****

**INVITATION TO TENDER**

**East Durham College**

**Contract for Telephone System**

**Period: Commencing 19/07/2021 for a period of 5 Years with the option to extend for 1 year.**

**Tender ref: 2021/S000-005323**

**Tender Deadline: 16.00 hours on 9th April 2021**

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|  |  |
| --- | --- |
| **ITEM** | **CONTRACT DETAILS** |
| **Find A Tender reference:** | 2021/S000-005323 |
| **Contract Description:** | Contract for Installation, Commissioning & Maintenance of Telephone System (including call charges) |
| **Period of Contract:** | Commencing 19th July 2021 for a period of 5 years with an option to extend for a further 1 year. |
| **Queries:** | All queries must be submitted to Joanne Wilson at joanne.wilson@eastdurham.ac.uk, at least 4 working days prior to the deadline for submissions.  |
| **Submission instructions:** | Tenders and all associated documentation must be emailed to joanne.wilson@eastdurham.ac.uk “Tender for Telephone System” **MUST** be stated in subject box. |
| **Date/time for Tender return:** |  16:00 hours on 9th April 2021 |

**Timetable**

This timetable is indicative only. The College reserves the right to change it at its discretion.

| Stage | Date(s)/time |
| --- | --- |
| Issue of Invitation to Tender | 16th March 2021 |
| Submission of Tenders | 9th April 2021 |
| Evaluation of Tenders | W/C 12th April 2021 |
| Tenderer interviews/clarification meetings | TBC (if required) |
| Notification of result of evaluation | 16th April 2021 |
| Expected date of award of Contract(s) | 3rd May 2021 |
| Contract commencement | 19th July 2021 |

**EAST DURHAM COLLEGE**

**FINANCE DEPARTMENT**

# INTRODUCTION

## You are invited to tender for the provision of a Telephone System (Including call charges) commencing 19th July 2021 for a period of 5 Years (with the option to extend for a further 1 year).

## Tenderers are asked to confirm their intention to Tender for this Contract by ‘Registering their Intent’ to Joanne Wilson at joanne.wilson@eastdurham.ac.uk

## If you have any questions or require any clarification, please submit these to Joanne Wilson at joanne.wilson@eastdurham.ac.uk

## Responses to individual queries will be copied to all Tenderers. Tenderers should note that any queries should be raised no later than four working days before the closing date.

## The College reserves the right to cancel the tender process at any point. The College is not liable for any costs resulting from the cancellation of this tender process not for any other costs incurred by those tendering for this Contract.

## You are deemed to understand fully the processes that the College is required to follow under relevant UK legislation, particularly in relation to The Public Contracts Regulations 2015.

# DEFINITIONS

## For the purposes of the contract, except where expressly stated to the contrary, the words below shall have the following meanings:

Contract means the Contract entered into pursuant to the tender.

Contractor means the successful organisation whose tender has been accepted and includes the Contractor's legal representatives and permitted assignees.

Tender means the documents and information submitted by the Tenderer in response to this invitation to tender.

Tenderer means the organisation submitting the tender.

College means East Durham College.

# BACKGROUND

## East Durham College operates across three campuses and many local community venues, as well as providing work force development within individual work places across the region. [Mission, Vision, Core Values & Strategic Aims | East Durham College](https://www.eastdurham.ac.uk/our_mission_and_values)

## East Durham College are looking to appoint one organisation to provide, install and maintain a telephone system to our 3 campuses including call charges.

## Further details of the College’s needs under the Contract and other relevant information is provided in the Specification at Schedule 1.

# TENDER SUBMISSION REQUIREMENTS

## Only one Tender is permitted from each Tenderer. In the event that more than one is submitted by a Tenderer, the one with the latest time of submission will be evaluated and the other(s) disregarded.

## Tenderers must obtain for themselves at their own expense all information necessary for the preparation of their tenders and must satisfy themselves that the requirements of the contract are fully understood.

## Tenderers may include details of what they consider they can offer which will bring added value to the College if they were awarded this contract.

## Tenderers may supply any other additional information that they wish to be considered as part of their offer.

## The Tender must be received in accordance with the relevant instructions no later than the time and date indicated.

# CONTRACT DOCUMENTS

## Any resulting Contract will consist of the Contract Particulars (to be completed), the General Conditions, the Special Terms and Conditions (all as set out in Schedule 3) and the successful Tender. The Contract will be subject to English law and the exclusive jurisdiction of the English Courts.

## Where the Special Conditions are at variance with the General Conditions, the Special Conditions shall apply.

## This Tender is issued on behalf of the College and no Tender will be considered unless it is made on the official Form of Tender.

## If the Tenderer adds any tender conditions which are at variance with the General or other conditions of the College then such added conditions shall be deemed to be null and void. The acceptance of any such tender by the College shall not in any way be deemed to be an acceptance by the College of the conditions null and void and the College’s conditions shall apply.

## Other than the person or persons identified above, no College employee or member of the College has the authority to give any information or make any representation (express or implied) in relation to this Tender or any other matter relating to the Contract unless specifically agreed by the above person.

## The College reserves the right to issue supplementary documentation at any time during the tendering process to clarify any issue or amend any aspect of the Tender. All such further documentation that may be issued shall be deemed to form part of the Tender and shall supplement and/or supersede any part of the Tender to the extent indicated.

## Under the Contract the College will require compliance with its policies. Tenderers are advised to satisfy themselves that they understand all of the requirements of the Contract before submitting their Tender.

## Estimated requirements (where indicated) are provided for the Tenderers guidance only and a greater or lesser amount may be required.

## The College reserves the right to use references from other sources known to the College in addition to any which may be provided by Tenderers.

## As part of the procurement process, it may be necessary for the College to undertake a financial assessment of Tenderers in order to mitigate risk to the College and ensure the financial stability of any potential contractor. The College therefore reserves the right to obtain financial reports from third parties in relation to this contract. In the event of an unsatisfactory report the recommended Tenderer may be required to provide a parent company guarantee or an indemnity bond prior to contract award.

## Any contract award will be conditional on the Contract being approved in accordance with the College’s internal procedures and will allow the statutory standstill period of a minimum of 10 days to elapse before sending confirmation of contract award to the successful Tenderer.

# TENDER EVALUATION

## Each submitted Tender will be checked initially for compliance with all requirements of the Tender.

## During the evaluation period, the College reserves the right to seek clarification in writing or by means of a clarification meeting from any or all of the Tenderers, to assist it in its consideration of their Tenders.

