



Crown
Commercial
Service

**PARTICIPATION REQUIREMENTS AND SELECTION QUESTIONNAIRE AND
GUIDANCE**

CONTACT CENTRE SERVICES

REFERENCE NUMBER

RM3815

ATTACHMENT 2



Notes for completion

1. This document provides representations of the online 'participation requirements' and the online 'selection questionnaire'. You cannot submit your responses using this document – you must complete and submit only the online version of the participation requirements questionnaire and selection questionnaire in the eSourcing suite.
2. This document provides an overview of the methodology which will be adopted by the Authority to evaluate your response to each question set out within the Participation Requirements and Selection Questionnaire.
3. For the avoidance of doubt “You” / “Your” refers to the Potential Provider completing this Participation Requirements and Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “Potential Provider” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (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.
4. Unless the context provides otherwise, capitalised expressions in this Participation Requirements and Selection Questionnaire have the meaning given to them in the glossary to the Invitation to Tender document - Attachment 1.
5. The Authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a Group of Economic Operators and/or use of Key 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.
6. 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'.
7. The Authority recognises that arrangements set out in section 1.2 of this Selection Questionnaire, in relation to a Group of Economic Operators and/or use of Key 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. The Authority will make a revised assessment of the submission based on the updated information.
8. If you are tendering on behalf of a Group of Economic Operators, or you intend to use Key Sub-Contractors, you should complete all of the questions on behalf of the Group of Economic Operators and/or any Key Sub-Contractors, providing one composite response and declaration.
9. You must read this document in conjunction with the Invitation to Tender - Attachment 1, specifically paragraph 11 - Selection Stage Evaluation.

Standard Selection Questionnaire

Potential Provider Information and Exclusion Grounds: Part 1 and Part 2.

This Selection Questionnaire is a self-declaration, made by you (the Potential Provider), that you do not meet any of the grounds for exclusion¹. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning). If you are bidding on behalf of a Group of Economic Operators or you intend to use Key Sub-Contractors, you should complete all of the selection questions on behalf of the Group of Economic Operators and/or any Key Sub-Contractors.

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. For example these could be parent companies, affiliates, associates, or essential Key Sub-Contractors, if they are relied upon to meet the selection criteria.

Selection Questions: Part 3

If you are bidding on behalf of a Group of Economic Operators or you intend to use Key Sub-Contractors, you should complete all of the selection questions on behalf of the Group of Economic Operators and/or any Key Sub-Contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

¹ For the list of exclusion please see https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

Participation Requirements (you must complete and submit the online version)

Below is a representation of the Participation Requirements in the eSourcing Suite. **You must complete the online version. You cannot submit your responses using this document.**

For the avoidance of doubt in the Participation Requirements questions “we” refers to the Potential Provider (Lead Contact for a Group of Economic Operators).

PARTICIPATION REQUIREMENTS		
PART A - Conditions of Participation		
PR1	We accept the Terms of Participation as set out in Attachment 7 - Terms of Participation	<input type="checkbox"/> Yes <input type="checkbox"/> No
PR2	We accept the draft Terms and Conditions as set out in Attachment 4a - Framework Agreement - Lot 1, Attachment 4b - Framework Agreement - Lot 2, Attachment 5 - Framework Schedule 2: Service and Key Performance Indicators – Part A – Services, Attachment 6a - Call Off Agreement – Lot 1 and Attachment 6b – Call Off Agreement – Lot2.	<input type="checkbox"/> Yes <input type="checkbox"/> No
PR3	We accept and comply with all the statements in Attachment 8 - Declaration Of Compliance	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>PR1 - PR3 Response Guidance</p> <p>If you are Tendering as a Group of Economic Operators and you are the Lead Contact, as the Lead Contact, you are required to respond Yes to confirm your acceptance of the conditions set out in these documents.</p> <p>If you do not answer Yes to these questions you cannot participate in this Procurement.</p> <p>If you respond No to these questions your Tender will be deemed to be non-compliant. If a Tender is deemed to be non-compliant, the Tender may be rejected and excluded from further participation in this Procurement.</p>		
PART B - eSourcing Suite Tool Guidance		
PR4	We have read the document ‘eSourcing Suite Supplier Guidance Part B - Tendering and Further Competitions’ https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers (select the eSourcing Suite guidance: how to respond to Tenders and Further Competitions)	<input type="checkbox"/> Yes <input type="checkbox"/> No
PR5	We understand that it is essential to press the red ‘Submit all Draft Bids’ button to correctly submit our completed Tender and confirm we have read and understood the instructions on where and how to do this in paragraph [8.9.3] of the ‘eSourcing Suite Guidance Part B - Tendering and Further Competitions’ https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers (select the eSourcing Suite guidance: how to respond to Tenders and Further Competitions)	<input type="checkbox"/> Yes <input type="checkbox"/> No

PR6	We understand that to send a message to the CCS Procurement team we must ensure that the name of the Procurement is in the context field and 'ALL HOSTS' is selected in the 'TO' box	<input type="checkbox"/> Yes <input type="checkbox"/> No
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PR4 – PR6 Response Guidance

If you are Tendering as a Group of Economic Operators and you are the Lead Contact, as the Lead Contact, you are required to answer “Yes” to confirm your understanding of how to use the e-Sourcing tool appropriately in this Procurement. **If you cannot answer “Yes” to these questions you are at significantly increased risk of misunderstanding the Procurement and of submitting a sub-optimal or a non-compliant Tender Submission.**

Below is a representation of the online **Selection Questionnaire** in the eSourcing Suite. **You must complete the online version. You cannot submit your responses using this document.**

Selection Questionnaire

Part 1: Potential Providers information and Bidding Model (you must complete and submit the online version)

Please answer all questions in full.

