

Request for Proposal

Question bank

Request for Proposal (RFP) on behalf of Business, Energy and Industrial Strategy (BEIS)

Subject: Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK

Sourcing Reference Number: CS21627

Section 6 – Selection questionnaire

6.1 Introduction

The Selection questionnaires are located in the within the e-sourcing tool.

Guidance on **how to register and use the e-sourcing portal** is available at <http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

Supporting the Secretary of State in the accreditation and oversight of ADR providers in consumer markets in the UK CS21627

OPEN OJEU PROCEDURE

Bidder Guidance notes for completion for Parts 1, 2, 3 and definitions for all sections

1. The “authority” means the named Contracting Authority or anyone acting on behalf of the Contracting Authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential Supplier or Bidder completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (as amended) (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Part 1: Potential supplier Information

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection shall complete and submit the Part 1 and Part 2 self-declaration.

Section 1	Potential Supplier Information	
Question Number	Question	Response
1.1 (a)	Full name of the potential supplier submitting the information	
1.1 (b) – (i)	Registered office address (if applicable)	
1.1 (b) – (ii)	Registered website address (if applicable)	
1.1 (c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	
1.1 (d)	Date of registration in country of origin	
1.1 (e)	Company registration number (if applicable)	
1.1 (f)	Charity registration number (if applicable)	
1.1 (g)	Head office DUNS number (if applicable)	
1.1 (h)	Registered VAT number	
1.1 (i) – (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1 (i) – (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).	
1.1 (j) – (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1 (j) – (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1 (k)	Trading name(s) that will be used if successful in this procurement	
1.1 (l)	Relevant classifications (state whether you fall within one of these, and if so which one) a) Voluntary Community Social Enterprise (VCSE) b) Sheltered Workshop c) Public service mutual	
1.1 (m)	Are you a Small, Medium or Micro Enterprise (SME) ¹ ?	Yes <input type="checkbox"/> No <input type="checkbox"/>

¹ See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

1.1 (n)	<p>Details of Persons of Significant Control (PSC), where appropriate: ²</p> <ul style="list-style-type: none"> - Name; - Date of birth; - Nationality; - Country, state or part of the UK where the PSC usually lives; - Service address; - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); - Which conditions for being a PSC are met; <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. ³ <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>
1.1 (o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>
1.1 (p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) <p>(Please enter N/A if not applicable)</p>	N/A <input type="checkbox"/>

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

Please provide the following information about your approach to this procurement:

Section 1	Bidding Model	
Question Number	Question	Response
1.2 (a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input type="checkbox"/>

² UK companies, Societies European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register and must file the PSC information with the central public register at Companies House. [See PSC guidance.](#)

³ Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.

		<p>If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.</p> <p>If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3.</p>																																																																
1.2 (a) - (ii)	Name of group of economic operators (if applicable)																																																																	
1.2 (a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.																																																																	
1.2 (b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/>																																																																
1.2 (b) - (ii)	<p>If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.</p> <table border="1"> <tr> <td>Name</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered address</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Trading status</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Company registration number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Head Office DUNS number (if applicable)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Registered VAT number</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Type of organisation</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SME (Yes/No)</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>The approximate % of contractual obligations assigned to each sub-contractor</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						Name						Registered address						Trading status						Company registration number						Head Office DUNS number (if applicable)						Registered VAT number						Type of organisation						SME (Yes/No)						The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables						The approximate % of contractual obligations assigned to each sub-contractor					
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Contact details and declaration

1)I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

2)I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

3)I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

4) I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

5) I am aware of the consequences of serious misrepresentation.