## The College may decide to interview Tenderers or hold clarification meetings to assist its tendering process, and Tenderers will be notified in due course.

|  |  |
| --- | --- |
| **Questions** | **Weighted Score** |
|  Approach, methodology and flexibility | 10% |
|  Ability to meet specification | 15% |
| Capability and capacity to fulfil contract and meet timeline as per Specification and **Appendix 2** | 15% |
| Company experience in the provision of similar contracts | 5% |
|  Added Value | 5% |
|  |  |
| **Total Quality** | **50%** |
| **Pricing Schedule supported by Appendix 3** | **50%** |
|  |  |
| **Scoring Methodology** |  |
| 3 | Meets Acceptable Minimum |
| 2 | In Line with Requirement |
| 1 | Meets Acceptable Minimum |
| 0 | Not addressed or fails to meet acceptable minimum |

# SELECTION CRITERIA

## Tenderers must fully complete Schedules 2 to 9 and the Appendices 1 to 3 after following and complying with all guidance and requirements including those detailed in schedule 1.

## The Business Questionnaire will be used to evaluate Tenderers past experience to undertake the requirements of the Tender and will be evaluated by reference to the information supplied in the Business Questionnaire

## Only Tenderers who successfully meet all of the College’s requirements as set out in Schedule 9 Business Questionnaire for economic and financial standing and technical or professional ability will be considered.

# AWARD CRITERIA

## Tenders that successfully pass the selection criteria will be assessed to determine the most economically advantageous tender taking into consideration the following award criteria:

|  |  |
| --- | --- |
| Quality of proposed service in terms of:* Approach, methodology and flexibility
* Ability to meet specification and timelines
* Capability and capacity to fulfil contract
* Company experience in the provision of similar contracts
* Added Value

Sustainability Credentials | 50% |
| Overall costs including:* Fee structure including basis for future fee increases
* Rebates
* Prompt Payment Discounts

  | 50% |

## The College does not undertake to accept the lowest or any tender and reserves the right to accept the whole or any part of any tender submitted. If more than one tender is received from a Tenderer, then only the final tender received will be considered.

# INFORMATION REQUIRED FROM TENDERER :

## Tenderers are asked to indicate

### Their proposed methodology for fulfilling the Contract and meeting the Specification below **Schedule 1**;

### Proposal for working in partnership with the College to maximise process efficiencies for example consolidated invoicing

### Tenderers must also indicate all other costs that will be associated with the contract. It is the responsibility of the Tenderer to include all costs including rates, expenses etc that will form part of this contract. No claim for additional payment will be considered for items that have not been specified within the tender.

# FREEDOM OF INFORMATION ACT AND ENVIRONMENTAL INFORMATION STATEMENT

## The College is subject to The Freedom of Information Act 2000 (“Act”) and The Environmental Information Regulations 2004 (“EIR”).

## As part of the College’s obligations under the Act or EIR, it may be required to disclose information concerning the procurement process or the Contract to anyone who makes a reasonable request.

## If Tenderers consider that any of the information provided in their Tender is commercially sensitive (meaning it could reasonably cause prejudice to the organisation if disclosed to a third party) then it should be clearly marked as "Not for disclosure to third parties” together with valid reasons in support of the information being exempt from disclosure under the Act and the EIR.

## The College will endeavour to consult with Tenderers and have regard to comments and any objections before it releases any information to a third party under the Act or the EIR. However the College shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR, or is to be disclosed in response to a request of information. The College must make its decision on disclosure in accordance with the provisions of the Act or the EIR and can only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.

## The College will not be held liable for any loss or prejudice caused by the disclosure of information that:

### has not been clearly marked as "Not for disclosure to third parties" with supporting reasons (referring to the relevant category of exemption under the Act or EIR where possible); or

### does not fall into a category of information that is exempt from disclosure under the Act or EIR (for example, a trade secret or would be likely to prejudice the commercial interests of any person); or

### in cases where there is no absolute statutory duty to withhold information, then notwithstanding the previous clauses, in circumstances where it is in the public interest to disclose any such information.

SCHEDULE 1-SPECIFICATION

East Durham College is looking to secure one organisation to provide the installation, maintenance and support service of a telephone system (including call charges) for the period of 5 years with an option to extend for one year.

East Durham College is committed to utilisation of a variety of technology solutions to improve efficiency and minimise costs. The technology deployed must be able to meet the information flow between the organisation and its geographically dispersed operations.

**Project Deliverables**

A managed VoIP telephony service with an agreed number of handsets

Single provider for all services/equipment

Single monthly bill and relevant monitoring, management and reporting

Migration of service from existing supplier (if required) including the management of any third parties required to deliver the service

Full installation and transitions services

Choice of devices, value for money solutions

Support and maintenance Services

**Existing Telephone System Contract**

The existing telephone contract is due for renewal We currently have 2 Mitel telephone systems, one located at our main campus in Peterlee that is also used at our secondary Peterlee campus and one at our Houghall Campus in Durham. We have around 420 lines split between 3 campuses. Each site is linked via a leased line which provides voice and data separate to this contract. We also have several satellite sites that are currently not connected in any way to the main campus.

The sites on which the telephone systems are hosted currently have ISDN for outside lines. Each site in turn is linked internally with a leased line one of 100mb capacity and the other of 1gb capacity

**Specification Required**

The specification below highlights the main requirements that EDC requires.

East Durham College requires a modern cloud based telephone system that workers can use both on and off site either by an app on a mobile device or via a software phone.

The college requires 450 handsets with the option of extending to 500 at a later date. We also require a block of 100 additional numbers from commencement of contract. In addition, several satellite sites require handsets/softphones with no more than 30 users. A call package is required for each user also.