Section 1.1	Potential Provider information		
Question number	Question	Response	
SQ1.1(a)	Full name of the Potential Provider submitting the information	Complete table in eSourcing Suite	
SQ1.1(b) – (i)	Registered office address (if applicable)		
SQ1.1(b) – (ii)	Registered website address (if applicable) The information requested will be published on Contracts Finder, if you are successful in this procurement, therefore must be generic with no references to individual names and no contact details that are directly linked to an individual: a) Email Address b) Internet (web) Address c) Fax Number (enter N/A if not applicable)		
SQ1.1(c) – (i)	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 at SQ 1.1 (c) – (ii) below)		
SQ1.1(c) – (ii)	If you selected g) to question SQ1.1(c) (i) above please specify in the following text field, your trading status.		Complete text box in eSourcing Suite (character limit 255)
SQ1.1 (d)	Date of registration in country of origin		Complete table in eSourcing Suite
SQ1.1 (e)	Company registration number (if applicable)		
SQ1.1 (f)	Charity registration number (please enter N/A if not applicable)		
SQ1.1 (g)	Head office DUNS number		

SQ1.1 (h)	Registered VAT number	
SQ1.1(i) – (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? (Please enter N/A if not applicable)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
SQ1.1(i) – (ii)	If you responded Yes to SQ 1.1(i) – (i), please provide the relevant details, including the registration number(s). (Please enter N/A if not applicable)	Complete text box in eSourcing Suite (character limit 255)
SQ1.1(j) – (i)	Organisation/Services Membership 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ1.1(j) – (ii)	Organisation/Service Membership – Details If you responded Yes to SQ 1.1(j) – (i), please provide additional details of what is required and confirmation that you have complied with this. (Please enter N/A if not applicable)	Complete text box in eSourcing Suite (character limit 255)
SQ1.1(k)	Trading name(s) that will be used if successful in this procurement	Complete text box in eSourcing Suite (character limit 255)
SQ1.1(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	Use Pick List a) b) c) N/A
SQ1.1(m)	Are you a Small, Medium or Micro Enterprise (SME) ² ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ1.1(n)	Details of immediate parent company: - 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) (Please enter N/A if not applicable)	Complete table in eSourcing Suite

² See EU definition of SME:

<http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

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

Section 1.2		
Bidding model		
Question number	Question	Response
SQ1.2 (a) - (i)	Are you tendering as the lead contact for a Group of Economic Operators?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details listed in questions SQ1.2 (a) - (ii), SQ1.2 (a) – (iii), SQ 1.2(b) (i), (b) (ii), (b) (iii) SQ 1.3, Section 2 and 3. If no, please complete SQ1.2 (b) – (ii)
SQ1.2 (a) - (ii)	Name of Group of Economic Operators (if applicable) (Please enter N/A if not applicable)	Complete text box in eSourcing Suite (character limit 255)
SQ1.2 (a) - (iii)	Proposed legal structure if the Group of Economic Operators intends to form a named single legal entity prior to signing a Framework Agreement/Contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. (Please enter N/A if not applicable)	Complete text box in eSourcing Suite (character limit 4096)
SQ1.2 (b) - (i)	Are you or, if applicable, the Group of Economic Operators proposing to use Key Sub-Contractors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ1.2 (b) - (ii)	If you responded yes to SQ 1.2(b)-(i) please provide additional details for each Key Sub-Contractor in the following table: <ul style="list-style-type: none"> - Full name - Head office VAT number (if applicable) - Type of Organisation - SME - The role each Key Sub-Contractor will take in providing the works and /or supplies e.g. key deliverables - The approximate % of contractual obligations assigned to each Key Sub-Contractor - Registered office address (if applicable) - Trading Status - Registration number (if applicable) - Head office DUNS number (if applicable) - Lot 1 or Lot 2 Key Sub-contractor 	Complete table in eSourcing Suite

<p>SQ1.2 (b) – (iii)</p>	<p>If you responded Yes to SQ1.2(a) – (i), please provide additional details for each Group of Economic Operator members in following table:</p> <ul style="list-style-type: none"> - Name - Registered office address - (if applicable) - Trading status - Company registration number – (if applicable) - Head office DUNS number - Registered VAT number - SME - The role each Group of Economic Operator member(s) will take in providing the Services - The approximate % of contractual obligations assigned to each Group of Economic Operator member(s) <p>Enter N/A in the first table cell if Not Applicable</p>	<p>Complete table in the eSourcing Suite</p>
<p>SQ1.3(a)</p>	<p>Lot Selection</p> <p>Please indicate which Lot(s) you are tendering for by selecting the relevant option from the drop down menu:</p> <p>Lot 1 – Specialist Contact Centre Consultancy Services</p> <p>Lot 2 – Contact Centre Services</p>	<p>Select from available Lots</p> <p><input type="checkbox"/> Lot 1</p> <p><input type="checkbox"/> Lot 2</p> <p><input type="checkbox"/> Both – Lot 1 & Lot 2</p>
<p>SQ1.3(b)</p>	<p>Lots – Order Of Preference</p> <p>This information will only be used where a Potential Provider is successful in both Lot 1 and Lot 2.</p> <p>You should note that, whilst you may bid for both of the two (2) Lots, successful Potential Providers in both Lots will only be appointed to one Lot.</p> <p>The Lot awarded will be determined according to the Potential Provider’s preference, provided in response to this question SQ1.3 (b).</p> <p>Potential Providers shall indicate by selecting from the drop down menu which Lot they wish to be appointed to if they are successful in both Lots.</p>	<p>Select from the following</p> <p><input type="checkbox"/> Lot 1 – Lot 1 is my preference to be appointed</p> <p><input type="checkbox"/> Lot 2 - Lot 2 is my preference to be appointed</p> <p><input type="checkbox"/> N/A – I am only bidding for one Lot</p>

