



**TENDER FOR
CUSTOMER ENGAGEMENT AND SELF-SERVE PLATFORM**

TENDER – DOCUMENT FOUR

RESPONSE DOCUMENT: TO BE COMPLETED AND RETURNED

When completed, please return **one copy electronically** of the response document (Document Four) via <https://www.eastmidstenders.org>. Please ensure the file size of each document you submit does NOT exceed 10mb

To be received no later than 12 noon on 17th May.

Late submissions will be disregarded.

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STANDARD SELECTION QUESTIONNAIRE (SSQ)

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. 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 exclusion 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 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 Standard 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 Standard Selection Questionnaire and so induce the 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' refer 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 Contract 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 all 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 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 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 the 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 of demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure.

PART 1: POTENTIAL SUPPLIER INFORMATION

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

1.1 Potential Supplier Information

Question No.	Question	Response
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: i) public limited company ii) limited company iii) limited liability partnership iv) other partnership v) sole trader vi) third sector vii) other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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 <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
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 member state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide	Yes <input type="checkbox"/> No <input type="checkbox"/>

	the goods, services or works specified in this procurement.	
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 it	
1.1 (k)	Relevant classifications (state whether you fall within one of these, and if so which one): i) Voluntary Community Social Enterprise (VCSE) <input type="checkbox"/> ii) Sheltered Workshop <input type="checkbox"/> iii) Public service mutual <input type="checkbox"/>	
1.1 (m)	Are you a Small, Medium or Micro Enterprise (SME)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.1 (n)	Details of Persons of Significant Control (PSC) where appropriate: <ul style="list-style-type: none"> • Name • Date of birth • Nationality • Country, state or part of the UK where PSC usually lives • Service address • The date he/she became PSC in relation to the company (for existing companies the 6th April 2016 should be used) • Which conditions for being PSC are met: over 25% and up to (and including) 50%; more than 50% and less than 75%; 75% or more. Please enter N/A if not applicable	
1.1 (o)	Details of immediate parent company: <ul style="list-style-type: none"> • Full name of 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	
1.1 (p)	Details of ultimate parent company:	

	<ul style="list-style-type: none"> • Full name of ultimate parent company • Registered office address (if applicable) • Registration number (if applicable) • Head Office DUNS number (if applicable) • Head Office VAT number (if applicable) <p>Please enter N/A if not applicable</p>	
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Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant control.

1.2 Bidding Model

Question No.	Question	Response
1.2 (a) (i)	<p>Are you bidding as the lead contact for a group of economic operators?</p> <p>If yes, please provide details listed in questions 1.2 (a) (ii), (iii), and to 1.2 (b) (i), (ii), and to 1.3 Section 2 and 3.</p> <p>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.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
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 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?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
1.2 (b) (ii)	If you responded yes to 1.2 (b) (i) please provide additional details for each sub-contractor, we may ask them to complete	

	<p>this form as well.</p> <ul style="list-style-type: none"> • Name • Registered Address • Trading Status • Company registration number • Head Office DUNS number (if applicable) • Registered VAT number • Type of organisation • SME (yes/no) • The role each sub-contractor will take in providing the works, services and/or supplies, e.g. key deliverables • The approximate % of contractual obligations assigned to each sub-contractor 	
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1.3 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 is provided in any section.

I am aware of the consequences of serious misrepresentation.

Question No.	Question	Response
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

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

2.1 Grounds for Mandatory Exclusion

Question No.	Question	Response
2.1 (a)	<p>Regulations 57(1) and (2): The detailed grounds for mandatory exclusion are set out on this web page, which should be referred to before completing these questions.</p> <p>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 has been convicted anywhere in the world of any of the offences within the summary below and listed on the web page.</p> <p>Participation in a criminal organisation</p> <p>Corruption</p> <p>Fraud</p> <p>Terrorist offences or offences linked to terrorist activities</p> <p>Money laundering or terrorist financing</p> <p>Child labour and other forms of trafficking in human beings</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details in 2.1 (b)</p>
2.1 (b)	If you have answered yes to	

	<p>question 2.1 (a), please provide further details:</p> <ul style="list-style-type: none"> • Date of conviction, specify which grounds listed the conviction was for and the reasons for conviction • Identify 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 any measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion/ (self cleaning)	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
2.3 (a)	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?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
2.3 (b)	If you have answered 'yes' to questions 2.3 (a) please also confirm that 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.