* Cloud based telephone system
* Firewalled service
* SIP Trunks with failover to other site
* Replacement of all handsets within college
* Import/Export extensions via CSV
* Automatic Plug & Play Phone Provisioning
* Easy backup/restore
* 3x Digital receptionist with option of handsets
* Auto attendant
* Telephones PoE with 1gb passthrough
* Option of small number of upgraded phones for secretarial etc
* Softphone PC/mobile app with headset for remote working
* Voicemail/Receive Voice Mail via Email
* Call Routing by DID & CID (DDI)
* Call Forward on Busy (CFB)
* Call Forward on No Answer (CFU
* Call barring
* Call package
* Manage IP Phones Network Wide
* Call back
* Ring Extension & Mobile Simultaneously
* Option of department billing
* Call queue management
* Integration with M365/Microsoft Outlook
* Browser based (WebRTC) calling with video conferencing
* Caller ID
* Call Flow Designer
* Barge In / Listen In / Whisper
* Groups/Hunt groups
* Hold Music/Custom
* Company phonebook
* Place restrictions on numbers
* Usage alerts
* Busy Lamp Field (BLF)
* Call groups
* Call Transfers (Blind & Attendant)
* Set out of hours messages
* Intercom/Paging
* Corporate chat
* Real Time System Status
* Reporting
	+ Dashboard
	+ Executive
	+ Individual number
	+ Department
	+ Monthly costs
	+ Call times
	+ User activity to support safeguarding
	+ Average talk time
	+ Call distribution
	+ Statistics
	+ Queue answered call by wait time
	+ Abandoned calls

Although not an exhaustive list these are the main requirements.
The college also require a small stock of replacement handsets for faulty or broken phones.

**Point of Contact/Account Manager**

Tenderers should be able to provide a dedicated point of contact or account manager who can deal with faults, queries, upgrades, support etc.

**Acceptance of test Period**

Those quoting, or their providers, should be prepared to allow an acceptable test period of 2 weeks during which the service will be confirmed satisfactory.

Should the service or coverage fail to be satisfactory East Durham College shall have the right to cease the agreement forthwith at no cost or detriment to the College.

**Cost Matrix**

Please provide sufficient information to allow comparisons on the following:-

* Replacement device purchase costs
* Additional device purchase costs
* Optional upgrades to telephone handsets/accessories
* Inclusive minutes (bundle)
* Ability to cap calls
* Licence cost per telephone, headset and softphone
* Additional block of 100 numbers
* Monthly Costs
* Annual Costs

SCHEDULE 2- PRICING

* 1. Tenderers are referred to Schedule of the Invitation to Tender, the Form of Tender, and Appendix 3 which must be completed. Tenders should note that due to the nature of goods being procured, the College is unable to reclaim VAT. Tenderer must specify the fixed cost **f**or the whole contract year by year inclusive of VAT.

## Tenderers must also indicate all other costs that will be associated with the contract e.g. rates, expenses etc. It is the responsibility of the Tenderer to include all costs including rates, expenses etc., which will form part of this Contract. No claim for additional payment will be considered for items that have not been specified within the tender. Please refer to Schedule 3-Special Conditions.

## Tenderers may include details of what they consider they can offer which will bring added value to the College if they were awarded this contract.

## Please list any additional rebates, incentives or discounts which apply:

|  |  |  |
| --- | --- | --- |
| Retrospective Rebate | \_\_\_\_\_\_% | for expenditure exceeding £\_\_\_\_\_\_\_\_\_\_\_\_\_in any full year |
| Volume Discount | \_\_\_\_\_\_% | for expenditure exceeding £\_\_\_\_\_\_\_\_\_\_\_\_\_in any full year |
| Other Discounts/Rebates: |

SCHEDULE 3

PART 1-CONTRACT PARTICULARS

|  |  |
| --- | --- |
| **Contract Title** | Telephone System |
| **Customer** | East Durham CollegeC/o Finance Dept Willerby GrovePeterleeCounty Durham SR8 2RN |
| **Contractor** | [please insert company name & address] |
| **Commencement Date** | 16th July 2021 Fully Operational |
| **Contract Period (including option to extend )** | 5 Years with an option to extend for 1 year |
| **To be called off by Order** | Yes

|  |
| --- |
|  |

 | No

|  |
| --- |
|  |

 |
| **Specification/Description** | As detailed in Schedule 1 |
| **Address for Notice** | East Durham CollegeC/o Finance Dept Willerby GrovePeterleeCounty Durham SR8 2RN |
| **Price** | £  |
| **Location** | At any campus/building within East Durham College |
| **Period Prices Remain Firm** | Fixed as per contract |
| **Settlement Terms** | 30 Days  |
| **Minimum Order Value/Quantity** | N/A |
|  |
| **College Authorised Representatives** |
| **Name** | **Position** | **Contact Details** |
| Gary Taylor | Director of Finance | Gary.taylor@eastdurham.ac.uk |
| Joanne Wilson | Assistant Management Accountant | Joanne.wilson@eastdurham.ac.uk |
| Andrew Barker | Technical Services Manager | Andrew.barker@eastdurham.ac.uk |

|  |
| --- |
|  |
| **Contractor Manager** |
| **Name** | **Contact Details** |
| [please insert] | [please insert] |
| **Contractor Key Personnel** |
| **Name** | **Position** | **Contact Details** |
| [please insert] | [please insert] | [please insert] |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |
| --- |
| **Insurance or update from PQQ** |
| Insurance type: | Minimum level |
| Employers Liability Insurance | Please confirm |
| Public Liability Insurance | Please confirm |
| Professional Indemnity Insurance | Please confirm |

**SIGNED BY: ............................................ SIGNED BY: .................................................**

**POSITION: .............................................. POSITION: ....................................................**

**DATE: ...................................................... DATE: ...........................................................**

**duly authorised to sign for and duly authorised to sign for and**

**on behalf of on behalf of the College**

**Organisation: .................................................................................................**

**Address: ………………………………….........................................................**

**Occupation: ……………………………………................................................**

**Position: ........................................................................................................**

SCHEDULE 3

PART 2 - SPECIAL TERMS AND CONDITIONS

# CONTRACT PERIOD

## The contract is for a period of 5 Years with an option to extend for 1 further year commencing on 19th July 2021.

# PRICING

## The College is anxious to obtain some stability of price during the period of the Contract. Prices must therefore be fixed for the contract period.

## The Contractor shall have the ability to propose to vary the price, by giving the College not less than 28 days written notice in advance of such variation effective at the end of the initial fixed period providing that:

## Such variation shall not exceed the annual Retail Price Index for all items excluding mortgage interest payments (RPIX) ruling at the time of the increase and should not preclude the possibility of any reductions in charges; and

## Any notice of variation under this clause will be limited to one request in any twelve (12) month period.

## Changes to the Price will only become effective when agreed and accepted in writing by the College.

## The College reserves the right not to accept any price increase if considered unjustified and the Contractor must allow the College to inspect all relevant documentation supporting the application.

## The College reserves the right to continually test the market in order to ensure that the Contract prices are competitive within the marketplace. In the event of the College obtaining a lower bona fide offer from another organisation for the same goods or services, the Contractor will be provided with the opportunity of revising its terms accordingly. Should the Contractor be unable to match the new offer then the College reserves the right to accept the new offer and procure the goods or services from the other organisation.