	<p>Potential Providers will not be permitted to amend their Lot preference after the Tender Submission Date has passed.</p> <p>Where a Tender from a Group of Economic Operators is being submitted the Lead Contact must indicate which Lot the Group of Economic Operators wishes to be appointed to.</p>	
SQ1.4	<p>Framework Population Template</p> <p>Please select option Yes or No to confirm you have uploaded, using the paperclip icon aligned to this question whether or not you have populated and uploaded as an attachment to this question the Framework Population Template – Attachment 12.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

Part 2: Exclusion Grounds

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.2 of Invitation to Tender – Attachment 1.

Section 2	Grounds for mandatory exclusion	
Question number	Question	Response
SQ2.1(a)	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions.</p> <p>Please indicate if, within the past five (5) 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.</p>	
	Participation in a criminal organisation.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)
	Corruption.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)
	Fraud.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 2.1(b)

SQ2.1(b)	<p>If you have answered yes to question 2.1(a), please provide further details.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	Complete text box in eSourcing Suite (character limit 4096)
SQ2.1(c)	<p>If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)</p> <p>(Please enter N/A if not applicable)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
SQ2.1(d)	<p>Regulation 57(3)</p> <p>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?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ2.1(e)	<p>If you have answered yes to question SQ 2.1(d), 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.</p> <p>Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,</p> <p>Identity of who has been convicted</p> <p>(Please enter N/A if not applicable)</p>	Complete text box in eSourcing Suite (character limit 4095)

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

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.2 of Invitation to Tender – Attachment 1.

Section 3		Grounds for discretionary exclusion	
Question Number	Question	Response	
SQ3.1	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions.</p> <p>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.</p>		
SQ3.1(a)	Breach of environmental obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2	
SQ3.1(b)	Breach of social obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2	
SQ3.1(c)	Breach of labour law obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2	
SQ3.1(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 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2	
SQ3.1(e)	Guilty of grave professional misconduct?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2	

SQ3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2
SQ3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2
SQ3.1(h)	Been involved in the preparation of the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2
SQ3.1(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?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at SQ 3.2
SQ3.1(j)	Please answer the following statements:	
SQ3.1 (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.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at SQ 3.2
SQ3.1 (j) - (ii)	The organisation has withheld such information.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at SQ 3.2
SQ3.1 (j) - (iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at SQ 3.2

SQ3.1 (j) - (iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at SQ 3.2
SQ3.2	If you have answered Yes to any of the above questions 3.1 (a) – (j), explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) (Please enter N/A if not applicable)	Complete text box in eSourcing Suite (character limit 4095)

Part 3: Selection Questions

Please answer the following questions in full. The information that you provide in this Section 4 will be assessed in accordance with paragraph 11.3 of Invitation to Tender – Attachment 1.

Section 4 Economic and Financial Standing		
Lot 1 only		
Question number	Question	Response
SQ4.1	<p>For your organisation and, if applicable, each member of your Group of Economic Operators, The Authority will use the organisation's details provided in Section 1 'Potential Provider Information' and Section 2 'Bidding Model' to obtain financial risk assessments.</p> <p>If you and/or members of your Group of Economic Operators would prefer to have this financial assessment carried out in respect of a Framework Guarantor, such as a parent company, then each member may elect to choose this option on the understanding that, if awarded a Framework Agreement, a Framework Guarantee as laid out in Framework Schedule 13 must be completed by each Framework Guarantor and accepted by the Authority-prior to Call Off Contract.</p>	
SQ4.1(a)	<p>Do you or, if applicable, any members of your Group of Economic Operators, wish the financial risk assessment to be carried out in respect of a Framework Guarantor?</p> <p>Please enter N/A from the pick list if not bidding for Lot 1</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

SQ4.1(b)	<p>If you responded Yes to question SQ4.1a, please provide details of the Framework Guarantor:</p> <ul style="list-style-type: none"> - Full name of the Framework Guarantor - Registered office address (if applicable) - Company registration number (if applicable) - Head office DUNS number <p>Please enter N/A in first table cell if not applicable</p>	Complete table in the eSourcing Suite
SQ4.1(c)	<p>If you responded Yes to question SQ4.1a and If you or, if applicable, any members of your Group of Economic Operators have elected to have financial risk assessment carried out in respect of a Framework Guarantor, please confirm that the Framework Guarantor has committed to complete, prior to Call Off Contract, a Framework Guarantee as laid out in Framework Schedule 13 if a Framework Agreement is awarded.</p> <p>Please enter N/A from the pick list if not applicable</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.4 of Invitation to Tender – Attachment 1.

