



Crown
Commercial
Service

Invitation to tender

Attachment 2 – How to bid

RM6020 – Insurance and Related Services 3

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1. How to make your bid

- 1.1 Your bid must be made by the organisation that will be responsible for providing the services if your bid is successful.
- 1.2 You may bid for one or more of the lots, ensure you read paragraph 3.1 of Attachment 1.
- 1.3 Your bid must be **entered into the eSourcing suite**. We can only accept bids that we receive through the eSourcing suite.
- 1.4 Upload ONLY those attachments we have asked for. Do not upload any attachments we haven't asked for.
- 1.5 Make sure you answer every question.
- 1.6 You must submit your bid before the bid submission deadline, in paragraph 5 "Timelines for the competition" in Attachment 1 - About the framework.
- 1.7 It will be our decision whether we will accept bids submitted after the bid submission deadline.
- 1.8 You must regularly check for messages in the [eSourcing suite](#) throughout the competition. You must log on to the [eSourcing suite](#) and access your message inbox for this competition to check for messages.
- 1.9 If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing suite. Read paragraph 6 "When and how to ask questions" in Attachment 1 - About the framework.
- 1.10 We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response may result in the rejection of your bid and your exclusion from this competition.

2. Selection stage

- 2.1 At the selection stage, we evaluate bidders' technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
- 2.2 If you are relying on any key subcontractors to provide the answers to the technical and professional ability or you are relying on a guarantor to pass the economic and financial assessment, they must complete Parts 2 and 3 of the selection questionnaire for themselves.
- 2.3 In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 of the selection questionnaire for themselves.
- 2.4 We are providing the 'Information and declaration' workbook (Attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium. Or they can provide you with their European Single Procurement Document (ESPD).

3. Selection process

- 3.1 After the bid submission deadline we will check all bids to make sure we have received everything we have asked for.
- 3.2 We may ask you to clarify information you provide, if that is necessary. Don't forget to check for messages in the eSourcing suite throughout the competition. You must log on to the eSourcing suite and access your message inbox for this competition to check for messages.
- 3.3 If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
- 3.4 Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances we have told you what we will do in the **evaluation guidance**.

4. Selection criteria

- 4.1 We may exclude you from the competition at the selection stage if:
 - your bid is not compliant;
 - you receive a 'fail' for any of the evaluated selection questions;
 - any of the information you have provided proves to be false or misleading;
 - you have broken any of the competition rules in paragraph 9 of Attachment 1 - About the framework, or not followed the instructions given in this ITT pack.
- 4.2 If we exclude you from the competition we will tell you and explain why.

5. Selection questionnaire

Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing suite (qualification envelope).

You have the option of responding to Part 2 and Part 3 by attaching Parts II and III of your European Single Procurement Document (ESPD).

If you are submitting an EU ESPD you must still complete Parts 2A, 2B, 4, 5, 6, 7, 8, 9, 10, 11 and the declaration.

6. Award stage

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

- Read through the entire ITT pack specifically Attachment 10 Framework Schedule 1 (Specification) carefully, and read more than once
- Read each question, the response guidance, marking scheme and evaluation criteria
- Read the contract terms at Attachment 11 – Contract documents
- If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in Attachment 1 - About the framework document
- Allow plenty of time to complete your responses; it always takes longer than you think to submit
- Your prices should be in line with the service level you offer, in response to the award quality questions.

7. Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 11 of this document).

The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

The weighting for the quality evaluation and the price evaluation for all lots is broken down as follows:

Quality Evaluation - Weighted	Price Evaluation - Weighted
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70%	30%
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8. Award process

8.1 What YOU need to do

- answer the quality questions section A, section B, Section C and Section D of the quality questionnaire in the eSourcing suite in the technical envelope.
- Complete the price matrix Attachment 3, for the lots for which you are bidding.
- Upload your completed pricing matrix into the eSourcing suite in the commercial envelope to question PQ1 completing the relevant tabs for the lot you are bidding for.

8.2 What **WE** will do at the award stage

1.	Compliance Check First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.
2.	Quality Evaluation We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing suite.
3.	Consensus Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.
4.	Quality Threshold If you have received a zero for any of the quality questions or if you have not met a minimum weighted quality score of 35, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why. Refer to tables at paragraph 9 for an example of how your quality score for each lot will be calculated.

5.	Evaluate Pricing We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses. They will calculate your price score using the evaluation criteria in paragraph 11 'price evaluation' of this document
6.	Final Score Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12 Final decision to award.
7.	Award Awards will be made to the successful bidders following the standstill period, subject to contract.

9. Quality Evaluation

Questions QA1 and QA2 are mandatory questions for Lot 1 only and will be evaluated PASS / FAIL. Question QA3 is a mandatory question for Lot 2 only and will be evaluated PASS/FAIL. If you answer 'No' to one or more of these questions, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Questions QB1, QB2, QB3, QB4 and QB5 are for Lot 1 only. These questions are for information only and will not be subject to evaluation.

