

Standard Selection Questionnaire

Procurement for Beverages and Ancillary Products

Reference Number: OJEU17/010

Procurement Procedure: Restricted

Contracting Authority: University of Durham (trading as Durham University)

Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion. For the list of exclusion please see:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf

If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

Supplier Selection Questions: Part 3

The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

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

Consequences of Misrepresentation

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

Notes for Completion

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

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

European Single Procurement Document (ESPD)/ Previously completed standard Selection Questionnaire (SQ)

Vendors are required to complete this entire Selection Questionnaire (SQ) unless you wish to submit a completed European Single Procurement Document (ESPD) or a previously completed SQ. Please note if you are uploading a ESPD/SQ you are still required to complete the following sections:

- Section 8: Additional Questions
- Submit

(a) Please confirm if you have uploaded a completed ESPD/SQ as part of your submission.

- Yes
- No

Return of Proposal and Closing Date

It is the Supplier's responsibility to ensure that your proposal is received by the University within the timescale permitted. Responses must be returned using the acquire system and final responses submitted before the event closes. Returns submitted by post, facsimile or e-mail will not be accepted unless the Vendor is advised otherwise. **Note a countdown to the closing date is shown above.**

Timetable

Timetable

Activity	Date
Cut-off for SQ Clarifications	15/01/2018
SQ Closing Date	12/02/2018
Conclude SQ Evaluation	12/03/2018
Tender Issue Date	16/03/2018
Tender Closing Date	16/04/2018
Site Visits ^	11/06/2018 + 13/06/2018
Sampling/Demonstrations *	18/04/2018 - 19/04/2018
Interviews *	10/05/2018
Award Contract Subject to Standstill	29/06/2018
Finalise Contract Award & Conclude Standstill	11/07/2018

Vendors are required to confirm that they are available on each of the key dates marked with an asterisk (*)

- Yes
- No

Vendors should note that the key dates shown above are subject to change. All vendors will be notified immediately of any changes required.

Support, Guidance and Clarifications

Support and guidance is available from the Procurement Service should you require it. This event is being managed by Bradley Skeen, Category Officer and if you are experiencing any difficulty regarding completion of the event or you have any queries of a technical nature please submit your response via the messaging tool on the application. To send a message click on the 'Communication' tab above but please note if you are in the process of completing your questionnaire then **you must save your response before accessing the 'Communications' tab.**

Please note that the University's response to any queries or clarification request may, at the University's discretion, be circulated to all parties. Where the clarification is relevant to all parties it will be displayed on the 'Clarifications' tab, however, the University will not provide the name of the supplier that raised the original query.

Any query must be received prior to the clarification cut-off date stated in the timetable above. Queries submitted after this date are not guaranteed a response.

If you need to speak to Bradley hhe can be contacted on 0191 334 4525

Evaluation Criteria

Please download and review the Evaluation Criteria document. Information supplied in the event will be evaluated under the criteria listed with the applied scoring methods and weightings. Please confirm you have read and understood the Evaluation Criteria.

Yes

No

A document named 'OJEU17-010 SQ Weightings.pdf' has been attached to this question by the event owner

Commercial information supplied in the event will be assessed to ensure compliance. In addition there are a number of areas within the event where exclusion criteria are applied. It is recommended you review the exclusions prior to completing the event. Note you will be excluded from the process if you fail to answer or do not comply with any of the exclusion criteria.

Evaluation Methodology

The scoring methodology depends upon the type of question being asked and the following sections detail how your response will be assessed and scored.

Incomplete Responses

Answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

Exclusion Criteria

There are a number of areas within the SQ where exclusion criteria are applied, these are listed in the evaluation criteria above. Exclusion criteria is assessed on one of the following two ways:

Pass/Fail - Where you have been asked a direct question your answer will either be acceptable (pass) or unacceptable (fail).

Assessment - Where your answer requires the University to assess the information provided. Upon assessment the response will be deemed to be either acceptable or unacceptable.

Note you will be excluded from the process if you fail to answer any of the mandatory questions or do not comply with any of the exclusion criteria. Mandatory questions are marked with an asterisk (*) and are listed below:

Part 1

1.1(a), 1.1(c), 1.1(d), 1.1(h), 1.1(j)-(i), 1.1(k), 1.1(m), 1.1(n), 1.1(o), 1.2(a)-(i), 1.3(a), 1.3(b), 1.3(c), 1.3(d), 1.3(e), 1.3(f), 1.3(g), 1.3(h)

Part 2

2.1(a), 2.3(a), 3.1(a), 3.1(b), 3.1(c), 3.1(d), 3.1(e), 3.1(f), 3.1(g), 3.1(h), 3.1(i), 3.1(j)-(i), 3.1(j)-(ii), 3.1(j)-(iii), 3.1(j)-(iv)