## The successful Tenderer will be expected to collaborate with the College over the contract period to achieve continuous improvement in the quality and delivery of the Contract. Tenderers are considered to have confirmed their willingness to participate in this activity in their Tender.

# CONTRACT MANAGEMENT

## The College undertakes regular Contract monitoring to ensure Contract standards are met, evaluate Contractor performance and consider areas for improvement. Regular meetings will be held between the College and the Contractor throughout the period of the Contract.

## If requested by the College, the Contractor will provide management information reports when required which may include but not be limited to:

* Contract spend and usage breakdown
* Key performance indicators
* Order fill rates

# PROCUREMENT

## In line with the College’s strategic objective to increase process efficiencies, invoices which do not state the corresponding purchase order number will be rejected by the College and returned to the Contractor. The Contractor will be expected to work in partnership with the College to take full advantage of the benefits associated with the automation of the procure to pay process throughout the duration of the contract.

# DISCLOSURE AND BARRING SERVICE (DBS)

## The Contractor shall upon reasonable request by the College at the Contractor’s cost provide in good faith, details including full name, address, date of birth and place of birth of any employee or operative whether directly employed by the Contractor or otherwise engaged by them to provide the Services and shall do so within 14 days of any such request for the purpose of enabling the College to carry out a standard/enhanced DBS check at the Contractor’s cost pursuant to the provisions of Part V of the Police Act 1997.

## Where, following a check under clause 3.1above, a criminal conviction certificate is obtained by the College following the DBS check and the nature of the listed previous convictions leads the College to the reasonable conclusion that the person who was checked is unsuitable to provide the Services, then upon the College giving notice to the Contractor, they shall immediately upon receipt of that notice remove the person considered as unsuitable from the contract or where the person has not at that time started to provide the Services the Contractor shall act so as to stop that person from providing the Services. The College is not under any obligation to disclose the results of any DBS check.

# RE-TENDERING AND TUPE

(this section to be included for service contracts only, otherwise delete)

## The College recognises that at the end of the Contract period, the Transfer of Undertakings (Protection of Employment) Regulations 2006 (“TUPE”) may apply in respect of this Contract.

## If requested to do so the Contractor shall fully and accurately disclose at no cost to the College for the purpose of TUPE within 20 working days of a written request all information relating to its employees engaged in providing the Contract (“The Assigned Staff”).

##  The Contractor shall permit the College to use the information for the purposes of re-tendering. The College shall be able to disclose this information to any prospective Tenderer without requiring the College to enter into a confidentiality agreement or otherwise imposing any conditions upon the disclosure of the information.

## The Contractor will co-operate with the re-tendering of the Contract by allowing the Transferee to communicate with and meet the affected employees and/or their representative.

# LIQUIDATED DAMAGES

## This is a time of the essence contract and failure by the Contractor to deliver the goods within the time specified in the Order shall entitle the College to require the Contractor to pay liquidated damages deducted from the invoice value at a rate of [£1,000] per week for each week or part week delay up to a maximum of [20% [of the contract price.

# TERMINATION

## Either party shall have the right to terminate at any time provided not less than 2 months written notice is provided save where the Contractor commits a fundamental breach of contract in which case the Contractor will be given immediate written notice to remedy the breach within 28 days in default of which the Customer can terminate the Contract forthwith thereafter subject to giving the Contractor final written notice.

# LOCATION AND FACILITIES

## The Contractor will be required to provide the Services to East Durham College at any of the campuses as required. Further information regarding the location of the campuses is available at <http://www.eastdurham.ac.uk/1419/mapsanddir.php> .

# EXIT STRATEGY

## The Exit strategy sets out the obligations of the College and Contractor to achieve the orderly transfer of responsibilities for the provision of any service from the Contractor to a new contractor following expiration of this Contract.

## The principle objective of the Contractor upon exit shall be to ensure the continuity of the Service under any transfer of Contract.

## The Exit Strategy period shall commence 3 months prior to Contract expiry or termination.

## The Contractor shall undertake the following obligations as part of the Exit Strategy:

## The provision of exit data for the service and any additional services introduced during the period of the Contract.

## The provision of a project manager and necessary resources to manage the Contractor’s responsibilities and obligations during the handover period.

## The provision of any relevant information (excluding commercially sensitive information) to the College which is required to ensure the continued operation of the service following handover period.

## The Contractor shall maintain exit data which shall be made available to the College or a new contractor sufficient to enable the transfer of the service.

A handover plan shall be developed between the College and Contractor and shall operate from when the Contract expires or under termination conditions defined within the Contract.

SCHEDULE 4 - FORM OF TENDER

**Telephone System (the “Contract”)**

To: East Durham College

C/o Finance Dept

Willerby Grove

Peterlee

County Durham

SR8 2RN

I/We the undersigned hereby offer to provide the Contract as described in the Specification to the College in accordance with the terms and conditions of contract as determined within the Invitation to Tender for the sum of (amount in words):

..................................................................................................................................................

...................................................................................................................................................

I/we agree to enter into a formal agreement with the College, when so required by the College, embodying this offer, in accordance with the terms and conditions of Contract as determined within the Tender Documents, at such time as we may be called upon to do so. Until such an agreement is completed, we agree that this offer together with written acceptance from the College shall constitute a legal and binding contract between the College and ourselves.

I/We undertake in the event of acceptance of our Tender to execute the Contract within 15 business days of such acceptance (or otherwise as agreed with the College) and if required in the interim provide the Contract in accordance with the Contract specification and terms and conditions if necessary.

I/We understand that the College reserves the right to accept or refuse this Tender whether it is lower, the same, or higher than any other Tender.

I/We confirm that the information supplied to you and forming part of this Tender including (for the avoidance of doubt) any information supplied to you as part of my/our initial expression of interest in tendering, was true when made and remains true and accurate in all respects.

I/We confirm that this Tender will remain valid for 90 days from the date of this Form of Tender.

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as required.

I/We confirm that the undersigned are authorised to commit the Tenderer to the contractual obligations contained in the Invitation to Tender and the Contract.

Signed by: ....................................................... Name(s): ..................................................

Position: ...........................................................

For and on behalf of: .................................................................................................................

Address: .........................................................................................................................

 ...........................................................................................................................

Date: .......................................................