Questions QC1, QC2 and QC3 in section C and QD1, QD2 and QD3 in section D of the Quality questionnaire will each be scored, as detailed below.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing to other questions and/or other materials, for example reports or information located on your website.

Each of the quality questions, in section C (Lot 1) and section D (Lot 2) of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting to calculate your weighted mark for that question.

Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.

Please see tables aa and bb below for an example of how your quality score will be calculated.

Table aa – Lot 1

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
QC1	Service Delivery and Account Management - Lot 1 only	25%	100	100	25
QC2	Delivering Best Value and Proactive Approach to Minimisation of Costs - Lot 1 only	25%	100	100	25
QC3	Continuous Improvement I and Innovation - Lot 1 only	20%	100	100	20
Quality score					70.00

Table bb – Lot 2

Question		Question Weighting	Maximum mark available	Your final mark	Your weighted mark
QD1	Supply Chain Management - Lot 2 only	20%	100	100	20
QD2	Service Delivery - Lot 2 only	30%	100	100	30
QD3	Minimising and Transparency of Costs - Lot 2 only	20%	100	100	20
Quality score					70.00

As per the section titled Quality Threshold in the table at 8.2, if you have not met a minimum weighted quality score of 35 out of the 70, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded from the competition and why.

10. Award quality questionnaire

10.1 The quality questionnaire is split into three sections:

- Section A – Mandatory questions
- Section B – Information only questions (Lot 1 only)
- Section C – Lot 1 specific questions
- Section D – Lot 2 specific questions

10.2 A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out below:

Question		Marking scheme	Weighting %	
			Lot 1	Lot 2
QA1	Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) - Lot 1 only	Pass/Fail	N/A	N/A
QA2	Providing Insurance Brokerage - Lot 1 only	Pass/Fail	N/A	N/A
QA3	Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) - Lot 2 only	Pass/Fail	N/A	N/A
QB1	Core Classes of Insurance Brokerage - Lot 1 only	Information Only	N/A	N/A
QB2	Classes of Insurance Brokerage Other - Lot 1 only	Information Only	N/A	N/A
QB3	Additional Classes of Insurance Brokerage - Lot 1 only	Information Only	N/A	N/A
QB4	Associated Support Services - Lot 1 only	Information Only	N/A	N/A

QB5	Additional Associated Support Services - Lot 1 only	Information Only	N/A	N/A
QC1	Service Delivery and Account Management - Lot 1 only	100/66/33/0	25%	
QC2	Delivering Best Value and Proactive Approach to Minimisation of Costs - Lot 1 only	100/66/33/0	25%	
QC3	Continuous Improvement I and Innovation - Lot 1 only	100/66/33/0	20%	
QD1	Supply Chain Management -Lot 2 only	100/66/33/0		20%
QD2	Service Delivery - Lot 2 only	100/66/33/0		30%
QD3	Minimising and Transparency of Costs - Lot 2 only	100/66/33/0		20%

Section A – Mandatory service requirements		
		Marking scheme
QA1	Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) - Lot 1 only	Pass / Fail
QA2	Providing Insurance Brokerage - Lot 1 only	Pass / Fail
QA3	Compliance with Mandatory Service Requirements Framework Schedule 1 (Specification) - Lot 2 only	Pass / Fail

Section B – Lot 1 Brokerage and Related Services – Information Only			
		Marking scheme	Weighting (%)
QB1	Core Classes of Insurance Brokerage - Lot 1 only	Information Only	NA
QB2	Classes of Insurance Brokerage Other - Lot 1 only	Information Only	NA
QB3	Additional Classes of Insurance Brokerage - Lot 1 only	Information Only	NA
QB4	Associated Support Services - Lot 1 only	Information Only	NA
QB5	Additional Associated Support Services - Lot 1 only	Information Only	NA

Section C – Lot 1 Brokerage and Related Services – Specific Questions			
		Marking scheme	Weighting (%)
QC1	Service Delivery and Account Management - Lot 1 only	100/66/33/0	25%
QC2	Delivering Best Value and Proactive Approach to Minimisation of Costs - Lot 1 only	100/66/33/0	25%
QC3	Continuous Improvement and Innovation - Lot 1 only	100/66/33/0	20%

Section D – Lot 2 - Claims Handling and Related Services – Specific Questions			
		Marking scheme	Weighting (%)
QD1	Supply Chain Management - Lot 2 only	100/66/33/0	20%
QD2	Service Delivery - Lot 2 only	100/66/33/0	30%

QD3	Minimising and Transparency of Costs - Lot 2 only	100/66/33/0	20%
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Section A – Mandatory service requirements	
QA1 Compliance with Framework Schedule 1 (Specification) – Lot 1 only	
QA1 Requirement: If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in as are set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification)? Please answer ‘Yes’ or ‘No’ or ‘N/A’ if you are not applying for Lot 1. Yes - You will unreservedly deliver in full all of the Lot 1 mandatory service requirements as set out in set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification). No - You will not, or cannot, deliver in full all of the Lot 1 mandatory service requirements as set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification). N/A - You are not applying for Lot 1.	
AQA1 Response Guidance This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition. You are required to select either option YES, NO or N/A from the drop down list. Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification). If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.	
Marking scheme	Evaluation guidance
Pass	You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification). OR

	You have selected option N/A confirming that you are not applying for Lot 1.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10a (Lot 1) Framework Schedule 1 (Specification). OR You have not selected either 'Yes', 'No' or 'N/A'.