Section 1		
Contact details and declaration		
Question Number	Question	Response
1.3 (a)	Contact name	
1.3 (b)	Name of organisation	
1.3 (c)	Role in organisation	
1.3 (d)	Phone number	
1.3 (e)	E-mail address	
1.3 (f)	Postal address	
1.3 (g)	Signature (electronic is acceptable)	
1.3 (h)	Date	

Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Section 2	Grounds for Mandatory Exclusion	
Question Number	Question	Response
2.1 (a)	Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage .	
2.1 (a) - (i)	Participation in a criminal organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (ii)	Corruption.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (iii)	Fraud.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (iv)	Terrorist offences or offences linked to terrorist activities	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (v)	Money laundering or terrorist financing	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (a) - (vi)	Child labour and other forms of trafficking in human beings	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 2.1(b)
2.1 (b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation	Yes <input type="checkbox"/> No <input type="checkbox"/>

	despite the existence of a relevant ground for exclusion? (Self-Cleaning)	
2.3 (a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.3 (b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

Section 3	Grounds for discretionary exclusion	
Question Number	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1 (a)	Breach of environmental obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2

	court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	
3.1 (e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (j)	Please answer the following statements	
3.1 (j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. Is the above statement true of your organisation?	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (ii)	The organisation has withheld such information.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide details at 3.2
3.1 (j) - (iv)	The organisation has influenced the decision-making process of the	Yes <input type="checkbox"/> No <input type="checkbox"/>

	contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	If Yes, please provide details at 3.2
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	

Part 3: Selection Questions

Section 4	Economic and Financial Standing	
Question Number	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide one of the following: answer with Y/N in the relevant box.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet / Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
	(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 5	If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:	
Question Number	Question	Response
Name of organisation		
Relationship to the Supplier completing these questions		
5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Section 6	Technical and Professional Ability
Question Number	Question
6.1	<p>Relevant experience and contract examples</p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p>

	<p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p> <p>If you cannot provide examples, see question 6.3</p>
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	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
E-mail address			
Description of contract			
Contract Start date			
Contract completion date			
Estimated contract value			

6.2	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>
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6.3	<p>If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract.</p>
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Section 7	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015	
7.1	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015("the Act")?</p> <p>Bidder guidance - Bidder shall confirm they are or are not a relevant commercial organisation as defined by section 54 of the Modern Slavery Act 2015 by answering Yes or No.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

	<p>Yes - Please provide the relevant URL in question 7.2</p> <p>No - Please provide an explanation in question 7.3</p> <p>Scoring Criteria - For Information Only</p>	
7.2	<p>Please only answer this question if you have answered Yes to question 7.1 in which you have confirmed that you are compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?</p> <p>If you are subject to the Modern Slavery Act then it is a requirement of the Contracting Authority in its contractual terms, for you to comply with this obligation including the Contracting Authority's right of audit under any contract awarded.</p> <p>Bidder Guidance - The bidder shall provide the relevant URL or attachment</p> <p>This submission must be compliant with the Modern Slavery Act to achieve a PASS.</p> <p>If your organisation is not currently captured by the Modern Slavery Act and is not currently compliant, but will be prior to any contract award, as you will be captured by the Act upon the award then this will achieve a PASS.</p> <p>If your organisation is captured by the Modern Slavery Act and is not currently compliant, nor will it be prior to any contract award then this will result in a FAIL</p> <p>Please note: It is of paramount importance that any organisation needs to thoroughly consider before submitting its response, that having a UK subsidiary will not automatically mean that an overseas parent company is caught by the Modern Slavery Act, since a subsidiary may act completely independently of its parent or other group companies.</p> <p>Scoring Criteria - Mandatory Pass/fail</p>	Please provide relevant URL
7.3	<p>Please only answer this question if you have answered No to question 7.1 in which you have confirmed that you are not required to be compliant with the annual reporting requirements contained within Section 54 of the Modern Slavery Act 2015?</p> <p>If you are subject to the Modern Slavery Act then it is a requirement of the Contracting Authority in its contractual terms, for you to comply with this</p>	Please provide an explanation

