

## **Attachment 2b – Evidence of Contract Example 3 – Lot 1**

### **Certificate**

Please complete the Contract Example Certificate as part of your bid for **Lot 1 Print Management Services; including strategic and transformational requirements** of the Crown Commercial Service **Print Management Services Procurement (RM6170)**.

### **Instructions**

You (the supplier) are required to complete Table A below.

Your Customer Referee must verify that the information you have provided is true and accurate by completing and signing Table B below.

For the avoidance of doubt, if a customer referee selects OPTION B when completing Table B of this Contract Example Certificate your bid will be awarded a FAIL for this question and excluded from further participation in the competition for this Lot.

You (the supplier) must not:

- complete Table B on behalf of your customer referee;
- state that the details of your customer referee are confidential;
- submit an incomplete certificate.

Failure to submit the Contract Example Certificate in accordance with these instructions will result in your bid being awarded a FAIL and excluded from further participation in the competition for this Lot.

### **Table A**

The Contract Example Certificate will be assessed in accordance with the response and evaluation guidance for this question, which is detailed within the qualification envelope in the e-sourcing suite. Where you relied on other entities (including sub-contractors or consortium members) to perform the contract, please set out the function that each entity performed in the contract example description.

Name of Entity Providing Certificate (Supplier Name):	<i>[insert your organisation name]</i>
<b>Performance Certificate – Contract Header Information (details of the contract to be certified)</b>	
Name of Contract Customer ("Customer"):	<i>[Registered Name]</i>
Name of Contracted Supplier ("Supplier"):	<i>[Registered Name]</i>
Contract Title ("Contract"):	<i>[Agreed Contract Name for Contract]</i>
For Public Sector Contracts Only - OJEU Award Notice Reference (if applicable):	<i>[OJEU reference e.g. 2011/S 239-387260]</i>
<b>Contact Details for the Customer (with whom further queries, if any, can be raised to verify)</b>	
Customer Referee Name:	<i>[Name of referee authorised by Customer providing Certificate]</i>

Customer Referee Contact Address:	[Authorised referee business address]
Customer Referee Contact Direct Line:	[Authorised referee direct telephone line]
Customer Referee Contact Email:	[Authorised referee email]
Consideration received:	[Monetary value or equivalent]
Deliverables start date:	[dd/mm/yyyy]
Deliverables end date:	[dd/mm/yyyy]

**Further Contract Detail**

**Contract Example description:**

**[Description max 1000 words]**

**INSERT YOUR CONTRACT DESCRIPTION HERE:**

You must not exceed the word count. Responses must include spaces between words. The response must utilize Font Type Arial and Font Size 10.

**Lot 1 - Contract example 3**

The Contract Example Certificate must cover the provision of print management services of a comparable scope and breadth to the Print Management Services in clause 4.1 and Print Management associated services in clause 4.5 of the specification.

The contract example must include a summary of the contract, clearly demonstrating your role in the delivery of the contract and detail:

- your technical ability to source and manage the supply chain, including a process to safeguard the quality of such providers.

- your technical ability to implement customer contracts including any system integrations as well as account management services.

- how you met customer objectives and/or performance indicators (include targets and results achieved).

- evidence of providing continuous improvement for customers (include benefits, change identified).

Please make sure you have read and understood the response and evaluation guidance contained in the eSourcing Suite for this question.

**If you do not provide the contract examples we have asked for your bid may be excluded from this procurement].**

## Table B

Please verify as the Customer Referee, that the information provided by the Supplier in Table A above is true and accurate, by completing and signing the table below.

<b>Performance (Please submit either Option A or B)</b>	
<b>OPTION A:</b>	
We hereby certify that, to the best of our knowledge and belief, the Supplier has satisfactorily supplied the goods and/or services described in the table above in accordance with the Contract, and that all of the requirements of this form have been satisfied.	
Signature of Contract Customer:	<i>[Contract Customer signature]</i>
<b>OR</b>	
<b>OPTION B:</b>	
We are unable to certify that the Supplier has satisfactorily supplied the deliverables described in the table above in accordance with the Contract for the following reasons:  *please see guidance below	<i>[Insert Reason 1; 2; 3; 4; 5; or other etc.]</i>
Signature of Contract Customer:	<i>[Contract Customer signature]</i>
<b>Liability of any Customer certifying</b>	
<i>Whilst the information in this Certificate has been provided in good faith in the belief that it is truthful and accurate, the Customer does not assume any responsibility or any liability nor make any guarantee, representation or warranty as to the contents of this Certificate. The Customer shall not be liable for and hereby excludes liability for any loss, damage (including any special, exemplary, indirect, incidental, consequential damages, costs or associated legal fees) that may be suffered as a result of use of the Certificate and its content, to the fullest extent permitted by law. Nothing in this Certificate shall affect, or constitute a waiver of, the Customer's rights or remedies in relation to the Contract.</i>	

<b>Guidance for Entities providing Certificates</b>
<p><i>If you are unable to certify that the Supplier has satisfactorily supplied the goods and/or services in accordance with the Contract, please provide the reason or reasons why performance was not in accordance with the Contract. These may include the following or other reasons:</i></p> <ol style="list-style-type: none"><li><i>1. delays in supplying the deliverables;</i></li><li><i>2. failures to supply all the deliverables in accordance with the scope set out in the Contract;</i></li><li><i>3. failures to meet any service levels and/or supply the deliverables in accordance with quality standards;</i></li><li><i>4. any other failure by the Supplier to comply with its obligations under the Contract.</i></li></ol>