Section A – Mandatory service requirements

QA2 Providing Insurance Brokerage – Lot 1 only **Amended**

QA2 Requirement:

Please indicate by selecting either option 'Yes', 'No' or 'N/A', that in the event you are awarded a place on the Framework Agreement, whether you can offer one or more Core Classes **(or one or more other sub classes)** of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).

Yes - You can offer one or more Core Classes **(or one or more other sub classes)** of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).

No - You will not, or cannot, offer one or more Core Classes of insurance brokerage **(or one or more other sub classes)** as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).

N/A - You are not applying for Lot 1.

AQA2 Response Guidance

This is a Pass/Fail question.

If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.

You are required to select either option YES, NO or N/A from the drop down list.

Providing a YES response means you can, offer one or more Core Classes **(or one or more other sub classes)** of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).

If you select NO (or do not answer the question) to indicate that you will not, or cannot, offer one or more Core Classes **(or one or more other sub classes)** of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework

Schedule 1 (Specification), then you will be disqualified from further participation in this Procurement.	
Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you can, offer one or more Core Classes of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 1.
Fail	You have selected 'No' confirming that you will not, or cannot, offer one or more Core Classes of insurance brokerage as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification). OR You have not selected either YES or NO.

Section A – Mandatory service requirements
QA3 Compliance with Framework Schedule 1 (Specification) – Lot 2 only
QA3 Requirement: If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements as set out in as are set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification)? Please answer 'Yes' or 'No' or 'N/A' if you are not applying for Lot 2. Yes - You will unreservedly deliver in full all of the Lot 2 mandatory service requirements as set out in set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification). No - You will not, or cannot, deliver in full all of the Lot 2 mandatory service requirements as set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification). N/A - You are not applying for Lot 2.
AQA3 Response Guidance This is a Pass/Fail question. If you cannot or are unwilling to select 'Yes' to this question, you will be disqualified from further participation in this competition.

You are required to select either option YES, NO or N/A from the drop down list. Providing a 'Yes' response means you will unreservedly deliver in full all the Lot 2 mandatory service requirements as set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification). If you select 'No' (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements as set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification) you will be excluded from further participation in this competition.	
Marking scheme	Evaluation guidance
Pass	You have selected option 'Yes' confirming that you will unreservedly deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification). OR You have selected option N/A confirming that you are not applying for Lot 2.
Fail	You have selected 'No' confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements as set out in Attachment 10b (Lot 2) Framework Schedule 1 (Specification). OR You have not selected either 'Yes', 'No' or 'N/A'.

Section B – Information Only	
QB1 Core Classes of Insurance Brokerage – Lot 1 only	
AQB1 - Response Guidance: This question is for information purposes only and will not be evaluated. Please indicate which Core Class(es) of insurance brokerage you wish to offer via the Framework Agreement as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).	
None of the list	Please select if you do not wish to offer any class of other insurance brokerage via the Framework Agreement
Liability	Please select if you wish to offer via the Framework Agreement

Property and Construction	Please select if you wish to offer via the Framework Agreement
Travel and Personal Accident	Please select if you wish to offer via the Framework Agreement
Motor	Please select if you wish to offer via the Framework Agreement

Section B – Information Only	
QB2 Classes of Insurance Brokerage Other - Lot 1 only	
AQB2 Response Guidance: This question is for information purposes only and will not be evaluated. Please indicate which other class(es) of insurance brokerage you wish to offer via the Framework Agreement as listed in Attachment 10a (Lot 1), Annex A, Framework Schedule 1 (Specification).	
None of the list	Please select if you do not wish to offer any class of other insurance brokerage via the Framework Agreement
Airport concessionaires	Please select if you wish to offer via the Framework Agreement
Airside liability	Please select if you wish to offer via the Framework Agreement
Aviation hull	Please select if you wish to offer via the Framework Agreement
Aviation liability	Please select if you wish to offer via the Framework Agreement
Boiler explosion	Please select if you wish to offer via the Framework Agreement
Builders risk	Please select if you wish to offer via the Framework Agreement
Bunkers	Please select if you wish to offer via the Framework Agreement
Comprehensive general liability – mobile offshore units	Please select if you wish to offer via the Framework Agreement
Comprehensive general liability offshore	Please select if you wish to offer via the Framework Agreement

