



Attachment 2b – Lot 1 and/or Lot 2 (Mobile Voice and Data Services) Certificate of Technical and Professional Ability

RM6261 – Mobile Voice and Data Services

Instructions

We require you to demonstrate that you have delivered Services within the scope of Lot 1 and/or Lot 2. For the assessment of Technical and Professional ability the relevant Services are listed within Section A of this Certificate of Technical and Professional ability (COTPA). You are required to submit two (2) Certificates of Technical and Professional ability (COTPA). Each COTPA must be from a different contract and fully demonstrate delivery of the Mandatory Services.

You are required to complete section A within the COTPA.

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

The form of COTPA is set out below.

You must submit the completed COTPA for Lot 1 and/or Lot 2 by uploading this file to question 1.52.3 within the online selection questionnaire (qualification envelope) as a ZIP file.

Name your ZIP file in the following format: **organisation name_Lot 1 and/or Lot 2_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 six months. 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
- projects only need to have been completed within the time limit stated above. It is acceptable for the project to have commenced prior to August 2019
- the annual value of the COTPA must demonstrate a minimum contract value of £25,000 annually for a single customer
- contracts must have been successful in **implementation and mobilisation** and have become **operational**

- each contract must evidence the services being delivered from **within the United Kingdom** (i.e. not delivered offshore)
- the Service Element “Customer Services” must have been delivered from within the boundaries of the **(European Economic Area) EEA**
- the contract can be from the public or private sector, or Third Sector (e.g. Charity)
- it is possible to submit all of the Certificates from the same client organisation, providing they are different contracts, with each certificate meeting all of the COTPA requirements as specified by the Authority
- 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~~ 3 years prior to the publication of the contract notice
- if you delivered work for a client who has since left the customer organisation you worked for, they cannot sign off on the COTPA. A COTPA must be signed by an existing employee of the company for whom the work was undertaken
- although physical customer signatures on the COTPAs would be preferable, we recognise that this might be problematic for some customers. Therefore, if a customer is unable to print off a completed Certificate, sign it and return a scanned copy to the Bidder, a digital signature is an acceptable alternative
- if bidding for either Lot 1, Lot 2 or Lot 3 in addition to Lot 4, it is permissible to re-use the same Customer contract example on COTPAs for different Lots, provided that it covers the requirements. However a separate COTPA must be submitted for each Lot (and each service line in Lot 4) 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 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 Services as detailed within Section A
- 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

RM6261 – Mobile Voice and Data Services – Lot 1 and/or Lot 2

Section A - To be completed by the bidder	
Lot Title: Lot 1 and/or Lot 2 Mobile Voice and Data Services	
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: 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: <i>(for Public Sector Contracts only – enter N/A if not applicable)</i>	OJEU/FTS Award Notice or Contracts Finder reference: [e.g. 2011/S 239-387260]

The certification you provide **must** cover all the relevant Service Elements to Lot 1 and/or Lot 2 (Mobile Voice and Data Services), which are listed below. Further descriptions on these component Service Elements are detailed within Lot 1 and Lot 2 - Framework Schedule 1 - Specification.

Please tick the box to confirm that you have provided the full scope of Service Elements to the Customer.

Service Elements for Mobile Voice and Data Services or the following services as outlined in the specification;

- you provided coverage and therefore access to a Mobile Communications Service directly or indirectly to a single Customer with a minimum number of 250 subscriptions across the United Kingdom and are obliged by Ofcom (under the Wireless Telegraphy Act 2006) in respect of spectrum licensing or as a Communications Provider to at least five (5) Million subscribers (CP means a person who (within the meaning of section 32(4) of the Act) provides an Electronic Communications Network or an Electronic Communications Service)
- you provided User Devices and accessories for the consumption by a single customer to a minimum number of 250 devices. In scope devices are:
 - smartphones
 - tablets
 - mobile broadband dongle; and
 - wireless routers (MiFi)
- you provided Customer Support Services in support of the Services by supplying the following elements at the scale determined below;
- self service portal; supporting more than 250 Users within a single customer and at least a total of 100,000 individual Users.
- the self service portal must have demonstrated functionality to enable Users to view, manage and interact with the Services.
- you were responsible for the Service Desk in respect of support for Customer Services for the Services.
- you supported Customers with a sufficient number of trained Customer Services staff with an understanding of the requirements of Customer(s) in order to meet the performance levels required by the Customer(s)
- you ensured that Customer Services staff have the skills, experience, systems and processes to enable handling queries effectively and efficiently with the aim of first call resolution
- you provided the following hours of operation;

- 24 hours a day, 7 days a week for the purpose of;
- incident and fault reporting including lost and stolen devices; and
- during Business Hours for the purpose of 1st Line customer support
- where the Services were made available directly, then the Service Management Services would have been either eTOM or ITILv3 compliant and certified as such by TMForum or other Qualified body

☐ I confirm that the full scope of the Service Elements listed above has been delivered to the Customer.

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):

	<div style="text-align: center;">X</div> <hr style="width: 100%;"/>
Liability for customer certifying Certificate of Technical and Professional Ability:	
<p>In signing this Certificate of Technical and Professional Ability I confirm that I have the necessary authority to do so on behalf of the organisation for which the works and services were provided.</p> <p>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.</p> <p>Nothing in this certificate shall affect, or constitute a waiver of, the customer's rights or remedies in relation to the contract.</p>	