3.1 Grounds for Discretionary Exclusion

Question No.	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this web page 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 <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (c)	Breach of labour obligations?	Yes <input type="checkbox"/> No <input type="checkbox"/> 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 an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the law and regulations of any State?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (e)	Guilty of grave professional misconduct?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes <input type="checkbox"/> No <input type="checkbox"/> 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	Yes <input type="checkbox"/> No <input type="checkbox"/>

	participation in the procurement procedure?	If yes, please provide details at 3.2
3.1 (h)	Been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/> 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 <input type="checkbox"/> No <input type="checkbox"/> 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 <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.1 (j) (ii)	The organisation has withheld such information	Yes <input type="checkbox"/> No <input type="checkbox"/> 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 Contract Regulations 2015	Yes <input type="checkbox"/> No <input type="checkbox"/> 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 provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details at 3.2
3.2	If you have answered 'yes' to any of the above, explain what measures have been taken to demonstrate the reliability of the organisation despite the	

	existence of a relevant ground for exclusion (self cleaning)	
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PART 3: SELECTION QUESTIONS

4 Economic and Financial Standing

Question No.	Question	Response
4.1	<p>Are you able to provide a copy of your audited accounts for the last two years, if requested?</p> <p>If no, can you provide one of the following (answer with a 'yes' or 'no' in the relevant box):</p> <p>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</p> <p>b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position</p> <p>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 bank, charity accruals accounts or an alternative means of demonstrating financial status).</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
4.2	Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self certify by answering 'yes or	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	'no' that you meet those requirements	
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- 5 If you have indicated in 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	

Question No.	Question	Response
5.1	Are you able to provide parent company accounts if requested at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

6 Technical and Professional Ability

- 6.1 Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VSCE) that are relevant to our requirement. VCSEs may include examples of grant funded work. Contracts for supplies or services should have been performed during the last three years. Works contracts may be from the last 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 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 Special Purpose Vehicle or a managing agent not intending to be the main provider of the supplies, services or works, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

	Contract 1	Contract 2	Contract 3
Name of Customer organisation			
Point of contact in the organisation			
Position in the organisation			
Email address			
Description of contract			
Contract start date			
Contract completion date			
Estimated contract value			

Where you cannot provide at least one example for question 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 contract.

6.2	<p>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 not be limited to, details of your supply chain management tracking systems to ensure performance of the contract and prompt payment or membership of the UK Prompt Payment Code (or equivalent)</p>
<p>Response:</p> <div></div>	

7 Requirements Under Modern Slavery Act 2015

Question No.	Question	Response
7.1	Are you a relevant commercial organisation as defined by section 54 (Transparency in supply chains etc.) of the Modern Slavery Act 2015	Yes <input type="checkbox"/> No <input type="checkbox"/>
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 Modern Slavery Act 2015	Yes <input type="checkbox"/> Please provide the relevant URL No <input type="checkbox"/> Please provide an explanation

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.

Question No.	Question	Response
8.1	<p>Insurance: Please self certify whether you already have or are able to obtain, prior to the commencement of the contract the levels of insurance cover indicated below.</p> <p>Employers (Compulsory) Liability Insurance* = £10,000,000</p> <p>Public Liability Insurance = £10,000,000</p> <p>Professional Indemnity Insurance = £10,000,000</p> <p>Product Liability Insurance = £10,000,000</p> <p>* It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note that this requirement does not apply to Sole Traders.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

Question No.	Question	Response
8.2	Health and Safety	
8.2 (a)	Does your company have a formal health and safety policy or statement?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (b)	Does your company have a health and safety system accredited to BS8800 or equivalent?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (c)	Does your company have a specific director, partner or other person responsible for the implementation of your company's health and safety policy. If 'yes', please provide details	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (d)	Does your company employ a full time health and safety professional or health and safety consultant? If 'yes', please provide details of the qualifications, experience and any membership of an appropriate professional body. If 'no', please indicate who provides advice on health and safety	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (e)	Does your organisation provide health and safety training to: i) staff? ii) sub-contractors? If 'yes', please provide details of the content and type of training, e.g. induction, management, task specific etc	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (f)	Does your company maintain accident records?	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (g)	Do you consult staff on health and safety matters? If 'yes', please describe how	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (h)	Do you undertake risk assessments?	Yes <input type="checkbox"/> No <input type="checkbox"/>

	If 'yes', please provide details?	
8.2 (i)	Has your organisation, over the past 5 years, been or is in the process of being investigated/ prosecuted for any health and safety offence? If 'yes', please provide details	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (j)	Has your organisation, over the past 5 years, been or is in the process of having any civil action brought against it for any health and safety offence? If 'yes', please provide details	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2 (k)	Has your organisation been served with any prohibition/ improvement notices for breaches of health and safety legislation in the past 3 years? If 'yes', please provide details including subsequent action taken by the organisation	Yes <input type="checkbox"/> No <input type="checkbox"/>

Question No.	Question	Response
8.3	Environmental Management	
8.3 (a)	Does your organisation have a policy regarding the safe management of the environment? If 'yes', please provide its key features in relation to the delivery of this contract.	Yes <input type="checkbox"/> No <input type="checkbox"/>