Chancel indemnity	Please select if you wish to offer via the Framework Agreement
Charterers loss of use	Please select if you wish to offer via the Framework Agreement
Clinical trials	Please select if you wish to offer via the Framework Agreement
Clinical negligence	Please select if you wish to offer via the Framework Agreement
Commercial legal expenses	Please select if you wish to offer via the Framework Agreement
Comprehensive carriers liability	Please select if you wish to offer via the Framework Agreement
Comprehensive charter's liability	Please select if you wish to offer via the Framework Agreement
Crash team personal accident	Please select if you wish to offer via the Framework Agreement
Credit	Please select if you wish to offer via the Framework Agreement
Crew	Please select if you wish to offer via the Framework Agreement
Cyber	Please select if you wish to offer via the Framework Agreement
Defective title indemnity	Please select if you wish to offer via the Framework Agreement
Deterioration of stock	Please select if you wish to offer via the Framework Agreement
Drivers professional indemnity	Please select if you wish to offer via the Framework Agreement
Employment practice	Please select if you wish to offer via the Framework Agreement
Engineering business interruption	Please select if you wish to offer via the Framework Agreement
Engineering all risks	Please select if you wish to offer via the Framework Agreement
Engineering inspection	Please select if you wish to offer via the Framework Agreement

Events	Please select if you wish to offer via the Framework Agreement
Event cancellation	Please select if you wish to offer via the Framework Agreement
Environmental warranty	Please select if you wish to offer via the Framework Agreement
Exhibition goods	Please select if you wish to offer via the Framework Agreement
Extended loss of hire	Please select if you wish to offer via the Framework Agreement
Film production	Please select if you wish to offer via the Framework Agreement
Financial loss	Please select if you wish to offer via the Framework Agreement
Fine art	Please select if you wish to offer via the Framework Agreement
Fragmentation	Please select if you wish to offer via the Framework Agreement
Funded	Please select if you wish to offer via the Framework Agreement
Funded motor insurance	Please select if you wish to offer via the Framework Agreement
Hired in plant	Please select if you wish to offer via the Framework Agreement
Hovercraft	Please select if you wish to offer via the Framework Agreement
Hull and machinery	Please select if you wish to offer via the Framework Agreement
Judicial review	Please select if you wish to offer via the Framework Agreement
Key man	Please select if you wish to offer via the Framework Agreement
Land charges	Please select if you wish to offer via the Framework Agreement
Leasehold / right to buy housing contents	Please select if you wish to offer via the Framework Agreement

Legal expenses	Please select if you wish to offer via the Framework Agreement
Legal expenses for foster carers	Please select if you wish to offer via the Framework Agreement
Livestock	Please select if you wish to offer via the Framework Agreement
Loss of hire	Please select if you wish to offer via the Framework Agreement
Machinery movement	Please select if you wish to offer via the Framework Agreement
Marina installation	Please select if you wish to offer via the Framework Agreement
Marine hull	Please select if you wish to offer via the Framework Agreement
Marine liability	Please select if you wish to offer via the Framework Agreement
Marine transit / cargo	Please select if you wish to offer via the Framework Agreement
Mortgage interest	Please select if you wish to offer via the Framework Agreement
Motor credit guarantee	Please select if you wish to offer via the Framework Agreement
Museum artefacts	Please select if you wish to offer via the Framework Agreement
Non-negligent liability	Please select if you wish to offer via the Framework Agreement
Non owned aviation	Please select if you wish to offer via the Framework Agreement
Nuclear / radiation	Please select if you wish to offer via the Framework Agreement
Occupiers / rented premises liability	Please select if you wish to offer via the Framework Agreement
Own surrounding property	Please select if you wish to offer via the Framework Agreement
Pension trustees indemnity	Please select if you wish to offer via the Framework Agreement

Pilots loss of licence	Please select if you wish to offer via the Framework Agreement
Piracy	Please select if you wish to offer via the Framework Agreement
Political risks	Please select if you wish to offer via the Framework Agreement
Product recall	Please select if you wish to offer via the Framework Agreement
Product guarantee	Please select if you wish to offer via the Framework Agreement
Rail operators	Please select if you wish to offer via the Framework Agreement
Sensitive risks	Please select if you wish to offer via the Framework Agreement
Solicitors professional indemnity	Please select if you wish to offer via the Framework Agreement
Supply teacher	Please select if you wish to offer via the Framework Agreement
Suretyship	Please select if you wish to offer via the Framework Agreement
Tenants home contents	Please select if you wish to offer via the Framework Agreement
Testing and commissioning	Please select if you wish to offer via the Framework Agreement
Total loss freight interest	Please select if you wish to offer via the Framework Agreement
Total loss hull interest	Please select if you wish to offer via the Framework Agreement
Trustees indemnity	Please select if you wish to offer via the Framework Agreement
War risks cover	Please select if you wish to offer via the Framework Agreement

Section B – Information Only

QB3 Additional Classes of Insurance Brokerage – Lot 1 only

QB3 Response Guidance:

This question is for information purposes only and will not be evaluated.