SCHEDULE 5 - CERTIFICATE OF NON-COLLUSION & NON-CANVASSING

**Telephone System (the “Contract”)**

**Statement of non-canvassing**

I/we hereby certify that I/we have not canvassed any member, Director, employee, representative or adviser of the College in connection with the proposed award of the Contract by the College, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.

I/we further hereby undertake that I/we will not canvass any member, Director, employee, representative or adviser of the College in connection with the award of the Contract and that no person employed by me/us or acting on my/our behalf, or advising me/us, will do any such act.

**Statement of non-collusion**

The essence of selective tendering for the Contract is that the College shall receive bona fide competitive Tenders from all Tenderers.

In recognition of this principle, I/we certify that this is a bona fide offer, intended to be competitive and that I/we have not fixed or adjusted the amount of the offer in accordance with any agreement or arrangement with any other person (except any sub-contractor identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time any of the following acts:

communicate to a person other than the College, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence of the approximate value of the Tender was essential to obtain insurance premium quotations required for the preparation of the Tender; or enter into any agreement or agreements with any other person that they shall refrain from tendering or as to the amount of any offer submitted by them; or

offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other offer or proposed offer, any act or omission.

I/we agree that the College may, in its consideration of the offer and in any subsequent actions, rely upon the statements made in this Certificate.

Signed: ..............................................................................................................................

Name: ................................................................................................................................

Position: .............................................................................................................................

For and on behalf of: ..........................................................................................................

 SCHEDULE 6-EQUALITY AND DIVERSITY

The College is an Equal Opportunities organisation and actively seeks to promote equality of opportunity and racial equality throughout all its functions. Does your organisation comply with its legal obligations relating to the following?

|  |  |
| --- | --- |
| Race | YES/NO (delete as appropriate) |
| Sexual Orientations | YES/NO (delete as appropriate) |
| Disability | YES/NO (delete as appropriate) |
| Age | YES/NO (delete as appropriate) |
| Religion or Belief | YES/NO (delete as appropriate) |
| Gender | YES/NO (delete as appropriate) |
| Human Rights | YES/NO (delete as appropriate) |
| NOTE TO ORGANISATION: You must keep up to date with relevant changes in legislation. |

In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal?

|  |
| --- |
| YES/NO (delete as appropriate) |

In the last three years has your organisation been the subject of a formal investigation on grounds of alleged unlawful discrimination by, for example, the Commission for Racial Equality (CRE), Disability Rights Commission (DRC), Equal Opportunities Commission (EOC) or Equality and Human Rights Commission (EHRC)?

|  |
| --- |
| YES/NO (delete as appropriate) |

If the outcome of either of the last two questions (above) was yes, what action were you required to take as a result of that finding or investigation?

|  |
| --- |
|  |

If you were required to take action, what action did you take?

|  |
| --- |
|  |

If you were required to take action and no action was taken, please explain why not?

|  |
| --- |
|  |

If you were required to take action, did the action taken satisfy the relevant organisation?

|  |
| --- |
| YES/NO (delete as appropriate) |

Is your policy on equality and diversity set out:

|  |  |
| --- | --- |
| In instructions to those concerned with recruitment, selection, remuneration, training and promotion? |  |
| In documents available to employees, recognised trade unions or other representative groups of employees? |  |
| In recruitment advertisements or other literature? |  |

 SCHEDULE 7 - CARBON EMISSION REDUCTIONS

The College is committed to reducing the amount of carbon emissions from its direct and indirect operations. Tenderers are requested to complete the following short questionnaire.

Name of Organisation: ..............................................................................................................

Tender Ref:

Do you have an environmental policy? Yes/No

Do you work within a Environmental Management System either accredited or unaccredited please indicate which

|  |
| --- |
|  |

How do you minimise carbon emissions from your energy use at your business addresses

From:

Electrical?

|  |
| --- |
|  |

Gas?

|  |
| --- |
|  |

Water?

|  |
| --- |
|  |

Business Travel?

|  |
| --- |
|  |

How do you minimise waste?

|  |
| --- |
|  |

How do you increase recycling of waste and waste products please list waste which is recycled?

|  |
| --- |
|  |

Finally if you have statistics on any environmental improvement performance such as reduced waste tonnages, decrease in vehicle mileages, low carbon technology installed or access to sustainable travel options for staff please list them here or enclose company information.

|  |
| --- |
|  |

SCHEDULE 8 – E-PROCUREMENT CAPABILITY

**Purchase Orders**

It is anticipated that future orders placed by the College will be despatched via e-mail to reduce production costs and ensure there are no delays in you receiving the order.

NB: To ensure you receive the order promptly your email address should be accessible by

Multiple users (to avoid delays due to staff absence/departure etc).

|  |  |
| --- | --- |
| E-mail address for receiving purchase orders from the College |  |
| Please confirm that the e-mail address you have provided can be accessed by multiple users  | Yes/No |
| E-mail address for receiving remittance notes from the College |  |
| Telephone No: |  |
| Fax No: |  |

**BACS Payments**

The College will no longer be using cheques as a method of payment, preferring to use

BACS. We therefore require your company bank account details.

|  |  |
| --- | --- |
| Bank Name: | Account Name: |
| Bank Address: | Account No: |
|  | Sort Code: |
|  |  |
|  |  |
|  |  |
| Signature: | Date: |
| Name: | Company Stamp: |
| Position in Company: |  |
|  |

SCHEDULE 9 - BUSINESS QUESTIONNAIRE

**A. ORGANISATION PROFILE**

|  |
| --- |
| ***NOTE TO SUPPLIER:******This section is required for information purposes only.*** |

Please provide the following details:

1. Business name (or Consortium Name):

|  |
| --- |
|  |

1. Registered or trading name if different:

|  |
| --- |
|  |

1. Type of organisation (e.g. private limited company, partnership, sole trader):

|  |
| --- |
|  |

1. Registered address:

|  |
| --- |
|  |

1. Correspondence address if different from the above:

|  |
| --- |
|  |

1. Address from which the Contract will be provided if different from the above:

|  |
| --- |
|  |

1. Name of ultimate holding/parent company or subsidiary companies including addresses and an explanation of group structure and internal relationships:

|  |
| --- |
|  |

1. Company Registration Number of ultimate holding/parent company or subsidiary companies:

|  |
| --- |
|  |

1. If you have included details of an ultimate holding/parent company above would this company be willing to guarantee your contract performance and enter into any requisite legal documentation?

|  |
| --- |
|  |

1. Indication of the principal areas of business activity of your organisation:

|  |
| --- |
|  |

|  |  |
| --- | --- |
| Contact name: |  |
| Contact's position: |  |
| Contact's telephone number: |  |
| Contact's fax number: |  |
| Contact’s email address: |  |
| Company/ies registration number(s): |  |
| Place of registration: |  |
| Year established: |  |
| VAT number: |  |

**B. GROUNDS FOR EXCLUSION**

|  |
| --- |
| ***NOTE TO SUPPLIER:******This section will be evaluated on a pass/fail basis.*** |

Please confirm that, to the best of your knowledge, the organisation named above is not in breach of the provisions of Regulation 23(1) of the Public Contracts Regulations 2015.