Lot 2 only		
Question number	Question	Response
SQ4.2 (a)	<p>For your organisation, and if applicable, all other members of your Group of Economic Operators, please select Yes / No as appropriate to confirm you have uploaded, using the paperclip icon aligned to this question, option (i) if available or, if option (i) is not available, one or more of options (ii), (iii) or (iv) to demonstrate economic/financial standing</p> <p>Please enter N/A or No from the pick lists if not bidding for Lot 2</p>	
	(i) A copy of the audited accounts for the most recent two years, if available;	<input type="checkbox"/> Yes <input type="checkbox"/> No
	(ii) 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;	<input type="checkbox"/> Yes <input type="checkbox"/> No
	(iii) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position; or	<input type="checkbox"/> Yes <input type="checkbox"/> No
	(iv) 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).	<input type="checkbox"/> Yes <input type="checkbox"/> No

SQ4.2 (b)	If you and/ or members of your Group of Economic Operators would prefer to have this financial assessment carried out in respect of a Framework Guarantor, such as a parent company, then each member may elect to choose this option on the understanding that, if awarded a Framework Guarantee, as laid out in, Framework Schedule 13 if a Framework Agreement must be completed by each Framework Guarantor and accepted by the Authority prior to Contract Award.	
SQ4.2(c)	Do you or, if applicable, any members of your Group of Economic Operators, wish the financial risk assessment to be carried out in respect of a Framework Guarantor? Please enter No from the pick list if not bidding for Lot 2	Yes <input type="checkbox"/> No <input type="checkbox"/>
SQ4.2(d)	If you responded Yes to question SQ4.2(c), please provide details of the Framework Guarantor: - Full name of the Framework Guarantor - Registered office address (if applicable) - Company registration number (if applicable) - Head office DUNS number Please enter N/A in first table cell if not applicable	Complete table in the eSourcing Suite
SQ4.2(e)	If you responded Yes to question SQ4.2(c) please provide the following details, for your Framework Guarantor, please select Yes / No as appropriate to confirm you have uploaded, using the paperclip icon aligned to this question, option (i) if available or, if option (i) is not available, one or more of options (ii), (iii) or (iv) to demonstrate economic/financial standing of the Framework Guarantor: Please enter No from the pick lists if not bidding for Lot 2.	
(i)	A copy of the audited accounts for the most recent two years, if available;	<input type="checkbox"/> Yes <input type="checkbox"/> No
(ii)	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;	<input type="checkbox"/> Yes <input type="checkbox"/> No
(iii)	A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position; or	<input type="checkbox"/> Yes <input type="checkbox"/> No
(iv)	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).	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ4.2(f)	If you responded Yes to question SQ4.2 (c) and if you or, if applicable, any members of your Group of Economic Operators have elected to have financial risk assessment carried out in respect of a Framework Guarantor, please confirm that the Framework Guarantor has committed to complete, prior to	Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>

	<p>Framework Award, a Framework Guarantee as laid out in Framework Schedule 13 if a Framework Agreement is awarded.</p> <p>Please enter N/A from the pick list if not applicable</p>	
SQ4.2(g)	<p>If you responded No to question SQ4.2f, would you or, if applicable, a member of your Group of Economic Operators, be able to obtain a Framework Guarantee elsewhere?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> N/A</p>
SQ4.2(h)	<p>If you responded Yes to SQ4.2 (g), please provide details, in the following text field, of the alternative source.</p> <p>Please insert N/A if this question is not applicable.</p> <p>[Note to Lead Contacts in respect of questions SQ4.2 (a) to (c): the Authority reserves its right under Regulation 19 (6) to require a Group of Economic Operators to assume a specific legal form after award of the Framework Agreement if this is necessary for the satisfactory performance of the Framework Agreement]</p>	[character limit 4096]

Section 5	Not Used
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Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.5 of Invitation to Tender – Attachment 1.

Please insert N/A or select No in this section 6.1 if you are bidding for Lot 2 only.

Section 6	Technical and Professional Ability – Previous Supply (Evaluated)	
Question Number	Question	Response
SQ 6.1 -Technical and Professional Ability (Evaluated) Lot 1 Specialist Contact Centre Consultancy Services only		
<p>SQ6.1(a-c)</p> <p>This section is evaluated PASS/FAIL.</p> <p>You must demonstrate you have the necessary technical and professional resources and expertise to perform the requirements of the Framework Agreement to the required standard. Potential Providers (Lead Contact for Group of Economic Operators) must provide:</p> <ul style="list-style-type: none"> Two Contract examples that cover relevant principal services provided within the last 3 years. <p>For the avoidance of doubt ‘relevant principal’ in this context means two Contract examples for the provision of Services of a similar nature to this required under Annex 1 of Framework Schedule 2: Services and Key Performance Indicators – Part A – Services.</p> <p>Please provide details of two (2) relevant Contract examples in the table as follows: Each Contract example must:</p> <ul style="list-style-type: none"> have been performed over and within the last three years only, prior to the publication of the OJEU Notice to be valid and can be from the public or private sector; Examples of Call-Off Contracts awarded under Framework Agreements will be considered valid, but citing a Framework Agreement that you have been awarded will NOT be considered a valid contract example. 		
SQ6.1(a)	<p>Contract Example 1</p> <ul style="list-style-type: none"> - Name and description of Potential Provider (Lead, sub-contractor, the Group of Economic Operators Name) - Name of customer organisation - Name of the organisation which signed the contract with the customer organisation - Point of contact in customer organisation <ul style="list-style-type: none"> o Position in the organisation o Email address - Contract start date - Contract completion date - Estimated Contract Value <p>Contract Example 2</p> <ul style="list-style-type: none"> - Name and description of Potential Provider (Lead, sub-contractor, the Group of Economic Operators Name) - Name of customer organisation - Name of the organisation which signed the contract with 	Complete table in the eSourcing Suite