Please indicate below which additional class(es) of insurance brokerage you shall to offer via the Framework Agreement that are not listed in questions QB1 and QB2 of this Award Questionnaire.

The Bidder shall leave this section blank if they do not wish to offer additional classes of insurance brokerage.

Additional class(es) of insurance brokerage

Section B – Information Only**QB4 Associated Support Services – Lot 1 only****AQB4 Response Guidance:**

This question is for information purposes only and will not be evaluated.

The Bidder shall confirm which associated support services they are able to provide via the Framework Agreement by selecting from the list.

There is no limit (minimum or maximum) on the number of associated support services the Bidder can offer via the Framework Agreement.

Type of associated support service

None of the list	Please select if you do not wish to offer associated support services via the Framework Agreement
Accident management	Please select if you wish to offer via the Framework Agreement
Actuarial services	Please select if you wish to offer via the Framework Agreement
Advice on insurance legislation / regulation	Please select if you wish to offer via the Framework Agreement
Advice on insurance provisions within procurement contracts/agreements between the Buyers and private finance sector organisations	Please select if you wish to offer via the Framework Agreement

Advice on insurer security	Please select if you wish to offer via the Framework Agreement
Advice on levels of insurance and levels of excess(es)	Please select if you wish to offer via the Framework Agreement
Advice on risk transfer (formation, creation and management)	Please select if you wish to offer via the Framework Agreement
Assurance services	Please select if you wish to offer via the Framework Agreement
Audits	Please select if you wish to offer via the Framework Agreement
Claims handling	Please select if you wish to offer via the Framework Agreement
Consultancy	Please select if you wish to offer via the Framework Agreement
Courtesy car and relief vehicle	Please select if you wish to offer via the Framework Agreement
Incident investigation	Please select if you wish to offer via the Framework Agreement
Loss analysis / forecasting	Please select if you wish to offer via the Framework Agreement
Management of motor insurance database	Please select if you wish to offer via the Framework Agreement
Rehabilitation services	Please select if you wish to offer via the Framework Agreement
Risk management	Please select if you wish to offer via the Framework Agreement
Risk profiling	Please select if you wish to offer via the Framework Agreement
Statutory engineering inspections	Please select if you wish to offer via the Framework Agreement
Survey work	Please select if you wish to offer via the Framework Agreement
Total cost of risk advice	Please select if you wish to offer via the Framework Agreement
Training	Please select if you wish to offer via the Framework Agreement

Uninsured loss recoveries	Please select if you wish to offer via the Framework Agreement
Valuation services	Please select if you wish to offer via the Framework Agreement

Section B – Information Only
QB5 Additional Associated Support Services – Lot 1 only
QB5 Response Guidance: This question is for information purposes only and will not be evaluated. The Bidder shall confirm if they are able to offer any additional associated support services that are not listed in AQB4 of this Award Questionnaire. The Bidder shall leave this section blank if they do not wish to offer additional associated support services.
Type of additional associated support service(s)

Section C – Lot 1 – Brokerage and Related Services - Specific Questions
QC1 – Service Delivery and Account Management - Lot 1 only
QC1 Requirement: CCS requires the Bidder to have effective Account Management, finance and governance processes in place to deliver brokerage Services to the Buyer. The Bidder shall demonstrate how you will deliver brokerage Services as set out in Attachment 10a (Lot 1), Framework Schedule 1 (Specification).
QC1 Response Guidance All bidders submitting a tender for Lot 1 must answer this question. You must insert your response into the text fields in the eSourcing suite. In order to satisfy the requirement and the question associated your response must include the following: a) Demonstrate the processes you will have in place to ensure that the insurance programme design, timely DPS co-ordination and placement requirements as set out in paragraph 3.3 of Attachment 10a (Lot 1),

Framework Schedule 1 (Specification) will be effectively delivered on a bespoke basis to meet the Buyers requirements;

- b) Demonstrate the account management processes you will have in place to ensure that the Buyer can access tailored advice and support as set out in paragraph 3.4 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification); and
- c) Demonstrate the processes you will have in place to ensure that all administration associated with the placement of an insurance policy(s) shall be undertaken in accordance with paragraph 3.5 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes C1(i) and C1(ii) C1(iii) and C1(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section C – Lot 1 – Brokerage and Related Services - Specific Questions

QC2 – Delivering Best Value and Proactive Approach to Minimisation of Costs – Lot 1 only

QC2 Requirement:

CCS requires the Bidder to provide a quality Service whilst ensuring costs are minimised wherever possible to deliver best value for money to the Buyer.

The Bidder shall demonstrate how they will ensure that:

- Commission(s);
- Premium finance; and
- Additional earnings such as: profit share agreement, volume commission over ride, any other i.e. ISB, Admin fees etc.

remain competitive, ensuring they are provided in a comprehensive and transparent way, and that the Service offers best value for money whilst minimising costs wherever possible.

QC2 Response Guidance

All bidders submitting a tender for Lot 1 must answer this question.

You must insert your response into the text fields in the eSourcing suite.