	<p>obligation including the Contracting Authority's right of audit under any contract awarded.</p> <p>Bidder Guidance - The bidder shall provide an explanation as an attachment.</p> <p>If your organisation is not captured by the Modern Slavery Act please ensure that you provide a clear explanation to achieve a PASS. The Contracting Authority also actively encourages those organisations that are not captured by the Act to comply with the Spirit of the Act.</p> <p>Please note: It is of paramount importance that any organisation needs to thoroughly consider before submitting its response, that having a UK subsidiary will not automatically mean that an overseas parent company is caught by the Modern Slavery Act, since a subsidiary may act completely independently of its parent or other group companies.</p> <p>Scoring Criteria - Mandatory Pass/fail</p>	
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Additional Questions

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

Section 8	Additional Questions
8.1	Insurance
8.1 (a)	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5 million Public Liability Insurance = £5 million Professional Indemnity Insurance = £2 million</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>

SEL5.5	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. These should consider not only where your organisation is based but also any needs that are required in the country of delivery of the procurement.
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail

Answer Type	Yes – Pass No – Fail
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SEL5.6	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Fail* – Please provide details within SEL5.6.1 No – Pass – No response required for SEL5.6.1</p> <p>If your answer to this question is “Yes”, please provide details in a separate document attachment to SEL5.6.1 of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>*The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* – Please provide details within SEL5.6.1 No – Pass – No response required for SEL5.6.1

SEL5.6.1	Supporting Documentation for SEL5.6 - Enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.6 please provide details of the conviction or notice and details of any remedial action or changes that you have made as a result of the conviction or notices served.</p> <p>*The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring enforcement or remedial action within SEL5.6 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL5.7	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?
Bidder Guidance	<p>The Bidder shall answer yes or no</p> <p>Yes – Fail* – Please provide details within SEL5.7.1 No – Pass – No response required for SEL5.7.1</p>

	<p>If your answer to this question is “Yes”, please provide details in a separate document attached for SEL5.7.1 of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.</p> <p>*The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* – Please provide details within SEL5.7.1 No – Pass – No response required for SEL5.7.1

SEL5.7.1	Supporting Documentation for SEL5.7 - breaching environmental legislation, in the last 3 years?
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.7 please provide details of the conviction or notice and details of any remedial action or changes that you have made as a result of the conviction or notices served.</p> <p>The Contracting Authority will not select bidder(s) that have been prosecuted or served notice under Health and Safety legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring enforcement or remedial action within SEL5.7 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL5.8	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?
Bidder Guidance	<p>The Bidder Shall answer Yes/No/Not Applicable</p> <p>A response of ‘Yes’ or ‘Not Applicable’ will result in a pass and a response of ‘No’ will result in a fail against this question.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Multiple Choice Dropdown Yes – Pass No – Fail N/A – Pass

SEL5.9	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;
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	In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Fail* – Please provide details within SEL5.9.1 No – Pass – No response required within SEL5.9.1</p> <p>*If you have answered “yes” please provide, as a supporting document to SEL5.9.1 including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* - Please provide details within SEL5.9.1 No – Pass – No response required within SEL5.9.1

SEL5.9.1	Supporting Documentation for SEL5.9
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.9 please provide a supporting document attached to this question, including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action(s) have been taken to prevent similar unlawful discrimination reoccurring.</p> <p>This information should be provided as an attachment to this question. Any bidder declaring unlawful discrimination within SEL5.9 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL5.10	If you use sub-contractors, do you have processes in place to check whether any of the circumstances in regard to the last three years, has any finding of unlawful discrimination been made against your subcontractors by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;
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	In the last three years, has any of your subcontractors had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?
Bidder Guidance	<p>The Bidder Shall answer yes or no</p> <p>Yes – Fail*– Please provide details within SEL5.10.1 No – Pass – No response required within SEL5.10.1</p> <p>*If you have answered “yes” please provide a document to SEL5.10.1 providing a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your sub-contractors, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action has been taken by you and your sub-contractors to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Fail* - Please provide details within SEL5.10.1 No – Pass – No response required to SEL5.10.1