	<p>the customer organisation</p> <ul style="list-style-type: none"> - Point of contact in customer organisation <ul style="list-style-type: none"> o Position in the organisation o Email address - Contract start date - Contract completion date - Estimated Contract Value 	
SQ6.1(b)	<p>Contract Example 1</p> <p>Please describe the comparable contract example where similar requirements to those sought under this Procurement have been performed and how its performance demonstrates the technical and professional requirements each Contract Example must include:</p> <p>Technical ability</p> <ul style="list-style-type: none"> • expertise in delivering Specialist Contact Centre Consultancy Services for a complex and multi-speciality Contact Centre project. Your contract example must include capability of expertise in strategy reviews, analysis and recommendations. • describe the process and systems you recommended to ensure cost optimisation and resource management. <p>Maximum character count – 4096 characters including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.</p>	Character limit 4096
SQ6.1(c)	<p>Contract Example 2</p> <p>Please describe the comparable contract example where similar requirements to those sought under this Procurement have been performed and how its performance demonstrates the technical and professional requirements each Contract Example must include:</p> <p>Technical ability</p> <ul style="list-style-type: none"> • expertise in delivering Specialist Contact Centre Consultancy Services for a complex and multi-speciality Contact Centre project. Your contract example must include capability of expertise in strategy reviews, analysis and recommendations. • describe the process and systems you recommended to ensure cost optimisation and resource management. <p>Maximum character count – 4096 characters including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.</p>	Character limit 4096
Marking Scheme SQ6.1 (a-c)	Evaluation Guidance	

PASS	You have provided two (2) contract examples which demonstrate you have the necessary technical service delivery and experience to enable you to perform the Contract to the required standard.
FAIL	You have not provided two (2) contract examples which demonstrate you have the necessary technical service delivery and experience to enable you to perform the Contract to the required standard. OR You have not provided a response to this question.

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.6 of Invitation to Tender – Attachment 1.

Please insert N/A or select No in this section 6.2 and section 6.3 if you are bidding for Lot 1 only.

**SQ 6.2 -Technical and Professional Ability - Proof of Previous Supply (Evaluated)
Lot 2 Contact Centre Services only**

SQ6.2(a-c)

The HM Government has developed an approach to ensure that previous poor performance by Potential Providers can be taken into account and robustly assessed prior to entering into certain new Contract Agreements (See Link below to PPN Taking Account of Suppliers' Past Performance)

<https://www.gov.uk/government/publications/procurement-policy-note-0415-taking-account-of-suppliers-past-performance>

This will give Government confidence, based on past performance, that those awarded such contracts will perform them satisfactorily in accordance with their Terms.

The policy is that, as part of any assessment of a Potential Provider's technical and professional ability, the Agent should ensure that any failure to discharge obligations under the previous principal relevant contracts of those who will be involved in performing the contract (if awarded to the Potential Provider) is taken into account in the assessment of whether specified minimum standards for reliability for such Contracts are met.

Therefore any failure to provide the requested information to the Authority under this question may result in the Potential Provider being excluded from any further involvement in this Procurement.

This section is evaluated **PASS/FAIL**.

You must demonstrate you have the necessary technical and professional resources and expertise to perform the Contract to the required standard. Potential Providers (Lead Contact for Group of Economic Operators) must provide:

- Two Contract examples that cover relevant principal services provided within the last 3 years.

For the avoidance of doubt 'relevant principal' in this context means two Contract examples for the provision of Services of a similar nature to this required under this **Annex 2 of Framework Schedule 2: Services and Key Performance Indicators – Part A – Services**.

Potential Providers that cannot sufficiently evidence their technical and professional ability to provide the requirements of the Framework Agreement (or their Tenders where the Authority has elected under Regulation 56 (3) to examine the Tenders before verifying the absence of grounds for exclusion and the fulfilment of the selection criteria) may be excluded from further consideration by the Authority.

Please see additional details as to requirements for this in Attachment 1 - Invitation to Tender, paragraph 11.6

<p>SQ6.2(a)</p>	<p>Contract Example 1 Each Contract example must:</p> <ul style="list-style-type: none"> • have been performed over and within the last three years only, prior to the publication of the OJEU Notice to be valid and can be from the public or private sector; • Examples of Call-Off Contracts awarded under Framework Agreements will be considered valid, but citing a Framework Agreement that you have been awarded will NOT be considered a valid contract example <p>- Name and description of Potential Provider (Lead, sub-contractor, the Group of Economic Operators Name) - Name of customer organisation - Name of the organisation which signed the contract with the customer organisation - Point of contact in customer organisation <ul style="list-style-type: none"> o Position in the organisation o Email address - Contract start date - Contract completion date - Estimated Contract Value</p> <p>Contract Example 2 - Name and description of Potential Provider (Lead, sub-contractor, the Group of Economic Operators Name) - Name of customer organisation - Name of the organisation which signed the contract with the customer organisation - Point of contact in customer organisation <ul style="list-style-type: none"> o Position in the organisation o Email address - Contract start date - Contract completion date - Estimated Contract Value</p>	<p>Complete table in the eSourcing Suite</p>
<p>SQ6.2(b)</p>	<p>Contract Example 1 Please describe the comparable contract example where similar requirements to those sought under this Procurement have been performed and how its performance demonstrates the technical and professional requirements each Contract Example must include:</p> <p>Technical and human resources</p> <ul style="list-style-type: none"> • expertise in delivering Contact Centre Services, for a 1,000 operational seat capacity city call centre operation as a complete Outsource Service, covering the following, as per Annex 2 paragraph 2 of Framework Schedule 2: Part A Goods and Services. 	<p>Character limit 4096</p>