In order to satisfy the requirement and the question associated your response must include the following:

- a) Demonstrate the process you will have in place to ensure that your Broker Fee(s) remains competitive within the market in accordance with paragraph 3.7.2, 3.7.4 and 3.7.5 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification);
- b) Demonstrate the process for ensuring that the Insurance Service Brokerage remains competitive within the market in accordance with paragraph 3.7.3 and 3.7.5 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification);
- c) Demonstrate the process you will have in place to proactively identify and prioritise opportunities to effectively reduce the cost of insurance for individual Buyers, identifying commercial benefits achieved whilst ensuring that the resultant Policy terms continue to offer best value as described in paragraph 3.3.12 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

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You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.

You are required to insert your response to this question in the technical envelope in boxes C2(i) and C2(ii) C2(iii) and C2(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

Section C – Lot 1 – Brokerage and Related Services - Specific Questions

QC3 – Continuous Improvement and Innovation – Lot 1 only

QC3 Requirement:

CCS requires the Bidder to have in place a process of continuous development, innovation and improvement for the benefit of the Buyer.

The Bidder shall demonstrate how they will capture lessons learnt, improve existing processes and create and share innovative and better ways of working to drive continuous improvement for the benefit of the Buyer.

QC3 Response Guidance

All bidders submitting a tender for Lot 1 must answer this question.
You must insert your response into the text fields in the eSourcing suite.

In order to satisfy the requirement and the question associated your response must include the following:

- a) Demonstrate your approach to maintaining and increasing your knowledge of the public sector including how social value benefits may be applied as described in paragraph 3.15.5 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification);
- b) Demonstrate your approach to maintaining and increasing its knowledge of the public sector insurance market as described in paragraph 3.15.5 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification); and
- c) Demonstrate the process you will have in place for the distribution and the cascading of lessons learnt in relation to the Services so that the Buyers will benefit from best practice becoming working practice as described in paragraph 3.15.6 of Attachment 10a (Lot 1), Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

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You are required to insert your response to this question in the technical envelope in boxes C3(i) and C3(ii) C3(iii) and C3(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.

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Section D – Lot 2 – Claims Handling and Related Services - Specific Questions

QD1 – Supply Chain Management – Lot 2 only

QD1 Requirement:

CCS requires the Bidder to have processes in place to manage Key Sub-Contractor(s) appointed under this Framework Agreement.

The Bidder shall demonstrate their ability to appoint and manage Key Sub-Contractor(s) under this Framework Agreement.

Bidders who do not presently intend using any Key Sub-Contractor(s) are still required to answer this question in the context of how they would appoint and manage Key Sub-Contractor(s) in the future (if this should be required).

QD1 Response Guidance

All bidders submitting a tender for Lot 2 must answer this question.
You must insert your response into the text fields in the eSourcing suite.

In order to satisfy the requirement and the question associated your response must include the following:

- a) Demonstrate the process you will have in place to enter into a new Key Sub-contract or replace a Key Subcontractor(s) in accordance with paragraph 3.22.1 of Attachment 10b Framework Schedule 1 (specification) (Lot 2), Joint Schedule 6 (Key – Subcontractors) paragraphs 1.3 and 1.4.
- b) Demonstrate the process you will have in place to manage your Key Sub-Contractor(s), in accordance with paragraphs 3.22.2 of Attachment 10b (Lot 2), Framework Schedule 1 (Specification);
- c) Demonstrate the process you have in place to ensure that each new or replacement Key Subcontractor shall include the requirements as detailed in Joint Schedule 6 (key subcontractors) paragraphs 1.6.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

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You are required to insert your response to this question in the technical envelope in boxes D1(i) and D1(ii) D1(iii) and D1(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
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Section D – Lot 2 – Claims Handling and Related Services - Specific Questions

QD2 – Service Delivery – Lot 2 only

QD2 Requirement:

CCS requires the Bidder to have effective processes in place to deliver compensation claims handling to Central Government Bodies.

The Bidder shall demonstrate how you will deliver compensation claims handling as set out in Attachment 10b (Lot 2), Framework Schedule 1 (Specification).

QD2 Response Guidance

**All bidders submitting a tender for Lot 2 must answer this question.
You must insert your response into the text fields in the eSourcing suite.**

In order to satisfy the requirement and the question associated your response must include the following:

- a) Demonstrate the process you will have in place to ensure that fraudulent claims are identified and managed in accordance with paragraph 3.8 of Attachment 10b (Lot 2), Framework Schedule 1 (Specification);
- b) Demonstrate the process you will have in place to ensure that the claims are closed in accordance with paragraph 3.6 of Attachment 10b (Lot 2), Framework Schedule 1 (Specification); and
- c) Demonstrate the process you will have in place to ensure reserving in accordance with paragraph 3.7, Attachment 10b (Lot 2), Framework Schedule 1 (Specification).