SEL5.10.1	Supporting Documentation for SEL5.10
Bidder Guidance	<p>Where a bidder has responded ‘Yes’ to SEL5.10 please provide a supporting document attached to this question, including a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your subcontractor, please use the attachment to explain what action (if any) your subcontractor or your organisation has taken to prevent unlawful discrimination from reoccurring.</p> <p>If it is your organisations unequivocal intention to use the same subcontractor? should you be successful in being awarded this procurement opportunity, you may be excluded if you are unable to demonstrate to the Contracting Authority’s satisfaction that appropriate remedial action(s) have been taken to prevent similar unlawful discrimination reoccurring. This information should be provided as an attachment to this question.</p> <p>Any bidder declaring unlawful discrimination within SEL5.10 but not providing evidence may not be considered.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

SEL2.12	<p>United Kingdom General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018</p> <p>The UK GDPR is a mandatory requirement for all contracts or agreements both in the Public, Private and Third sectors that involves the transfer, storing and processing of personal data. The UK GDPR sits alongside the Data Protection Act 2018 as the UK's data privacy law that governs the processing of personal data domestically.</p> <p>The UK GDPR was drafted as a result of the UK leaving the EU, which resulted in the EU's GDPR not applying domestically to the UK any longer. The UK GDPR sits alongside the Data Protection Act 2018. It is mandatory for bidders to demonstrate that they are able to meet the technical requirements and obligations prescribed by the UK GDPR and Data Protection Act 2018 and that they will adhere to their processing obligations and as detailed in the supporting Annex A.</p> <p>All contracts or agreements that are awarded by the Contracting Authority shall contain terms and conditions that oblige the successful bidder (data controller) and any bidder supply chain (data processor or sub-processors) used under this Contract to comply with their information law obligations and indemnify the Contracting Authority (data controller). Please note that the appointment of any sub-processor/s should only occur after authorisation is received in writing from the Data Controller or UK SBS.</p> <p>Further information and helpful guidance relating to the UK GDPR is available from the Information Commissioners Office (ICO) at: https://ico.org.uk/</p>
Bidder Guidance	<p>The Contracting Authority actively encourages all bidders to ensure that they visit the ICO website via the advised link and understand the implications of information legislation in the UK (including Data Protection Act, UK GDPR and other relevant legislation) and have your Data Protection Officer complete this section if you have one or alternatively seek external professional advice before completing this section of your bid</p> <p>Bidders can answer</p> <p>Yes – We can demonstrate full compliance as is required by the UK GDPR now and will adhere to the processing obligations detailed within Annex A – Pass</p> <p>No – We will not be compliant prior to any award – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – We can demonstrate full compliance as is required by the UK GDPR and Data Protection Act 2018 now and will adhere to the processing obligations detailed within Annex A – Pass</p> <p>No – We will not be compliant prior to any award – Fail</p>
SEL2.13	Data Storage

	Please confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract.
Bidder Guidance	<p>Bidders are required to confirm where UK GDPR data, as detailed within the Annex A, will be stored for the duration of this Contract, including any additional Countries that data may be transferred to / accessed from throughout the life of this Contract.</p> <p>Please note, where successful bidders confirm that data may be stored, transferred, or accessed outside of the UK, there may be a requirement to include additional Contract Clauses to ensure UK GDPR and Data Protection Act 2018 Compliance prior to Contract Award.</p>
Scoring Criteria	For Information Only
Answer Type	Document Upload

FOI1.1	<p>FREEDOM OF INFORMATION ACT 2000 (FOIA) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR)</p> <p>Information provided in the course of the procurement process may be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004.</p> <p>Please note that some of the information provided may be protected under the FOIA exemptions and EIR exceptions. More information on applying the exemptions or exceptions can be found under the information Commissioners Office (ICO) website http://ico.org.uk</p> <p>Please confirm you have been informed that information provided under this Bid may be disclosed under the FOIA and EIR and agree to it being published.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No - Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