Question No.	Question	Response
8.4	Equal Opportunities	
8.4 (a)	Do you have an Equality and Diversity/Human Rights Policy or statement which complies with your statutory obligation under UK/EU equalities and discrimination legislation (or equivalent legislation and regulations in the countries where you employ staff)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

	If 'yes', please describe the details of this policy as they relate to the treatment of <u>customers/ service users as well as employees?</u>	
8.4 (b)	In the past 3 years has any claim or finding of unlawful discrimination or harassment been made against your organisation by any court or industrial tribunal or equivalent body? If 'yes', please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.4 (c)	In the past 3 years has your organisation been the subject of formal investigation by the Equality and Human Rights Commission or equivalent body? If 'yes', please give details.	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.4 (d)	Does your organisation have a grievance process and practice that covers complains made in respect of equalities and diversity? If 'yes', please provide details	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.4 (e)	Does your organisation hold any Equality awards or is it working towards achieving any this year? If 'yes', please provide details.	Yes <input type="checkbox"/> No <input type="checkbox"/>

Question No.	Question	Response
8.5	GDPR	
8.5 (a)	Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects.	Yes <input type="checkbox"/> No <input type="checkbox"/>

8.5 (b)	<p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:</p> <ul style="list-style-type: none"> ○ to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; ○ to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; ○ to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable; ○ to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); ○ to maintain records of personal data processing activities; and ○ to regularly test, assess and evaluate the effectiveness of the above measures. 	
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Question No.	Question	Response
8.6	<p>Please confirm that you meet the essential criteria set out in the following sections of the Specification:</p> <ul style="list-style-type: none"> • Section 3:system 	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	integration <ul style="list-style-type: none"> • 5: MBC Officer User Authentication and Access Control • 6: Further Essential and Desirable requirements • 8: Implementation Timescales and Associated Requirements 	
8.7	Please confirm that your proposed solution complies with relevant e-Government standards including Open Standards Principles	Yes <input type="checkbox"/> No <input type="checkbox"/>

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TENDER SUBMISSION

Please note that only those organisations which pass the standard Selection Questionnaire (SSQ) will have their Tender submissions evaluated.

Please see Document One for details on how responses will be evaluated.

QUALITY

Question 1: **Word limit:** 1000 words

How will delivery of the essential specification elements provide benefits for customers, help more people to self-serve where it is appropriate to do so and improve the quality of service received by customers? How will any desirable elements of the specification add to or improve this? If appropriate please differentiate between any desirable elements that are an inescapable part of any package that will deliver the essential requirements and any elements that are in addition to the essential package.

What evidence is available to support any statements made?

Answer:

Question 2: **Word limit:** 1000 words

How will delivery of the essential specification elements help staff to provide a better service and the Council to improve productivity? How will any desirable elements of the specification add to or improve this? If appropriate please differentiate between any desirable elements that are an inescapable part of any package that will deliver the essential requirements and any elements that are in addition to the essential package.

What evidence is available to support any statements made?

Answer:

Question 3: **Word limit:** 1000 words

We understand that any proposed solution will require configuration to be carried out by the Council. Please provide details of the extent of this and the likely resource requirements (numbers and technical ability) to complete the delivery of all of the essential items within the timescales identified in Section 8 of the Specification. Please provide a detailed implementation plan for your solution and explain how the Council can be assured that the solution can be implemented within the required timescales and within budget and that the important key integrations will work?

What evidence is available to support any statements made?

Answer:
Question 4: Word limit: 1000 words What are the key risks that you have identified for meeting the project objectives and how would you propose to mitigate these?
Answer:
Question 5: Word limit: 1000 words Sharing best practice is important. Please explain how you capture and share good practice between users of your systems. How will the Council benefit from this?
Answer:
Question 6: Word limit: 1000 words Please explain how you receive feedback from users (councils, council staff, members of the public etc.), how this information is used and how you plan to remain a leading supplier with a constantly relevant product? What evidence is available to support any statements made?
Answer:

Question 7:**Word limit:** 500 words

MBC is part of the Leicestershire ICT Partnership. What immediate benefits might accrue to the partnership if Melton Borough Council selects your system as part of this procurement and what would be required to achieve those benefits? What future benefits could accrue to the partnership and what would be needed to achieve those benefits?

Answer:**Question 8:**

Any proposed solution should be robust and of a highly resilient design. Please provide details of relevant KPI information in relation to system maintenance and availability (for example the time taken to respond to each level of service call, the % of time you expect the system to be available for use and when system down-time (e.g. for update and maintenance) is likely to occur). Please also provide information from the last 2 financial years of your performance against these KPIs. Please explain how availability is managed and include details of any planned improvements and how they will be made available to the Council (including information on any associated charges).