	<ul style="list-style-type: none"> a. Service Delivery including <ul style="list-style-type: none"> ○ Capacity Management ○ Optimisation and blending of services b. Facilities including <ul style="list-style-type: none"> ○ Management of single or multiple sites ○ Provision of accommodation for the Contact Centre Service. c. People <ul style="list-style-type: none"> ○ Attract, recruit, develop and retain personnel ○ Security and Vetting d. Technology <ul style="list-style-type: none"> ○ Software Solutions utilised ○ Channel Technology and Services ○ Network and Telephony Services <p>Maximum character count – 4096 characters including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.</p>	
SQ6.2(c)	<p>Contract Example 2</p> <p>Please describe the comparable contract example where similar requirements to those sought under this Procurement have been performed and how its performance demonstrates the technical and professional requirements each Contract Example must include:</p> <p>Technical and human resources</p> <ul style="list-style-type: none"> ● expertise in delivering Contact Centre Services, for a 1,000 operational seat capacity call centre operation as a complete Outsource Service, covering the following, as per Annex 2 paragraph 2 of Framework Schedule 2: Part A Goods and Services. <ul style="list-style-type: none"> a. Service Delivery including <ul style="list-style-type: none"> ○ Capacity Management ○ Optimisation and blending of services b. Facilities including <ul style="list-style-type: none"> ○ Management of single or multiple sites ○ Provision of accommodation for the Contact Centre Service. c. People <ul style="list-style-type: none"> ○ Attract, recruit, develop and retain personnel ○ Security and Vetting d. Technology <ul style="list-style-type: none"> ○ Software Solutions utilised ○ Channel Technology and Services ○ Network and Telephony Services <p>Maximum character count – 4096 characters including spaces and punctuation. This character count cannot be exceeded within the eSourcing Suite. Responses must include spaces between words.</p>	Character limit 4096

6.3 -Technical and Professional Ability - Previous Performance (Evaluated)

Lot 2 Contact Centre Services only.

SQ6.3(a)	<p>Provision of Certificates of Past Performance</p> <p>Please select option Yes or No to confirm whether or not you have populated and uploaded to this question Attachment 2a – Certificate of Past Performance for each Contract example (a certificate for each example provided above in SQ6.2b and SQ6.2c is required).</p> <p>In addition to each of your two Contract examples above in SQ6.2(b), SQ6.2(c), you must also provide:</p> <p>(a) a certificate in the form set out in Attachment 2a Certificate of Past Performance, from those to whom you have described in SQ6.2 (b) and SQ6.2(c).</p> <p>(b) if any such certificate cannot be obtained, you must self-certify performance using the form set out in Attachment 2a Certificate of Past Performance as well as stating the reasons as to why it is self-certified on the form.</p> <p>(c) If the certificate does not state that the Services have been provided satisfactorily in accordance with the terms of the contract in question, you must provide additional information to demonstrate that any reason why they were not so provided, will not recur in the performance of the contract.</p> <p>Completed certificates of performance must be uploaded to question SQ6.3 (a) in the eSourcing Suite as a zipped file labelled 'SQ6.3 (a) (Your name) Certificates of Past Performance' using the paperclip icon aligned to this question.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Upload x 2 attachments</p>
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Marking Scheme SQ6.2 (a-c) and SQ6.3	Evaluation Guidance
PASS	You have provided two (2) contract examples and certificates which demonstrate you have the necessary technical service delivery and experience to enable you to perform the Contract to the required standard.
FAIL	You have not provided two (2) contract examples and/or certificates which demonstrate you have the necessary technical service delivery and experience to enable you to perform the Contract to the required standard. OR You have not provided a response to this question.

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.7 of Invitation to Tender – Attachment 1.

Section 7		Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015 ³
Question Number	Question	Response
<p>If you meet the minimum turnover requirements, as stipulated in the Regulations under section 54, you are required to answer ‘Yes’ to question SQ 7.1a and are required to provide a response to question SQ 7.1b.</p> <p>If you answer ‘Yes’ to question SQ 7.1b you are required to provide the relevant url in response to question SQ 7.1c.</p> <p>If you answer ‘No’ to question SQ 7.1b you are required to provide an explanation in response to question SQ 7.1d.</p> <p>If you answer ‘No’ to question SQ 7.1(a) please enter N/A for questions SQ 7.1(b), SQ 7.1(c) and SQ 7.1(d)</p>		
SQ7.1(a)	Are you a relevant commercial organisation as defined by section 54 (“Transparency in supply chains etc.”) of the Modern Slavery Act 2015 (“the Act”)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ7.1(b)	<p>If you have answered Yes to question 7.1a are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015</p> <p>www.legislation.gov.uk/ukpga/2015/30/section/54/enacted</p> <p>Please enter N/A from the pick list if not applicable.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
SQ7.1(c)	<p>If you have answered Yes to question SQ7.1b and your organisation has a website, please provide the relevant link to the slavery and human trafficking statement that appears in a prominent place on the website’ homepage.</p> <p>Please enter N/A from the pick list if not applicable.</p>	<p>character limit 4096</p> <input type="checkbox"/> N/A

³ [Procurement Policy Note 9/16 Modern Slavery Act 2015](#)

SQ7.1(d)	If you have answered No to question 7.1b please provide an explanation. Please enter N/A from the pick list if not applicable.	character limit 4096 <input type="checkbox"/> N/A
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8. Additional Questions

Potential Providers 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 Framework Agreement award stage.

Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.8 of Invitation to Tender – Attachment 1.