FOI1.2	<p>FREEDOM OF INFORMATION ACT 2000 AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 EXEMPTIONS</p> <p>Please complete this section <u>only</u> if you have agreed for your information to be disclosed under the FOIA or EIR in FOI1.1 If you have not agreed for your information to be disclosed under the FOIA or EIR in Question FOI1.1 please complete each field 'N/A' (not applicable)</p>
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	If you have agreed for your information to be disclosed under the FOIA or EIR in Question FOI1.1 please tell us what exemptions or exceptions may apply to your information and why?
Bidder Guidance	<p>The Bidder shall provide details of their proposed exemptions/exception in the fields below.</p> <p>The Bidder shall note that if the Contracting Authority believes that the suggested exemptions or exceptions have not been applied properly, the Contracting Authority will disclose the requested information unless another exemption or exception can be applied by the Contracting Authority.</p> <p>Be aware that by completing FOI1.1 and answering 'yes' you have agreed for the Contracting Authority to disclose the provided information under the Freedom of Information Act 2000 or Environmental Information Regulation 2004; therefore, you will not be approached for consent.</p> <p>Bidders are required to complete the fields below, highlighting your proposed exemptions to this question.</p> <p>If you are not relying on any exemptions or exceptions, please complete each field 'N/A' (not applicable).</p>
Scoring Criteria	For information only
Answer Type	Confidential Information and Justification for exemption/exception under FOIA/EIR
	Large text fields
	Commercially sensitive information and Justification for exemption/exception under FOIA/EIR
	Large text fields

Section 6 – Award questionnaire

- 6.2 The Award questionnaires are located within the e-sourcing tool.
- 6.3 Guidance on completion of the questions is contained within bidder guidance provided, however the Contracting Authority actively encourages all organisations to seek formal clarifications through the e-sourcing tool, if any uncertainty exists as to how to complete the questions.

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

COMMERCIAL QUESTIONNAIRE

RFP Governance

AW1.1	<p>FORM OF BID</p> <p>I declare that to the best of my knowledge the answers submitted in this RFP are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to bid for the Contracting Authority's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this RFP if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>I understand that the Government's transparency agenda requires that sourcing documents, including RFP templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by the Contracting Authority, including the RFP, and any contract entered into by the Contracting Authority or its Customers with its preferred supplier once the procurement is complete.</p> <p>By submitting a response to this RFP, I agree that our participation may be made public.</p> <p>I understand that the answers given in this response may be published on the web site (but elements may be redacted under Freedom of Information Act 2000 (FOIA) or Environmental Information Regulations 2004 (EIR)).</p> <p>By submitting a response to this RFP, I agree and accept the justification for the Contracting Authority's evaluation criteria.</p> <p>By submitting a response to this RFP I agreed and accept that the Contracting Authority reserves the right to change without notice the procedure for awarding the Contract, to reject any or all bids for the Contract, to stop the process and not award the Contract (in whole or in part) at any time without any liability on its part.</p> <p>By submitting a response to this RFP, I agree and accept that nothing in this process is intended to form any express or implied contractual relationship between the Parties unless and until a Contract is awarded. The Contracting Authority is not liable for any costs resulting from cancellation of this process nor any costs incurred by Bidders taking part in this procurement process.</p> <p>I understand that where sourcing documents issued by the Contracting Authority or contracts with its suppliers fall to be disclosed The Contracting Authority will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p>