Answer:

PRICE

The Council needs to understand the price for a system that meets its essential criteria only as well as the price for meeting the list of desirable criteria contained in Table 3 and Section 6 of the Specification.

To confirm, the price weighting will be allocated to the best available solution within the overall budget for essential items. Following award, the Council will then work with the successful supplier to decide whether other desirable elements are to be 'turned on' or not.

Please complete the following Pricing Schedule, ensuring that you have provided a cost in each of the relevant boxes. All prices quoted should exclude VAT. In an Appendix to this tender return document please provide a full price breakdown using the headings in the table below.

Table One: Price for System (Essential Criteria only)

Price Area		Year 1	Year 2	Year 3	Year 4	Year 5
	Licensing and Hosting (please ensure that this includes all licensing costs including those of any third parties, connectors and APIs)					
	Implementation including any development costs to achieve the essential deliverables in the suggested timescales					
	Migration Costs					
	Project Management					
	Training					
	Annual Support and Maintenance					
	Other costs including delay payments					
TOTAL		£				

Table Two: Price for Desirable Criteria (total price for turning options on)

		<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>
<u>Desirable integrations</u>						

APPENDIX 1: FORM OF TENDER

Date:

Tender for Melton Borough Council Contract for Customer Engagement and Self Serve Platform

I/We the undersigned, hereby tender and offer to provide the Contract as listed above which is more particularly referred to in the Invitation to Tender supplied to me/us for the purpose of tendering for the provision of the Contract and upon the terms thereof.

I/We undertake in the event of acceptance of our Tender to execute the Contract within 15 business days of such acceptance and if required in the interim provide the Contract in accordance with the Contract if necessary.

I/We understand that the Council 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 Bidder to the contractual obligations contained in the Invitation to Tender and the Contract.

Signed by:

Name.....

Position.....

Name.....

Position.....

for and on behalf of

.....(Bidder)

APPENDIX 2: COLLUSIVE TENDERING CERTIFICATE

We certify that this is a bona fide tender, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done so and we undertake that we will not do so at any time before the hour and date specified for the return of this tender any of the following acts:

- (a) Communicating to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender;
- (b) Entering into agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
- (c) Offering or paying or giving or agreeing to any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation of any tender or proposed tender for that said work or thing of any sort described above.

In this certificate, the word 'person' includes any persons and any body or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, whether legally binding or not.

SIGNED:

NAME:

ON BEHALF OF:.....

DATE:

APPENDIX 3: CONFIDENTIAL & COMMERCIALLY SENSITIVE INFORMATION

The following form should be submitted with all bids to indicate areas of the submission that are considered to be either *confidential* or *commercially sensitive*.

Confidential material is as defined in Section 41 of the Freedom of Information Act, 2000 (Fol) where the disclosure of the information would constitute an actionable breach of confidence.

Commercially sensitive material is as defined in Section 43 of the Fol Act and relates to *'information, the disclosure of which would be likely to prejudice the commercial interests of any person'*.

Bidders should make themselves aware of the definition of each term as well as the circumstances in which Fol & Environmental Information Regulations 2004 (EIR) exemptions apply.

Confidential Material Checklist

Name of Organisation:

Confidential documents not for disclosure to third parties under the Fol & EIR. The Council may be obliged to disclose information in or relating to this bid following a request for information under Fol or EIR therefore please outline in the table below all items which you consider are genuinely confidential and which are not for disclosure in respect of your application.

Information / Document	Reference / Page No.	Reasons for non-disclosure

The applicant acknowledges that the confidential information listed in this schedule is of indicative value only and the Council may be obliged to disclose it following a request under FOI or EIR.

The Council shall act reasonably and use its discretion, ensuring that the latest guidance/case law is taken into account, when making a decision to release or withhold information pertaining to the above if it is requested. By indicating what information believed

to be confidential the Council will consider those views however the Council will make the final decision to disclose information or not.

Commercially Sensitive Material Checklist

Commercially sensitive documents not for disclosure to third parties under Fol or EIR

Name of Organisation:

The Council may be obliged to disclose information in or relating to this bid exercise following a request for information under Fol or EIR therefore please outline in the table below items which are considered genuinely commercially sensitive and which are not for disclosure in respect of this bid.

Information / Document	Reference / Page No.	Reasons for non-disclosure (cite exemption(s) to be considered)	Duration of confidentiality

The applicant acknowledges that the commercially sensitive information listed in this schedule is of indicative value only and the Council may be obliged to disclose it pursuant to a request under FOI or EIR.

The Council shall act reasonably and use its discretion, ensuring that the latest guidance/case law is taken into account, when making a decision to release or withhold information pertaining to the above if it is requested. By indicating what information is believed to be commercially sensitive the Council will consider those views however the Council will make the final decision to disclose information or not.

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