**I confirm that the organisation is not in breach of the above provisions**

|  |  |
| --- | --- |
| **Signed:** |  |
| **Position:** |  |

**C. INSURANCE**

|  |
| --- |
| ***NOTE TO SUPPLIER:******This section will be evaluated on a pass/fail basis.*** |

Please provide confirmation that you have or, if successful, will buy the following minimum levels of insurance:

|  |  |
| --- | --- |
|  | **Confirmed** |
| **Public liability £5 million** | **YES/NO** |
| **Employers liability £10 million** | **YES/NO** |
| **Professional indemnity £5 million** | **YES/NO** |

**D. FINANCIAL INFORMATION**

|  |
| --- |
| ***NOTES TO SUPPLIER:***1. ***This section will be evaluated on a pass/fail basis.***
2. ***We may seek evidence relating to the questions below, if required and w****e reserve the right to use the services of an independent third party to assess your financial standing/appraisal.*
 |

**Low Risk**

1. What was your turnover in the last two years (if this applies)?

|  |  |
| --- | --- |
| £ for year ended \_\_ / \_\_ / \_\_\_\_ | £ for year ended \_\_ / \_\_ / \_\_\_\_ |

1. Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **no**, what were the reasons, and what has been done to put things right?

|  |
| --- |
|  |

1. Has your organisation met all its obligations to pay its creditors and employees during the past year?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **no**, please explain why not:

|  |
| --- |
|  |

What is the name and branch of your bankers who could provide a reference?

|  |  |
| --- | --- |
| Name |  |
| Branch |  |
| Contact Details |  |

1. Have you completed the draft Bankers Letter attached as Appendix 1?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. If asked, would you be able to provide **at least one of the following?**

A copy of your most recent accounts, audited if applicable (for the last two years if this applies)

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

A statement of your turnover, profit & loss account and cash flow for the most recent year of trading

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

**High Risk**

1. What was your turnover in the last two years (if this applies)?

|  |  |
| --- | --- |
| £ ……..……… for year ended \_\_ / \_\_ / \_\_\_\_ | £ ……..……… for year ended \_\_ / \_\_ / \_\_\_\_ |

1. Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **no**, what were the reasons, and what has been done to put things right?

|  |
| --- |
|  |

1. Has your organisation met all its obligations to pay its creditors and employees during the past year?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **no**, please explain why not:

|  |
| --- |
|  |

1. Have you completed the draft Bankers Letter attached as Appendix 1?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. What is the name and branch of your bankers who could provide a reference?

|  |  |
| --- | --- |
| Name |  |
| Branch |  |
| Contact Details |  |

The following **must** be provided:

1. A copy of your most recent accounts, audited if applicable (for the last two years if this applies). If not applicable please provide an Accountant’s Reference instead

|  |  |
| --- | --- |
| Please tick the box to confirm the above documents are enclosed: |  |

The following **may be requested**:

1. Profit and loss account, balance sheet and cash flow forecast for the current year and a bank letter outlining the current cash and credit position

|  |  |  |
| --- | --- | --- |
| Please confirm you could provide documents if requested: | Yes | No |

|  |
| --- |
| ***NOTES TO SUPPLIER:***1. ***Where the organisation is a subsidiary of a group all questions must be answered for both the subsidiary and the ultimate parent.***

 |

**E. HEALTH AND SAFETY**

|  |
| --- |
| ***NOTES TO SUPPLIER:******This section will be evaluated on a pass/fail basis.*** |

**Low Risk**

**THIS IS MY ORGANISATION’S COMMITMENT TO HEALTH AND SAFETY:**

* To provide adequate control of the health, safety and welfare risks arising from our work activities which may affect workforce or others
* To consult with our workforce on matters affecting health and safety
* To provide and maintain safe plant and equipment
* To ensure safe handling and use of substances
* To provide information, instruction and supervision for workforce
* To ensure all workforce are competent to do their tasks, and to give them adequate training
* To prevent accidents and cases of work related ill health
* To maintain safe and healthy working conditions
* To ensure sufficient funds are available to implement this statement; and
* To review and revise this statement as necessary at regular intervals not exceeding 12 months.

You agree to ensure that all of your workforce will comply with all relevant health and safety legislation, as well as any instructions from the College’s Supervising/Safety Officers, whilst your organisation undertakes any work on behalf of the College

|  |  |
| --- | --- |
| Signed |  |
| Name |  |
| Position in Organisation |  |
| Date |  |

**High Risk**

**Responsibility & Structure**

1. Please state the name and position of the person with overall responsibility for health and safety in your organisation together with details of experience and any relevant qualifications.

|  |  |
| --- | --- |
| Name |  |
| Position in Organisation |  |
| Experience |  |
| Qualifications |  |

1. Please state the name and position of the person (if different to above) appointed to provide health and safety advice as required by Regulation 7 of the Management of Health & Safety Work Regulations 1999, together with details of experience and any relevant qualifications.

|  |  |
| --- | --- |
| Name |  |
| Position in Organisation |  |
| Experience |  |
| Qualifications |  |

1. How many persons does your organisation normally employ?

|  |
| --- |
|  |

1. Does your organisation (not individuals within it) have current membership of any trade associations, safety organisations, registration with or accreditation by any accrediting bodies, for example **CHAS** or equivalent?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, provide details, using full names of associations, bodies and any applicable registration number. Please do not use abbreviations.

|  |
| --- |
|  |

**Policies and Procedures**

1. Does your organisation have a written Health and Safety Policy (covering General Policy, Organisation and Arrangement) as required by Section 2(3) of the Health and Safety at Work etc Act 1974 and issue any codes of safe working practices to workforce?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes** please enclose a copy of the policy.