	No - Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW1.2	<p>Having examined the contents of the RFP we offer to carry out the requirement in conformity with the said conditions for the maximum fixed prices detailed in the schedule attached in response to AW5.2. We undertake to carry out the requirements specified within the period stated in the enquiry letter.</p> <p>Our Bid offer shall be binding between us for a period of 90 days from the closing date for receipt of Bids. Unless and until a formal agreement is prepared and executed this Bid and a written acceptance thereof shall constitute a binding contract between us.</p> <p>We understand that you are not bound to accept the lowest or any Bid you may receive.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No - Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW1.3	<p>CERTIFICATE OF BONA FIDE BID</p> <p>The essence of procurement is that the customer shall receive bona fide competitive Bids, from all those Bidding. In recognition of this principle, we certify that this is a bona fide Bid, intended to be competitive and that we have not fixed or adjusted the amount of Bid by or under or in accordance with any agreement with any other person.</p> <p>We also certify that we have not done, and we undertake that we will not do at any time before the hour and date specified for the return of this Bid any of the following:</p> <ul style="list-style-type: none"> (a) Communicate to a person other than the person calling for these Bids the amount or approximate amount of the proposed Bid, except where the disclosure, in confidence, of the approximate amount of the Bid was necessary to obtain insurance premium quotations for the preparation of the Bid; (b) Enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any Bid to be submitted; (c) Offer to pay or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have
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	<p>caused to be done in relation to any other Bid or proposed Bid for the said supply / service any act or thing of the sort described above.</p> <p>In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated, and any "agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.</p> <p>We acknowledge that the Contracting Authority will be entitled to cancel the contract and to recover from us the amount of any loss resulting from such cancellation if we or our representatives (whether with our without our knowledge) shall have practiced collusion in Bidding for this contract or any other contract with the Contracting Authority or shall employ any corrupt or illegal practices either in the obtaining or execution of this contract or any other contract with the Contracting Authority.</p> <p>We agree that the Contracting Authority may disclose the Bidders information / documentation (submitted to the Contracting Authority during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass No – Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Yes – Pass No – Fail</p>

Compliance to the Contract Terms

AW4.1	Please confirm your acceptance of the Contract Terms that can be found within the Stage One: Overview section.
Bidder Guidance	<p>The Bidder shall answer Yes, No with justification or No</p> <p>Yes, we accept the terms and condition in their entirety – Pass</p> <p>No with justification – Pass. See complete the document upload attached to AW4.2 with details of what amounts to a valid justification.</p> <p>No – Fail</p> <p>For absolute clarity should a bidder select 'Yes' or 'No' you are not required to respond to AW4.2, however if you select 'No with Justification' you will be required to complete AW4.2 in order to be considered.</p>
Scoring Criteria	Mandatory Pass / Fail
Answer Type	<p>Multiple Choice Dropdown</p> <p>Yes, we accept the terms and condition in their entirety – Pass</p>

	No with justification – Pass. Complete the document upload attached to AW4.2 with details of what amounts to a valid justification. No – Fail
AW4.2	<p>Where a Bidder has answered question AW4.1 with ‘No with justification’ they must detail the justification and the proposed change to the clause.</p> <p>Where a bidder has responded ‘Yes’ or ‘No’ to AW4.1 you are not required to respond to this question.</p>
Bidder Guidance	<p>A justification for not accepting a specific clause or series of clauses from the attached Contract Terms is that the Bidder would be in breach of legal requirements or statutory regulations by complying with that clause or series of clauses (i.e. for the avoidance of doubt, being unable to comply with a clause or series of clauses because of an internal policy reason will not be considered to be a justification for a legal requirement or statutory regulation).</p> <p>Where the Bidder has answered question AW4.1 as "no with justification", the Bidder shall provide a Contract mark-up utilising track changes detailing the relevant clause, the proposed changes to the clause and the justification for the changes. In this case, the Bidder shall score a pass if (but only if) the Contracting Authority considers both the following requirements are satisfied:</p> <ul style="list-style-type: none"> • the reasons stated as justifying the Bidder's statement that it cannot accept the Contract Terms due to legal requirements or statutory regulations are valid; and • the changes submitted do not create significant risk for the Contracting Authority and are reasonably necessary and proportionate to ensure the Bidder complies with the legal requirements and statutory regulations. <p>In the event of a Bidder answering Yes or No to Question AW4.1 and then providing a proposed mark-up, rejection of a clause or a justification for a change then the response will be a Fail.</p> <p>Any bidder selecting ‘No with Justification’ to AW4.1 and failing to upload an attachment to this question detailing the information above may not be considered further.</p> <p>Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, should be raised as a formal clarification during the permitted clarification period.</p>
Scoring Criteria	Mandatory Pass/Fail
Answer Type	Document Upload

