – Lot 3c (Soft FM over £7m+) Certificate of Technical and Professional Ability**

**RM6232 – Facilities Management and Workplace Services**

**Instructions**

We require you to demonstrate that you have delivered Services within the scope of Lot 3c. To do so, you are required to submit three (3) Certificates of Technical and Professional ability (COTPA).

You are required to complete section A within the COTPA (highlighted yellow).

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 3c by uploading this file to question 1.32.10 within the online selection questionnaire (qualification envelope) as a ZIP file.

Name your ZIP file in the following format: ***organisation name\_Lot 3c COTPA***

Please note that we reserve the right to contact the customer listed in the certificates to verify the information provided. You must notify the customer 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 must be comparable to the value band of Lot 3c, which is over £7m+ per annum.
* Contracts must have been successful in **implementation and mobilisation**, and have become **operational**.
* Each contract must evidence service delivery from **within the United Kingdom** (i.e. not delivered offshore).
* The contract can be from the public or private sector.
* 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.

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

You may fail Part 11 – 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.
* You do not tick the box to confirm that you have provided the full scope of the Work packages to the Customer.
* You have not completed all of the information requested in the Certificate of Technical and Professional Ability.
* 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**

**RM6232 – Facilities Management and Workplace Services – Lot 3c**

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| **Section A - To be completed by the bidder** |
| **Lot Title: Lot 3c** |
| **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.**  |
| **Name of customer:** | [customer name] |
| **Name of supplier:** | [supplier name] |
| **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] |
| The certification you provide **must** cover all the Work Packages relevant to Lot 3c (Soft FM £7m+), which are listed below, further descriptions on the Work Packages are detailed within Framework Schedule 1 - Specification. Please tick the box to confirm that you have provided the full scope of Work Packages to the Customer.**Work Package I: Cleaning Services**  Generic requirements Service I1: Routine cleaning services Service I5: Deep cleaning (periodic) services Service I16: Pest control services **Work Package J: Workplace FM Services**  Service J1: Mail servicesService J2: Internal messenger service Service J4: Repairperson services **Work Package K: Visitor Support Services**  Service K1: Reception services**Work Package L: Security Services**  Service L1: Static Guarding ServiceService L2: CCTV / alarm monitoringService L3: Control of access - Staff and Visitors Service L4: Control of access - Vehicles Service L5: Emergency responseService L6: Patrols (fixed or static guarding)**Work Package M: Waste Services** Service M1: On-Site / Mobile Classified Waste Shredding ServiceService M2: Off-Site / Mobile Classified Waste Shredding ServiceService M3: General wasteService M4: Recycled waste and waste for re-useService M8: Feminine hygiene wasteNB: For Service M1 and M2, it is not a requirement of this certificate to be able to evidence that you can provide both services. Just being able to evidence one of these services is sufficient.**Work Package Q: CAFM**Service Q1: Soft FM CAFM Requirements**Work Package R: Helpdesk Services**Service R1: Helpdesk Services𝥷 I confirm that the full scope of the Work Packages listed 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 & 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. |