Part 3

4.1, 6.1, 7.1, 8.1(a), 8.2(a), 8.2(b), 8.3(a), 8.3(b), 8.3(c), 8.3(d)

Compliance Questions

These questions determine if you meet set criteria/standards or whether you can offer a viable alternative. The level of compliance is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Compliance	4	Fully complies or exceeds the University requirements
Non-compliance	0	No answer or fundamentally disagrees with the statement
Variation acceptable	3	Offer an alternative solution or proposed changes, that still offer an acceptable response/solution
Variation unacceptable	0	Offers an alternative solution or proposed changes which raise significant concerns regarding the response/solution

Competence Questions

These questions require a written response and the level of competence is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Good	4	Good response which comprehensively meets the requirements with an elevated probability of the desired outcome
Fair	3	Meets the requirements
Poor	2	Some reservations about the response/solution - may require further clarification prior to award
Unacceptable	1	Significant concerns regarding the response/solution
No response	0	No answer or totally inappropriate answer

Please note; answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

Supporting Documentation

There are a number of areas within the questionnaire where supporting documentation is required in order to evidence the answers you have provided, for example providing copies of financial accounts to confirm solvency.

You will be notified after the closing date if the University requires you to provide such supporting documentation and a deadline will be given.

If you fail to provide the supporting documentation your response will be deemed non-compliant and will result in exclusion from the procurement exercise.

Answering Questions

In order for evaluators to easily find all documents relevant to a question/case study, it is vital that you adhere to the instructions given here. Please note within your response the names of any additional files provided in response to the question, and when uploading additional files, ensure the filenames are prefixed with your organisation's name, followed by the question number (e.g. 6, a etc.), followed by a brief document description.

Organisation name – question number – document description

Naming the files in this way will enable all files relevant to each question to be easily located and presented to evaluators.

Please do not include general marketing or promotional material, either as answers to any of the questions, or for any other reason. It will not be used in the evaluation.

Submission

You may build your submission over the course of the event and revisit your response as many times as you wish. You must push the "Save" button each session to store any data entered. Once your questionnaire is complete please ensure you push the "Submit" button prior to the deadline or your response will not be accepted. Navigating away from this page prior to pushing the "Submit" button will result in you losing any data entered for that session. Where instructed to attach documents please "upload" these documents onto the system. Attachments are to be concise and only provide the necessary information to answer the question. Please do not upload sales or promotional material that has not been requested.

Withdrawal process

If you have chosen to withdraw from the procurement process please notify the University using the messaging tool. Please provide a brief explanation as to why you no longer wish to take part. Once you have notified the University of your withdrawal you will be removed from the event so that you do not receive any further communication.

Part 1 - Potential Supplier Information

Section 1 - Potential Supplier Information

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

1.1(a) Full name of the potential supplier submitting the information *

1.1(b)-(i) Registered office address (if applicable)

1.1(b)-(ii) Registered website address (if applicable)

1.1(c) Trading status *

- public limited company
- limited company
- limited liability partnership
- other partnership
- sole trader
- third sector
- other

If answered 'other' please specify your trading status

1.1(d) Date of registration in country of origin *

1.1(e) Company registration number (if applicable)

1.1(f) Charity registration number (if applicable)

1.1(g) Head office DUNS number (if applicable)

1.1(h) Registered VAT number *

1.1(i)-(i) If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?

- Yes
- No
- N/A

1.1(i)-(ii) If you responded yes to 1.1(i)-(i), please provide the relevant details, including the registration number(s).

1.1(j)-(i) Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? *

- Yes
- No

1.1(j)-(ii) If you responded yes to 1.1(j)-(i), please provide additional details of what is required and confirmation that you have complied with this.

1.1(k) Trading name(s) that will be used if successful in this procurement *

1.1(l) Relevant classifications (state whether you fall within one of these, and if so which one)

- Voluntary Community Social Enterprise (VCSE)
- Sheltered Workshop
- Public Service Mutual

1.1(m) Are you a Small, Medium or Micro Enterprise (SME)?

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

- Yes
- No

1.1(n) Details of Persons of Significant Control (PSC), where appropriate?

- Name;
- Date of birth;
- Nationality;
- Country, state or part of the UK where the PSC usually lives;
- Service address;
- The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);
- Which conditions for being a PSC are met;
 - Over 25% up to (and including) 50%,
 - More than 50% and less than 75%,
 - 75% or more.

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

(Please enter N/A if not applicable)

*

1.1(o) Details of immediate parent company:

- Full name of the immediate parent company
- Registered office address (if applicable)
- Registration number (if applicable)
- Head office DUNS number (if applicable)
- Head office VAT number (if applicable)

(Please enter N/A if not applicable) *

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

Section 1 - Bidding Model

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

1.2(a)-(i) Are you bidding as the lead contact for a group of economic operators? *

- Yes
- No

If yes, please provide details listed in questions 1.2(a)-(ii), (a)-(iii) and to 1.2(b)-(i), (b)-(ii), 1.3, Section 2 and 3.