If your organisation does not have a written Health and Safety Policy please give the reason why.

|  |
| --- |
|  |

1. Please state how health and safety policies and procedures are communicated to your workforce and administered within your organisation?

|  |
| --- |
|  |

1. Does your organisation have a procedure for the reporting and recording of accidents and dangerous occurrences in accordance with RIDDOR?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. Have you enclosed a copy of your procedure for accident reporting, recording and investigation?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. Please complete the following table in respect of accidents and dangerous occurrences as set out below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Year** | Fatal | **Major Injury or “Over 3-Day”** | **Non-Reportable** | **Dangerous Occurrences** | **Reportable ill-health** | **Near Misses** |
| **This year** |  |  |  |  |  |  |
| **Last year** |  |  |  |  |  |  |
| **Year before last** |  |  |  |  |  |  |

1. During the last five years, has the organisation been subject to formal enforcement (e.g. Prosecution, Prohibition Notice or Improvement Notice) for contravention of the Health and Safety at Work etc Act 1974, or equivalent legislation arising from your conduct of activities similar to those covered by this contract?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide full details and explain corrective action taken to prevent re-occurrence.

|  |
| --- |
|  |

1. Does your organisation have Risk Assessment Procedures in place for all work activities as required by the Management of Health and Safety at Work Regulations 1999 and associated legislation?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please supply 2 examples of risk assessments and safety method statements for work activity undertaken within the last 12 months. This should include manual handling, COSHH or others that are relevant to your work activities.

|  |  |  |
| --- | --- | --- |
| Copy of above enclosed if appropriate | Yes | No |

1. Does your organisation have a health and safety training programme for your workforce to ensure that they are competent for their duties?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please enclose brief details of training courses or programmes undertaken by managers and workforce.

|  |
| --- |
|  |

1. Does your organisation have arrangements in place for consultation with workforce on health and safety matters?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. Where appropriate, does your organisation undertake health monitoring of workforce?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide details.

|  |
| --- |
|  |

1. If your organisation uses sub-contractors, do you have a system in place for assessing their competence and the ongoing monitoring and review of their Health and Safety performance?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide details.

|  |
| --- |
|  |

1. Do you have a system in place for monitoring your Health and Safety arrangements including auditing them at periodic intervals and for reviewing them on an ongoing basis?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide details including examples.

|  |
| --- |
|  |

|  |  |
| --- | --- |
| Name of Person completing this form |  |
| Position in Organisation |  |
| Contact Tel No |  |
| Email Address |  |
| Date |  |
| Signature |  |

**F. EQUALITY AND DIVERSITY**

|  |
| --- |
| ***NOTES TO SUPPLIER:***1. ***This section will be evaluated on a pass/fail basis***
2. ***We will seek evidence relating to the questions below, if required***
 |

1. Does your organisation comply with its legal obligations relating to the following?

|  |  |
| --- | --- |
| Race | **YES/NO** *(delete as appropriate)* |
| Sexual Orientation | **YES/NO** *(delete as appropriate)* |
| Disability | **YES/NO** *(delete as appropriate)* |
| Age | **YES/NO** *(delete as appropriate)* |
| Religion or Belief | **YES/NO** *(delete as appropriate)* |
| Gender | **YES/NO** *(delete as appropriate)* |
| Human Rights | **YES/NO** *(delete as appropriate)* |
| ***NOTE TO SUPPLIER:******You must keep up to date with relevant changes in legislation.*** |

1. In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. In the last three years has your organisation been the subject of a formal investigation on grounds of alleged unlawful discrimination by, for example, the Commission for Racial Equality (CRE), Disability Rights Commission (DRC), Equal Opportunities Commission (EOC) or Equality and Human Rights Commission (EHRC)?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. If the outcome of either of the last two questions (above) was yes, what action were you required to take as a result of that finding or investigation?

|  |
| --- |
|  |

1. If you were required to take action, what action did you take?

|  |
| --- |
|  |

1. If you were required to take action and no action was taken, please explain why not?

|  |
| --- |
|  |

1. If you were required to take action, did the action taken satisfy the relevant organisation?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

**G. TECHNICAL CAPACITY**

**SERVICES**

1. Please provide details of services similar in size and nature to those required under this Contract provided by you over the past three years including details of when the services were provided, to whom and the total contract value.

|  |
| --- |
| ***NOTE TO SUPPLIER:******This question is for information purposes only*** |

|  |
| --- |
|  |

1. Please provide a statement of the technicians and technical services available to you including a statement of your average annual staffing and number of managerial staff over the past 3 years broken down according to discipline where relevant.

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
|  |

1. Please provide details of the tools, plant and technical equipment available for performing the contract.

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
|  |

1. Please provide a statement of any of the services which you intend to sub-contract to another person identifying the sub-contractor and the relevant services to be sub-contracted expressed both by value and proportion of contract sum, or proposed proportion (%).

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
|  |

1. Please confirm that any sub-contractor you have identified or intend to identify will comply with the standards set out in this PQQ. Please note that the College reserves the right at any time in the procurement process to seek evidence of this.

|  |
| --- |
| ***NOTE TO SUPPLIER:******This question is to be scored on a pass/fail basis*** |

|  |
| --- |
|  |

1. Please provide the managerial structure you would propose to work to when providing the required services and the educational and professional qualifications of those within the proposed structure.

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
|  |

1. Please confirm whether your organisation has ever had a contract terminated within the last 3 years?

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide full details.

|  |
| --- |
|  |

1. Please confirm whether your organisation has ever **NOT** had a contract renewed for failure to perform to the terms of the contract?

|  |
| --- |
| ***NOTE TO SUPPLIER:******This question is to be scored on a pass/fail basis*** |

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide full details.

|  |
| --- |
|  |

1. Please confirm whether your organisation has withdrawn from a contract prematurely

|  |
| --- |
| ***NOTE TO SUPPLIER:******This question is for information purposes only*** |

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide full details.

|  |
| --- |
|  |

1. Please confirm whether your organisation has any outstanding claims or had litigation against it in the last 3 years?

|  |
| --- |
| ***NOTE TO SUPPLIER:***This question is for information purposes only |

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer is **yes**, please provide full details.

|  |
| --- |
|  |

H. QUALITY MANAGEMENT

|  |
| --- |
| ***NOTES TO SUPPLIER:******This section will be evaluated on a pass/fail basis*** |

In order to assess quality systems, Applicants are required to complete the Quality Management Questionnaire.

