**Attachment 2b – Certificate of Past Performance**

**RM1557.13 G-Cloud 13 Lot 4**

The requirement for the submission of Certificates of Past Performance (CoPPs) is included to enable you to demonstrate your ability to deliver the requirements to customers, within the scope of Lot 4.

1. Each CoPP can be from either the public sector or private sector.
2. CoPPs may cover situations where your organisation was acting as prime contractor, key subcontractor or part of a consortium. If a subcontractor was used for the contract, this may only be for 25% of the work.
3. Each CoPP provided must relate to a single contract ~~completed~~ which has commenced within the last 2 years
4. Each CoPP must clearly and unambiguously fall within the scope of the requirement of Lot 4.
5. Each CoPP provided must be signed and dated by the customer
6. Contracts awarded under other frameworks via call-off contracts will be considered valid, but framework agreement contracts themselves will NOT be considered valid.
7. CCS reserves the right to contact the customer to verify the content of the CoPPs you have submitted. You must notify the customer that they may be contacted by us.
8. The customer contact provided must not have been employed or appointed by your organisation, or from within your associated group of companies, within the past 2 years.
9. You will need to replicate the Attachment 2b template where you are submitting multiple CoPPs.
10. It is permissible to approach the same customer for multiple contract examples for use as CoPPs providing that they meet the requirements of this document.
11. You must not submit more than the required number of two CoPPs.
12. You must upload a zip folder containing all of your CoPPs to the relevant question in the Qualification Envelope of the eSourcing Suite

**Attachment 2b – Certificate of Past Performance**

**RM1557.13L4 G-Cloud 13 Lot 4**

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| **Lot 4: Cloud Support Services** |
| **Name of Bidder:** | [Bidder’s name] |
| **Section A - To be completed by the Bidder** |
| **Certificate of Past Performance - details of the contract, to be certified by the Customer in Section B.** **Note:** **The contract must:*** **~~have been completed~~ have commenced in the last 2 years prior to the publication of the Contract Notice;**
* **have a minimum value of £250,000 (ex VAT); and**
* **cover a minimum of 2 of the requirements stated in Attachment 11 - Specification**

**CCS reserves the right to contact the customer to verify the content of the CoPPs you have submitted. You must notify the customer that they may be contacted by us** |
| **Name of Customer:** | [Customer name] |
| **Name of Bidder:** | [Supplier name] |
| **Contract title:** | [Contract title] |
| **Contract start date:** | [dd/mm/yyyy] |
| **Contract end date:** | [dd/mm/yyyy] |
| **OJEU Award Notice reference or** **Contracts Finder reference:** **(for Public Sector Contracts only)** Enter N/A if this is not applicable.  | OJEU Award Notice reference:e.g. 2011/S 239-387260 |
| **Contract value:** | £ |
| **Requirements:** For each requirement that you are evidencing in this CoPP you must include an ‘X’ in the below table (column B) against the requirements (column A) to which the CoPP relates.

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| **Lot 4 - Cloud Support Services** |
| **Column A** | **Column B** |
| **Planning** - the provision of planning services to enable customers to move to cloud software and/or hosting services |  |
| **Setup and Migration**- the provision of setup and migration services which involves the process of consolidating and transferring a collection of workloads.  |  |
| **Security services** - Maintain the confidentiality, integrity and availability of services and information, and protect services against threats |  |
| **Quality assurance and performance testing** - Continuously ensure that a service does what it’s supposed to do to meet user needs efficiently and reliably. |  |
| **Training** - provision of training to provide organisations with the ability to optimise the use of cloud based software and services, cloud security management and other cloud and virtualisation topics. |  |
| **Ongoing support** - Support user needs by providing help before, during and after service delivery. |  |

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| Please describe the Services performed under the contract and highlight **in bold type** where you refer to requirements in the box below. A maximum of 500 words in Arial font size 11 is permitted**.** |
| [Insert contract description] |
| **Section B - To be completed by the Customer** |
| **Certificate of Past Performance - Customer contact details****(for further clarification, if required)** |
| **Customer contact name:** | [name of Customer contact] |
| **Customer address:** | [Customer address] |
| **Customer direct line:** | [Customer telephone number] |
| **Customer email:** | [Customer email] |
| **Customer confirmation**  |
| We hereby certify that, to the best of our knowledge and belief, the supplier has satisfactorily supplied the services and delivered the deliverables and the outcomes described above in accordance with the contract. | (Authorised signature and date including the title of the individual who has signed)**Signed: ……………………………………..****Name: ……………………………………..****Title: ……………………………………..****Date: ……………………………………..** |
| **Guidance for Customers confirming Certificate of Past Performance** |
| Whilst the information in this certificate has been provided in good faith and in the belief that it is truthful and accurate, the Customer does not assume any responsibility or any liability nor make any guarantee, representation or warranty as to the contents of this Certificate of Past Performance.  |