If no, and you are a supporting bidder please provide the name of your group at 1.2(a)-(ii) for reference purposes, and complete 1.3, Section 2 and 3.

1.2(a)-(ii) Name of group of economic operators (if applicable)

1.2(a)-(iii) Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.

1.2(b)-(i) Are you or, if applicable, the group of economic operators proposing to use sub-contractors?

Yes

No

1.2(b)-(ii) If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the attached table: we may ask them to complete this form as well.

A document named '1.2b-ii.xlsx' has been attached to this question by the event owner

Section 1 - Contact Details and Declaration

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

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

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

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

I am aware of the consequences of serious misrepresentation.

1.3(a) Contact name *

1.3(b) Name of organisation *

1.3(c) Role in organisation *

1.3(d) Phone number *

1.3(e) E-mail address *

1.3(f) Postal address *

1.3(g) Signature (electronic is acceptable) *

1.3(h) Date *

Part 2 - Exclusion Grounds

Section 2 - Grounds for Mandatory Exclusion

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

2.1(a) Regulations 57(1) and (2)

The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](#), which should be referred to before completing these questions.

Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](#).

Participation in a criminal organisation. *

Yes

No

If Yes please provide details at 2.1(b)

Corruption. *

Yes

No

If Yes please provide details at 2.1(b)

Fraud. *

Yes

No

If Yes please provide details at 2.1(b)

Terrorist offences or offences linked to terrorist activities *

Yes

No

If Yes please provide details at 2.1(b)

Money laundering or terrorist financing. *

Yes

No

If Yes please provide details at 2.1(b)

Child labour and other forms of trafficking in human beings. *

Yes

No

If Yes please provide details at 2.1(b)

2.1(b) If you have answered yes to question 2.1(a), please provide further details.

Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction.

Identity of who has been convicted.

If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.

2.2 If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)

- Yes
 No

2.3(a) Regulation 57(3)

Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? *

- Yes
 No

2.3(b) If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.

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

Section 3 - Grounds for Discretionary Exclusion

3.1 Regulation 57 (8)

The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](#), which should be referred to before completing these questions.

Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.

3.1(a) Breach of environmental obligations? *

- Yes
 No

If Yes please provide details at 3.2

3.1(b) Breach of social obligations? *

- Yes
 No

If Yes please provide details at 3.2

3.1(c) Breach of labour law obligations? *

- Yes
 No

If Yes please provide details at 3.2

3.1(d) Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? *

- Yes
 No

If Yes please provide details at 3.2

3.1(e) Guilty of grave professional misconduct? *

- Yes
 No

If Yes please provide details at 3.2

3.1(f) Entered into agreements with other economic operators aimed at distorting competition? *

- Yes
 No

If Yes please provide details at 3.2

3.1(g) Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? *

- Yes
 No

If Yes please provide details at 3.2

3.1(h) Been involved in the preparation of the procurement procedure? *

- Yes
 No

If Yes please provide details at 3.2

3.1(i) Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? *

- Yes
 No

If Yes please provide details at 3.2

3.1(j) Please answer the following statements

3.1(j)-(i) The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. *

- Yes
 No

If Yes please provide details at 3.2

3.1(j)-(ii) The organisation has withheld such information. *

- Yes
 No

If Yes please provide details at 3.2

3.1(j)-(iii) The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. *

- Yes
 No

If Yes please provide details at 3.2

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

- Yes
 No

If Yes please provide details at 3.2

3.2 If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)

Part 3 - Section Questions

Section 4 - Economic and Financial Standing

4.1 Are you able to provide a copy of your audited accounts for the last two years, if requested? *

- Yes
 No

If no, can you provide **one** of the following: answer with Y/N in the relevant box.

(a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.

- Yes
 No

(b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.

- Yes
 No

(c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).

- Yes
 No

Section 5 - If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:

Name of organisation

Relationship to the Supplier completing these questions

5.1 Are you able to provide parent company accounts if requested to at a later stage?

- Yes
 No

5.2 If yes, would the parent company be willing to provide a guarantee if necessary?

- Yes
 No

5.3 If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?

- Yes
 No

Section 6 - Technical and Professional Ability

6.1 Relevant experience and contract examples

Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.

The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.

Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).

Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

If you cannot provide examples see question 6.3

Experience *

	Contract 1	Contract 2	Contract 3
Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
E-mail address			
Description of contract			
Contract start date			
Contract completion date			
Estimated contract value			

6.2 Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s).

Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries).

6.3 If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.

Section 7 - Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015

7.1 Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? *

Yes

No

7.2 If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?

Yes

No

If you answered 'Yes' please provide the relevant url. If you answered 'No' please provide an explanation.