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

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You are required to insert your response to this question in the technical envelope in boxes D2(i) and D2(ii) D2(iii) and D2(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
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Section D – Lot 2 – Claims Handling and Related Services - Specific Questions

QD3 – Minimising and Transparency of Costs – Lot 2 only

QD3 Requirement:

CCS requires the Bidder to provide a quality service, whilst ensuring costs are minimised and transparent to Central Government Bodies and deliver best value for money for Central Government Bodies.

The Bidder shall demonstrate how they will provide transparent costings and minimise these costs wherever possible to the Central Government Bodies whilst ensuring a quality service.

QD3 - Response Guidance

All bidders submitting a tender for Lot 2 must answer this question. You must insert your response into the text fields in the eSourcing suite.

In order to satisfy the requirement and the question associated your response must include the following:

- a) Demonstrate the process you will follow to work with Central Government Bodies to deliver and record savings and minimise costs without affecting quality of service in accordance with paragraph 3.3.5 of Attachment 10b (Lot 2), Framework Schedule 1 (Specification); and
- b) Demonstrate the process you will follow to minimise the settlement costs to Central Government Bodies in accordance with paragraph 3.9.2 of Attachment 10b (Lot 2), Framework Schedule 1 (Specification).
- c) Demonstrate the process you follow to ensure a consistent loss adjustment service is provided that is competitive and transparent.

Your response should be limited to, and focused on, each of the component parts of the question posed (a to c). You must not make generalised statements or give irrelevant information.

Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.

Maximum character count – 8,000 characters including spaces and punctuation.

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You are required to insert your response to this question in the technical envelope in boxes D3(i) and D3(ii) D3(iii) and D3(iv) each box has a character count of 2,000 characters.

Marking scheme 100/66/33/0

Marking scheme	Evaluation criteria
100	The bidder's response fully addresses all 3 of the component parts (a to c) of the response guidance above.
66	The bidder's response fully addresses 2 of the 3 component parts (a to c) of the response guidance above.
33	The bidder's response fully addresses 1 of the 3 component parts (a to c) of the response guidance above.
0	The bidder's response has not fully addressed any of the 3 component parts (a to c) of the response guidance above. OR A response has not been provided to this question.

11. Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

11.1 How to complete your pricing matrix:

Read and understand the instructions in the pricing matrix, and in this paragraph, before submitting your prices.

Your prices should compare with the quality of your offer.

Your prices must be sustainable and include your operating overhead costs and profit.

You should also take into account our management charge of 0.45% which shall be paid by you to us, as set out in the Framework Award form and Framework Schedule 5 (Management Charges and Information).

You should have read and understood the information on TUPE in paragraph 8 of attachment 1 – About the framework. You are reminded that it is your responsibility to take your own advice and consider whether TUPE is likely to apply and to act accordingly. You are encouraged to carry out your own due diligence exercise on the application of TUPE when completing your pricing matrix.

Your prices submitted must:

- exclude VAT.
- be exclusive of expenses/travel and subsistence
- be in British pounds sterling, up to two decimal places

- submitted up to two decimal places

For Lot 1 the pricing in the blue cell for the Maximum daily blended rate will be based on:

- a) on an eight (8) hour Working Day; and
- b) will consist of director, senior technical specialist, junior technical specialist and administration for the services listed in paragraphs 3.1 to 3.16 (excluding associated support services) of Attachment 10a - Framework Schedule 1 (Specification) Lot 1.

Zero or negative bids will not be allowed. We will investigate where we consider your bid to be abnormally low.

You must download and complete the Attachment 3 – Price matrix for the lots you are submitting a bid for.

Do not alter, amend or change the format or layout of the Attachment 3 – Pricing Matrix.

You must provide a price, where one has been requested, in the cells highlighted in blue or green.

Prices entered into the blue cells will be evaluated. Prices entered into the green cells are for information and will not be evaluated. Prices entered into the blue and green cells will be incorporated into Annex 1 of Framework Schedule 3 – Framework prices.

The prices submitted will be the maximum payable under this framework. Prices may be lowered at the call-off stage. Refer to Framework Schedule 3 – Framework prices.

When you have completed your pricing matrix, you must upload this into the eSourcing suite at question PQ1 in the commercial envelope. If you do not upload your pricing matrix your bid may be rejected from this competition.

11.2 Price evaluation process for Lot 1 and Lot 2

This is how we will evaluate your pricing:

We will check you have completed all the blue cells for each lot you are bidding for.

For each lot you are bidding for we will check you completed all the green cells for the services you have confirmed you are offering.

Failure to insert an applicable price may result in your bid being deemed non-compliant and may be rejected from this competition. Remember zero or negative prices will not be accepted.

The price evaluation will be undertaken separately to the quality evaluation process.

11.2.1 How we will evaluate the Lot 1

For Lot 1 the bidder with the lowest Maximum daily blended rate will be awarded the maximum mark available (a price score of 30).

All other bidders will get a price score relative to the lowest Maximum daily blended rate.