Please select No in section 8.1 if you are bidding for Lot 2 only.

Please select No in section 8.2 if you are bidding for Lot 1 only.

Section 8		Additional Questions
8.1		Insurance – Lot 1 only
Question Number	Question	Response
SQ8.1(a)	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: Employer's (Compulsory) Liability Insurance = £5,000,000 *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.	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ8.1(b)	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: Public Liability Insurance = £5,000,000	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ8.1(c)	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: Professional Indemnity Insurance = £2,000,000	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.2		Insurance – Lot 2 only
SQ8.2(a)	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: Employer's (Compulsory) Liability Insurance = £5,000,000 *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.	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ8.2(b)	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: Public Liability Insurance = £20,000,000	<input type="checkbox"/> Yes <input type="checkbox"/> No

SQ8.2(c)	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: Professional Indemnity Insurance = £20,000,000	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Please answer the following questions in full. The information that you provide in this Section will be assessed in accordance with paragraph 11.9 of Invitation to Tender – Attachment 1.

8.3 Skills and Apprentices⁴		
Question Number	Question	Response
SQ8.3(a)	Public procurement of contracts with a full life value of £10 million and above, and duration of 12 months and above, should be used to support skills development and delivery of the apprenticeship commitment. This policy is set out in detail in Procurement Policy Note 14/15. Please confirm if you will be supporting apprenticeships and skills development through this contract.	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ 8.3(b)	If yes, can you provide, at a later stage, documentary evidence to support your commitment to developing and investing in skills, development and apprenticeships to build a more skilled and productive workforce and reducing the risks of supply constraints and increasing labour cost inflation? (Please enter N/A if not applicable)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
SQ8.3(c)	Do you have a process in place to ensure that your supply chain supports skills, development and apprenticeships in line with PPN 14/15 (see guidance) and can provide evidence if requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

⁴ [Procurement Policy Note 14/15– Supporting Apprenticeships and Skills Through Public Procurement](#)

8.4	Cyber Essentials Scheme and CESG CHECK Penetration Testing	
Question Number	Question	Response
SQ8.4(a)	<p>In relation to the Services, please confirm that you comply with <u>one</u> of the following criteria:</p> <p>(i) You have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months and where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the commencement date of the first Call Off Contract where your organisation proposes to use the Sub-Contractor;</p> <p>OR</p> <p>(ii) You have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but you are working towards gaining it, and will be in a position to confirm that you have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies, by the commencement date of the Call Off Contract, and where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the commencement date of the first Call Off Contract where your organisation proposes to use the Sub-Contractor;</p> <p>OR</p> <p>(iii) You have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but you can demonstrate (or, will be able to demonstrate) by the commencement date of the first Call Off Contract that your organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf AND that you can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that your organisation demonstrates compliance with Cyber Essentials technical requirements. Also where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the</p>	<p>Please select an option from the drop down list.</p> <p><input type="checkbox"/> (i) Yes</p> <p><input type="checkbox"/> (ii) Yes</p> <p><input type="checkbox"/> (iii) Yes</p> <p><input type="checkbox"/> (iv) Yes</p> <p><input type="checkbox"/> No</p>

	<p>Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the commencement date of the first Call Off Contract where your organisation proposes to use the Sub-Contractor;</p> <p>OR</p> <p>(iv) Your organisation is exempt from complying with the requirements at questions (i), ii) and iii) because your organisation conforms with the ISO27001 standard and the Cyber Essentials requirements have been included in the scope of that standard, and verified as such and the certification bodies carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to in (i) and where your organisation proposes to use Key Sub-Contractors to carry out the Services and these Key Sub-Contractors shall be involved in handling sensitive and personal information with regard to the Services, such Key Sub-Contractors will have in place a valid Cyber Essentials certificate by the commencement date of the first Call Off Contract where your organisation proposes to use the Sub-Contractor.</p>	
SQ8.4(b)	<p>In relation to the Services, please confirm that you comply with all of the following criteria and you agree to undertake CHECK compliant CESG Penetration Testing, with a CESG approved provider, prior to 'Go Live' and annually thereafter.</p> <p>Further information can be found at ;</p> <p>https://www.cesg.gov.uk/articles/using-check-provider</p> <p>https://www.cesg.gov.uk/scheme/penetration-testing</p>	<p>Please select an option from the drop down list.</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
SQ8.4(c)	<p>You are required to download and confirm that you have read Attachment 11 – Security Guidance, of the ITT Suite.</p> <p>Please confirm that you have downloaded and read Attachment 11– Security Guidance.</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

8.5 Health & Safety		
Question number	Question	Response
SQ8.5(a)	Please self-certify that your organisation and/or any of your or the Group of Economic Operators' proposed Key Sub-Contractors and/or members of your Group of Economic Operators has a Health and Safety Policy that complies with current legislative requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ8.5(b)	Has your organisation and/or any of your or the Group of Economic Operators' proposed Key Sub-Contractors and/or members of your Group of Economic Operators been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No
SQ8.5(c)	<p>If you responded YES to question SQ8.5 (b), please provide details in a separate Attachment of any enforcement/remedial orders served and give details of any remedial action or changes to procedures the organisation has made as a result.</p> <p>Please select option YES, NO or N/A to confirm whether or not you have uploaded an attachment.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

8.6 Equality and Diversity		
Question number	Question	Response
SQ8.6(a)	Please self-certify that your organisation and/or any of your or the Group of Economic Operators' proposed Key Sub-Contractors and/or members of your Group of Economic Operators has an Equality and Diversity Policy that complies with current legislative requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No