Section 8 - Additional Questions

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

8.1 Lot Clarification

Please indicate for which lot or lots you wish to apply: (please tick all that apply)

Lot 1 - Whole Bean Brewing Machines and the Supply of Fresh Coffee, Tea, Hot Chocolate and Ancillary Products

Lot 2 - Supply of Self-service Hot Drinks Machines, Powdered Ingredients and Ancillary Products

Lot 3 - Consumables, Ingredients and Ancillary Products

Lot 4 - Juice Machines and Juice Products

8.2 Insurance

(a) Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:

Employer's (Compulsory) Liability Insurance = £10M
 Public Liability Insurance = £5M
 Products Liability Insurance = £5M

*

Yes

No

8.3 Case Studies

The University reserves the right to contact the organisations identified to confirm that the information given in the case studies is correct. Please provide case studies on recent (last 2 years) contracts you have been awarded. Title each case study as the headings below and give the name of the organisation and a contact name and number. Each case study must be limited to four sides of A4 and you must use font size 12. If you fail to comply with these restrictions then you will receive zero marks for each case study that is non-compliant.

For all three case studies the following information must be included:

- Name of the organisation(s)
- Contract Value
- Contract period
- Media/Channels used

The case studies have been separated into four areas, covering the four available lots on this framework. Please only provide case studies for those areas for which you are applying, you are not required to answer all of the case study questions.

8.3.1 Lot 1 - Whole Bean Coffee and Brewing Machines

(a) Lot 1 - Whole Bean Brewing Machines and the supply of Coffee, Tea, Hot Chocolate and Ancillary Products

Please provide an example of where you have implemented a barista style provision within a similar environment. As a minimum please cover the following areas:

- Installation of machinery and maintenance thereof (**please emphasise how you will ensure industry standard pressure testing will be undertaken**);
- Management of Client and Stakeholder relationships (Customer Focus);
- Any lessons learned including how you have improved services going forward;
- Any minimum service standards that were adhered to in relation to machine breakdown or fault.

Please confirm you have uploaded a case study. *

Yes

No

(b) Lot 1 - Whole Bean Brewing Machines and the supply of Fresh Coffee, Tea, Hot Chocolate and Ancillary Products

Please provide an example of where you have created interest and built awareness for a product or service. As a minimum please cover the following areas:

- Creativity and innovation (including online and engagement);
- Management of Client and Stakeholder relationships (Customer Focus);
- Any lessons learnt including how you have improved services going forward;
- Any Key Performance Indicators (or other success markers) to measure effectiveness of your services.

Please confirm you have uploaded a case study

*

Yes

No

8.3.2 Lot 2 - Supply of self-service hot drinks machines, ingredients and ancillary products

(a) Lot 2 - Self-service Hot Drinks Machines, Powdered Ingredients and Ancillary Products

Please provide an example of where you have implemented a self-service provision within a similar environment. As a minimum please cover the following areas:

- Installation of machinery and maintenance thereof;
- Any lessons learned including how you have improved services and efficiency going forward;
- Any minimum service standards that were adhered to in relation to machine breakdown or fault;
- How you managed a provision, in partnership with your client, with high footfall.

Please confirm you have uploaded a case study *

Yes

No

(a) Lot 2 - Self-service Hot Drinks Machines, Powdered Ingredients and Ancillary Products

Please provide an example of where you have implemented a self-service provision within a similar environment. As a minimum please cover the following areas:

- Installation of machinery and maintenance thereof;

Please confirm you have uploaded a case study *

Yes

No

8.3.3 Lot 3 - Consumables, Ingredients and Ancillary Products

(a) Lot 3 - Consumables, Ingredients and Ancillary Products

Please provide an example of where you have been appointed to provide consumables, ingredients and ancillary products within a similar environment. As a minimum please cover the following areas:

- Set-up and maintenance of key delivery locations;
- Set-up and maintenance of a catalogue of products;
- How you maintained a consistency of quality.

Please confirm you have uploaded a case study *

Yes

No

8.3.4 Lot 4 - Juice Machines and Juice Products

(a) Lot 4 - Juice Machines and Juice Products

Please provide an example of where you have been appointed to provide juice dispensers, juices and ancillary products within a similar environment. As a minimum please cover the following areas:

- Set-up and maintenance of key delivery locations;
- Set-up and maintenance of a catalogue of products;
- How you worked with your client to increase efficiency and deliver a cost-effective product.

Please confirm you have uploaded a case study

*

Yes

No

1 Submit

This is the end of the document. Thank you for completing.

To ensure your PQQ is submitted you must click the "Submit Responses" button below.

You can make further changes once you have submitted provided you click the "Submit Responses" button again prior to the closing date. This will ensure the latest version of the questionnaire is submitted.