H1. Does your organisation operate to a Quality Management System?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |
| If the answer to this question is **yes**, please tick the box to confirm a copy of the Scope and the Quality Policy is enclosed: |  |

H2. Is the Quality Management System certified to a recognised standard by a third party certification body (e.g. ISO9001:2000 or service specific equivalent)?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |
| If the answer to this question is **yes**, please tick the box to confirm a copy of the certificate is enclosed: |  |

H3. Does your organisation have a structured approach to continuous improvement?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H5. Does your organisation manage suppliers to ensure that programmes of work are met and product quality is satisfactory?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H6. Does your organisation manage sub-contractors to ensure that programmes of work are met and product quality is satisfactory?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H8. Does your organisation have controls in place for the receipt, handling and storage of materials, to ensure product integrity?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H9. Does your organisation segregate or remove non-conforming/defect materials?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H10. Does your organisation ensure that customer satisfaction is met?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H11. Please provide details of how your organisation manages work activities and monitors performance?

|  |
| --- |
|  |

H12. Please provide details of how your organisation ensures that effective action is taken to prevent re-occurrence of problems in meeting customer’s requirements?

|  |
| --- |
|  |

H13. Does your organisation set objectives and targets to meet continual improvement?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

If the answer to the above question is **yes**, please provide details.

|  |
| --- |
|  |

H14. Will your organisation participate in Audits which would examine Quality / Environmental and/or Health & Safety systems / records?

|  |
| --- |
| **YES/NO** *(delete as appropriate)* |

1. **REFERENCES**

Please provide details of three references (OTHER THAN THIS COLLEGE) from the information provided by you in section **G** whom the College may contact for further information.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Reference 1** | **Reference 2** | **Reference 3** |
| **Name** |  |  |  |
| **Title** |  |  |  |
| **Address** |  |  |  |
| **Tel. No.** |  |  |  |
| **Fax No.** |  |  |  |
| **Email Address** |  |  |  |

**Appendix 1**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_ Bank

 \_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Sirs,

# Re: Bankers Reference

I confirm that, by authority of this letter, I give permission for:

East Durham College

C/o Finance Dept

Willerby Grove

Peterlee

County Durham

SR8 2RN

To be supplied with a current bank reference in respect of:

Account Name:

Account Number: (12345678)

Sort Code: (99-99-99)

Branch:

Any costs associated with this reference are to be met by us.

Yours faithfully

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
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| **APPENDIX 2****Technical Questions** |
| **Requested Features/Services** | **Feature Included in Service Yes/No** | **Notes, Disclaimers or Caveats** |
| Cloud based telephone system (SIP) |  |  |
| System must be configured high availability and failover (providing for redundancy) for ADSL link on each site. |  |  |
| Compliance Accreditations (details) |  |  |
| Firewalled service |  |  |
| ADSL line on each site with failover |  |  |
| Replacement of all handsets |  |  |
| Import/Export extensions via CSV |  |  |
| Automatic Plug & Play Phone Provisioning |  |  |
| Easy backup and restore |  |  |
| 3x digital receptionist/switchboard with option of handsets |  |  |
| Auto attendants |  |  |
| Telephones with PoE and 1gb passthrough |  |  |
| Call waiting |  |  |
| Remote Call Forward Activation/Deactivation |  |  |
| Option of small number of upgraded phones for secretarial etc |  |  |
| Mobile application integration for IOS and Android |  |  |
| Softphone PC integration compatible with Windows 10 Edge/Chrome with choice of headset |  |  |
| Voicemail/Receive voicemail via email |  |  |
| Custom Holiday Mode Greetings (Single program point, companywide effect)  |  |  |
| Call routing by DID &CID (DDI) |  |  |
| Call forward on busy (CFB) |  |  |
| Call forward on no answer (CFU) |  |  |
| Call barring/block premium numbers |  |  |
| Call Forward (user activated) Not Reachable |  |  |
| Calling package (minutes) |  |  |
| Manage IP phones network wide |  |  |
| Call back |  |  |
| Ring extension & mobile simultaneously |  |  |
| Option of department billing |  |  |
| Call queue management |  |  |
| Integration with M365/Outlook |  |  |
| Browser based (WebRTC) calling with video conferencing and chat |  |  |
| Caller ID |  |  |
| Call flow designer |  |  |
| Barge in/listen in/whisper |  |  |
| Groups/hunt groups |  |  |
| Hold Music/custom |  |  |
| Company telephone directory |  |  |
| Voice Mail Disabled for certain identified handsets (Administrative control ‐ ability to deactivate voicemail feature for a select group of handsets.) |  |  |
| Inbound Caller ID displayed on handsets and Caller ID transferred to mobile phones when using |  |  |
| Number restriction facility |  |  |
| Usage alerts |  |  |
| Busy lamp field (BLF) |  |  |
| Call groups |  |  |
| Call transfers (blind & attendant) |  |  |
| Set out of hours messages |  |  |
| Intercom/Paging |  |  |
| Realtime system status |  |  |
| Geographical blocking |  |  |
| **Call Package** |  |  |
| 2000 minutes per user per month to landline and mobile |  |  |
| Ability to change allocated minutes to each user/handset |  |  |
| **Reporting Features** |  |  |
| Dashboard |  |  |
| Executive |  |  |
| Individual number |  |  |
| Department |  |  |
| Monthly costs |  |  |
| Call times |  |  |
| User activity to support safeguarding |  |  |
| Average talk time |  |  |
| Call distribution |  |  |
| Statistics |  |  |
| Queues answered call by wait time |  |  |
| Set call duration limit and alerts |  |  |
| Abandoned calls |  |  |
| **Support & Maintenance** |  |  |
| Dedicated account manager |  |  |
| Helpdesk support 24x7 |  |  |
| On site support 8x5 |  |  |
| **Training** |  |  |
| Onsite training sessions for staff |  |  |
| System admin training for key staff |  |  |
| Online training session available |  |  |
| Online training materials available for system and devices |  |  |
| Online computer based training (CBT) included for ongoing and follow‐up training |  |  |
| **System Installation** |  |  |
| Confirmation that system installation will be completed by 11th June 2021 at the very latest |  |  |
| System testing will be completed by 1st July 2021 at the latest |  |  |
| User sign off and acceptance by 16th July 2021 |  |  |

##### APPENDIX 3

**BUDGET SUMMARY**

Include a detailed budget including a list of costs for services to be performed and fully explain the nature of these charges i.e., how costs are broken down (i.e., per day, hour, service, associated fees, etc.)