8.7 Business Continuity and Disaster Recovery		
Question number	Question	Response
SQ8.7(a)	Please self-certify that your organisation and/or any of your or the Group of Economic Operators' proposed Key Sub-Contractors and/or members of your Group of Economic Operators has a Business Continuity and Disaster Recovery Plan that complies with current legislative requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Mandatory Exclusion Grounds

Public Contract Regulations 2015 R57 (1), (2) and (3)

Public Contract Directives 2014/24/EU Article 57(1)

Participation in a criminal organisation

Participation offence as defined by section 45 of the Serious Crime Act 2015

Conspiracy within the meaning of

- section 1 or 1A of the Criminal Law Act 1977 or
- article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983

where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime;

Corruption

Corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;

The common law offence of bribery;

Bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010, or section 113 of the Representation of the People Act 1983;

Fraud

Any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the convention on the protection of the financial interests of the European Communities:

- the common law offence of cheating the Revenue;
- the common law offence of conspiracy to defraud;
- fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;
- fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;
- fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;
- an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993;
- destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;
- fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006;
- the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;

Terrorist offences or offences linked to terrorist activities

Any offence:

- listed in section 41 of the Counter Terrorism Act 2008;
- listed in schedule 2 to that Act where the court has determined that there is a terrorist connection;
- under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by the previous two points;

Money laundering or terrorist financing

Money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002

An offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996

Child labour and other forms of trafficking human beings

An offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;

An offence under section 59A of the Sexual Offences Act 2003

An offence under section 71 of the Coroners and Justice Act 2009;

An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994

An offence under section 2 or section 4 of the Modern Slavery Act 2015

Non-payment of tax and social security contributions

Breach of obligations relating to the payment of taxes or social security contributions that has been established by a judicial or administrative decision.

Where any tax returns submitted on or after 1 October 2012 have been found to be incorrect as a result of:

- HMRC successfully challenging the potential supplier under the General Anti – Abuse Rule (GAAR) or the “Halifax” abuse principle; or
- a tax authority in a jurisdiction in which the potential supplier is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or “Halifax” abuse principle;
- a failure to notify, or failure of an avoidance scheme which the supplier is or was involved in, under the Disclosure of Tax Avoidance Scheme rules (DOTAS) or any equivalent or similar regime in a jurisdiction in which the supplier is established

Other offences

Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales and Northern Ireland

Any other offence within the meaning of Article 57(1) of the Directive created after 26th February 2015 in England, Wales or Northern Ireland

Discretionary exclusions

Obligations in the field of environment, social and labour law.

Where an organisation has violated applicable obligations in the fields of environmental, social and labour law established by EU law, national law, collective

agreements or by the international environmental, social and labour law provisions listed in Annex X to the Directive (see copy below) as amended from time to time; including the following:-

- Where the organisation or any of its Directors or Executive Officers has been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last three (3) years.
- In the last three (3) years, where the organisation has 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.
- In the last three (3) years, where any finding of unlawful discrimination has been made against the organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or incomparable proceedings in any jurisdiction other than the UK).
- Where the organisation has been in breach of section 15 of the Immigration, Asylum, and Nationality Act 2006;
- Where the organisation has a conviction under section 21 of the Immigration, Asylum, and Nationality Act 2006;
- Where the organisation has been in breach of the National Minimum Wage Act 1998.

Bankruptcy, insolvency

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 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;

Grave professional misconduct

Guilty of grave professional misconduct

Distortion of competition

Entered into agreements with other economic operators aimed at distorting competition

Conflict of interest

Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure

Been involved in the preparation of the procurement procedure.

Prior performance issues

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.

Misrepresentation and undue influence

The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.

Additional exclusion grounds

Breach of obligations relating to the payment of taxes or social security contributions.

Extract from Public Procurement Directive 2014/24/EU

LIST OF INTERNATIONAL SOCIAL AND ENVIRONMENTAL CONVENTIONS REFERRED TO IN ARTICLE 18(2) —

- ILO Convention 87 on Freedom of Association and the Protection of the Right to Organise;
- ILO Convention 98 on the Right to Organise and Collective Bargaining;
- ILO Convention 29 on Forced Labour;
- ILO Convention 105 on the Abolition of Forced Labour;
- ILO Convention 138 on Minimum Age;
- ILO Convention 111 on Discrimination (Employment and Occupation);
- ILO Convention 100 on Equal Remuneration;
- ILO Convention 182 on Worst Forms of Child Labour;
- Vienna Convention for the protection of the Ozone Layer and its Montreal Protocol on substances that deplete the Ozone Layer;
- Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal (Basel Convention);
- Stockholm Convention on Persistent Organic Pollutants (Stockholm POPs Convention)
- Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade (UNEP/FAO) (The PIC Convention) Rotterdam, 10 September 1998, and its 3 regional Protocols.

Consequences of misrepresentation

A serious misrepresentation which induces a contracting authority to enter into a contract may have the following consequences for the signatory that made the misrepresentation:-

- The potential supplier may be excluded from bidding for contracts for three years, under regulation 57(8)(h)(i) of the PCR 2015;
- The contracting authority may sue the supplier for damages and may rescind the contract under the Misrepresentation Act 1967.
- If fraud, or fraudulent intent, can be proved, the potential supplier or the responsible officers of the potential supplier may be prosecuted and convicted of the offence of fraud by false representation under s.2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both).
- If there is a conviction, then the company must be excluded from procurement for five years under reg. 57(1) of the PCR (subject to self-cleaning).