The calculation we will use to evaluate your Maximum daily blended rate for Lot 1, is as follows:

$$\text{Price Score} = \frac{\text{Lowest Maximum daily blended rate}}{\text{Bidders Maximum daily blended rate}} \times 30 \text{ (maximum mark available)}$$

Example applicable for Lot 1:

Bidder A	Bidder B	Bidder C
Maximum daily blended rate	Maximum daily blended rate	Maximum daily blended rate
£ 250.00	£ 750.00	£ 1,500.00

1. Bidder A has the Lowest Maximum daily blended rate of £250.00. Bidder A is awarded the maximum mark available, which is a price score of 30;
2. Bidder B submits a Maximum daily blended rate of £750.00. Bidder B is awarded a price score of 15;
3. Bidder C submits a Maximum daily blended rate of £1,500.00 and is awarded a price score of 12.

11.2.2 How we will evaluate the Lot 2

For Lot 2 the pricing will be evaluated on the basis of a “**Price Score**” which will consist of the marks awarded for each Table A to D weighted as below at table cc:

Table cc

Table	Weighting	Maximum Mark Available
Table A – Employers Liability	10%	10.00
Table B – Public Liability	7%	7.00
Table C – Third party motor/uninsured loss recovery	7%	7.00
Table D –Property damage/loss	6.00%	6.00
Price Score	30.00 %	30.00

For Table A (Employers Liability), Table B (Public Liability), Table C (Third party motor/uninsured loss recovery) and Table D (Property damage/loss), the lowest Cost

per claim will be awarded the maximum mark available for that table. For Table A this will be 10, for Table B and C this will be 7 and for Table D this would be 6.

All other bidders will get a price score relative to the lowest Cost per claim for that table.

The calculation we will use to evaluate your Cost per claim for Tables A to D for Lot 2, is as follows:

$$\text{Price Score} = \frac{\text{Lowest Cost per claim}}{\text{Bidders Cost per claim}} \times \text{Maximum mark available (Table A = 10, Table B and C = 7 and Table D = 6)}$$

Example applicable for Tables A to D for Lot 2.

Table A example:

Bidder A	Bidder B	Bidder C
Cost per claim	Cost per claim	Cost per claim
£ 400.00	£ 650.00	£ 1,000.00

1. Bidder A has the lowest Cost per claim of £400.00. Bidder A is awarded the maximum mark available, which is 10.00 for Table A;
2. Bidder B submits a Cost per claim of £650.00. Bidder B is awarded a mark of 6.15;
3. Bidder C submits a Cost per claim of £1,000.00 and is awarded a mark of 4.00.

Each bidder marks for the Tables A to D will be added together to calculate the Price Score.

See example below:

Bidder	Table A – Employers Liability (max mark available 10)	Table B – Public Liability (max mark available 7)	Table C – Third party motor/uninsured loss recovery (max mark available 7)	Table D – Property damage/loss (max mark available 6)	Price Score
Bidder A	10.00	5.00	7.00	6.00	28.00
Bidder B	4.54	7.00	3.90	4.00	19.44
Bidder C	3.84	5.51	2.57	3.00	14.92

11.3 Abnormally low tenders

Where we consider that any of the prices you have submitted to have no correlation with the quality of your offer or to be potentially be **abnormally low**, we will ask you to explain the prices (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

12. Final decision to award

12.1 How we will calculate your final score

We will add your quality score to your price score (applicable to each lot) to calculate your final score for each lot in which you are bidding.

Example:

Bidder	Quality score	Price score	Final score
	(Maximum score available 70)	(Maximum score available 30)	(Maximum score available 100)
Bidder A	70.00	30.00	100.00
Bidder B	60.00	15.00	75.00
Bidder C	50.00	12.00	62.00

We will then rank all final scores from highest to lowest.

We will offer the number of bidders a framework contract as set out in paragraph 3.1 of Attachment 1 – About the framework.

The maximum number of places per lot:

Lot	Anticipated Maximum number of Suppliers per Lot
1	15
2	3

The maximum number of bidders for lots 1 and 2 of this framework may increase where two (2) or more bidders have tied scores in last position.

12.2 Reserved rights

We also reserve the right to award a framework to any bidders whose final score is within 1% of the last position, the last position for lot 1 is 15th position and the last position for Lot 2 is 3rd position.

Example: Lot 1

If the bidder in 15th place, last position has a final score of 60.00

The calculation we will use is:

Lot 1 - 15th place bidders final score is 60.00

1% of 60.00 = 0.60

The calculation will be rounded to two decimal places in excel.

60.00 - 0.60 = 59.40

So any bidder whose final score is 59.40 or above will be awarded a Lot 1 place on the framework.

12.3 Intention to award

We will tell you if you have been successful or unsuccessful via the eSourcing suite. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework contract with successful bidders for the lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework contract subject to signatures.

12.4 Framework contract

You must sign and return the framework contract within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework contract.

The conclusion of a framework contract is subject to the provision of due 'certificates, statements and other means of proof' where bidders have, to this point, relied on self-certification.

This means insurance certificates and Cyber Essentials certification.