PRICE QUESTIONNAIRE

AW5.1	Please confirm your price shall remain firm and fixed for the full term of the Contract. Thereafter they shall be subject to change in accordance with the terms of the contract.
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No - Fail

AW5.2	<p>Bidders are required to complete the Excel Pricing Schedule attached in the Document Upload attachments.</p> <p>All prices shall be in £ GBP and exclusive of VAT.</p> <p>All costs appearing elsewhere in the Bid but not mentioned in this Pricing Schedule shall be presumed waived.</p>
Bidder Guidance	<p>Bidders shall confirm they have completed the Pricing Schedule.</p> <p>The scoring methodology for this question shall be:</p> <p>The lowest price for a response which meets the pass criteria shall score 100.</p> <p>All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.</p> <p>Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50</p> <p>In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p> <p>The lowest price for a response which meets the pass criteria shall score 100. All other bids shall be scored on a pro rata basis in relation to the lowest price. The lowest score possible is 0.</p> <p>For example, assuming the lowest bid is £100,000.</p> <p>Bid Price £100,000 Differential to the lowest price which meets mandatory pass criteria ('Differential') 0 Score 100</p>

	Bid price - £120,000 Differential - 20% Score - 80 Bid price - £140,000 Differential - 40% Score - 60 Bid Price - £150,000 Differential - 50% Score - 50 Bid Price - £175,000 Differential - 75% Score - 25 Bid Price - £200,000 Differential - 100% Score - 0 Bid Price - £300,000 Differential - 200% Score - 0
Scoring Criteria	Maximum Marks 20 %
Answer Type	Price Document Upload

QUALITY QUESTIONNAIRE

AW6.1	Please confirm your compliance to the requirements of Section 4 Specification
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes – Pass No – Fail

AW6.2	Variable Bids The Contracting Authority shall not accept variable bids as part of this Procurement. The criteria in regard to variable bids for this Procurement is outlined below.
Bidder Guidance	The Bidder shall answer Yes or No Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass
Scoring Criteria	Mandatory Pass / Fail
Answer Type	Yes - We have provided a variable bid only – Fail No - We have chosen to only offer a main bid and have not chosen to provide an alternative bid submission – Pass

PROJ1.1	<u>Understanding</u> Please demonstrate that you have a clear and thorough understanding of the environment which the programme will be operating.
Bidder guidance	<p>Bidders are asked to explain their understanding of ADR in the UK including the regulations, process, and relevant sector stakeholders and players. This includes the history and development of ADR regulations, the various types of ADR and how they apply in the broader consumer enforcement landscape.</p> <p>As a minimum we require your response to contain:</p> <ul style="list-style-type: none"> • All types of ADR and their individual processes. • UK ADR regulations and schedules as well as the implementation history both in the UK and EU. <p>An attachment is allowed for this question.</p> <p>Please attach your answer as a pdf document limited to 2 sides of A4 in addition to 1 side of A4 presenting your theory of change model – Any additional content provided beyond this will not be considered or scored</p>

	during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm.
Scoring criteria	Scoring will be based on the 0 – 100 scoring methodology Maximum Score – 10% of overall bid
Bidder response	Document Upload

PROJ1.2	<u>Methodology</u> Please clearly explain your proposed methodology and approach to achieving the objectives and delivering the outputs based on Section 4 – Specification and about this procurement within the RFP document.
Bidder guidance	<p>Bidders are required to clearly explain and give reasoning for their proposed methodology and approach to achieving the objectives and delivering their outputs from the Section 4 – Specification and about this procurement within the RFP document.</p> <p>As a minimum we require your response to contain your proposed methodology and approach across the following areas:</p> <ul style="list-style-type: none"> • assessing and accrediting businesses to provide services in line with set regulations both efficiently and diligently. • ability to monitor and manage providers against these set standards as well as encourage and support them to go further than the minimum standard required by the regulation • driving standard improvements across a variety of sectors, managing both business and consumer interests equally and fairly • act as a 'single point of contact' for ADR in the UK and internationally within the consumer enforcement landscape as well as manage all the administrative elements associated with this contract. <p>Please attach your answer as a pdf document limited to four (4) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	Scoring shall be based on 0-100 scoring methodology. Maximum Marks 30% of overall bid
Bidder response	Document Upload

PROJ1.3	<u>Relationships and Networks</u> Please outline your expertise within the ADR landscape and your interactions with the various relevant bodies that manage, offer and/or support ADR in the UK and internationally.
Bidder Guidance	<p>Within your response please include:</p> <p>Details on the strength and depth of your relationships and network in the ADR space and the wider consumer enforcement landscape., This includes regulators, Ombudsman, and ADR bodies in both the regulated and non-regulated space as well as academics, trade associations, and other public consumer rights enforcers (e.g Trading Standards organisations, Competition and Markets Authority etc.)</p> <p>Scoring shall be based on 0-100 scoring methodology.</p> <p>Please attach your answer as a pdf document limited to two (2) sides of A4 - Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring Criteria	Maximum marks 10% of overall bid
Bidder Response	Document Upload

PROJ1.4	<u>Risk and Mitigation</u> Please identify the top 5 risks associated with this requirement and provide a detailed description of your risk management process for delivering the service. This should include data control, resource, operational and any other risks seen as relevant.
Bidder Guidance	<p>As a minimum your response should cover:</p> <ul style="list-style-type: none"> • A risk assessment detailing the top 5 risks associated with this service and how you plan to mitigate these. • Description of the specific contingency plans and solutions you would provide should the risks occur. • Please provide a disaster recovery plan as part of your response • How and when potential delays/risks that are identified will be communicated to the Contracting Authority • How you will manage risks associated with any sub-contracted works, if sub-contracting will be required as part of your proposal. • Ability to be flexible around implementation plan <p>Please attach your answer as a pdf document limited to two (2) sides of A4 - Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>

Scoring Criteria	Scoring will be based on the 0 – 100 scoring methodology Maximum marks 10% of overall bid
Bidder Response	Document Upload

PROJ1.5	<u>Contract and Account Management</u> Please demonstrate how you intend to manage the contract and how you intend to manage the account, as per the requirements set out in Schedule 4, specification of the RFP document.
Bidder guidance	Bidders are asked to demonstrate how they intend to manage the contract and how they intend to manage the account in accordance with the requirements, including but not limited to: - <ul style="list-style-type: none"> • Work in collaboration with the Contracting Authority to actively resolve any issues or complaints identified • Management Information including standard examples • Account Management - Initial monthly meetings for the first 3 months then quarterly meetings thereafter <p>An attachment is allowed for this question.</p> <p>Please attach your answer as a pdf document limited to four (4) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	Scoring shall be based on 0-100 scoring methodology Maximum Marks 10% of overall bid
Bidder response	Document Upload

PROJ1.6	Social Values Please outline how you promote social value in your organisation and through the work you do as a company
Bidder guidance	Please outline how you promote social value in your organisation and through the work you do as a company. Please provide examples of how you will support and contribute to create social value. Examples include, but are not limited to: <ul style="list-style-type: none"> • Tackling economic inequality by creating new businesses, new jobs and new skills as well as increasing supply chain resilience and capacity. • Support the recovery from COVID-19 by helping communities manage and recover from the impact of COVID-19.

	<ul style="list-style-type: none"> • Fighting climate change through effective stewardship of the environment. • Providing equal opportunity by reducing the disability employment gap and tackling workforce inequality. • Promote health, wellbeing and community integration in their organisation. <p>Please attach your answer as a pdf document limited to two (2) sides of A4 – Any additional content provided beyond this will not be considered or scored during the evaluation process. Responses should be submitted in Font Arial 11pt using single line spacing. Please use the Normal margin setting 2.54cm</p>
Scoring criteria	<p>Scoring shall be based on 0-100 scoring methodology</p> <p>Maximum Marks 10%</p>
Bidder response	Document Upload