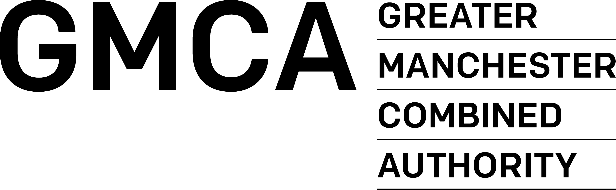
****

**INVITATION TO TENDER**

**PART 2 – RESPONSE DOCUMENT**

**Greater Manchester Victim Services**

**Contract Ref:** **GMCA 706 (DN 661552)**

Closing Time & Date: 12 Noon on 28/04/2023

Contract Duration: 36 months

with a provision to extend for 2 x 12-month periods

|  |  |
| --- | --- |
| **Name of Tenderer:** |  |

Contents

[1. SECTION ONE – INSTRUCTIONS & CONDITIONS 3](#_Toc129792428)

[1.2 Form of Tender 4](#_Toc129792429)

[1.3 Certificate against Canvassing and Collusive Tendering 5](#_Toc129792430)

[2. NOTES FOR COMPLETION 6](#_Toc129792431)

[2.1 Potential supplier Information 8](#_Toc129792432)

[2.2 Exclusion Grounds 13](#_Toc129792433)

[2.3 Selection Questions 17](#_Toc129792434)

[3. Evaluation Questions 31](#_Toc129792435)

[3.1 Greater Manchester Ambition - 40% 32](#_Toc129792436)

[3.2 Service Demands - 20% 33](#_Toc129792437)

[3.3 Service Insights - 10% 34](#_Toc129792438)

[3.4 Mobilisation - 10% 35](#_Toc129792439)

[3.5 Social Value –-10% 36](#_Toc129792440)

[4. Supporting Documents 37](#_Toc129792441)

# 1. SECTION ONE – INSTRUCTIONS & CONDITIONS

**1.1 CHECKLIST FOR TENDERERS**

Failure to provide all the items in the checklist may cause your Tender to be non-compliant and not considered.

|  |  |  |
| --- | --- | --- |
| Please confirm that the following information has been included in your Tender response. | | |
| **Section No.** | Document | **Please tick if enclosed** |
|  | Company & Policy Information including all policy documents and certificates requested |  |
|  | Completed Part 2 – Response Document with all questions completed, including all required evidence. To include completed Form of Tender and Certificate against Canvassing and Collusion |  |
|  | Completed Part 3 Pricing Document Financial Template (all relevant tabs to be completed) or Pricing Schedule |  |
|  | Any other required supporting evidence |  |

## 1.2 Form of Tender

|  |  |
| --- | --- |
| TENDER -For the provision of Greater Manchester Victim Services.  TO: Greater Manchester Combined Authority  Having read the Tender Documents relating to the above I undertake and agree as follows: -   * to deliver the required products and/or services on being notified of acceptance of my/our Tender in whole or in part; * having examined the Tender Documents for the delivery/performance of the above products/services, we offer to deliver/carry out the said products/services in conformity therewith for the sum/sums enclosed in Part 3 Pricing Document of this Tender response; * that my/our prices will not be divulged to any person, firm or company before the hour and date specified for the return of Tender submissions; * not to withdraw the offer contained herein nor to refuse to execute or seal a formal agreement within 28 days of being called upon to do so and I/we clearly understand that any failure on my/our behalf to comply with the foregoing provisions may lead to my/our being disqualified from tendering for a minimum period of three years; * we understand you are not bound to accept the lowest Tender or any Tender you may receive, and you will not pay any expenses incurred by us in connection with the preparation and submission of this Tender; and * I/we understand and agree that any breach, non-observance or non-performance of the foregoing or any of these entitles the GMCA to cancel any agreement then existing between me/us and to recover from me/us the amount of any loss sustained by users in consequence thereof. | |
| Signed: | |
| Full Name: | |
| Duly authorised to sign for and on behalf of:  Company Name: | Position Held: |
| Address: | Company stamp: |
|  |
|  |
|  |
| E-mail: |
| Fax No: |
| Mobile No: |
| Tel No: |
| Date: |

## 1.3 Certificate against Canvassing and Collusive Tendering

|  |  |
| --- | --- |
| TENDER - For the provision of *Greater Manchester Victim Services*.  TO: Greater Manchester Combined Authority  In recognition of the principle that the essence of tendering is that the GMCA shall receive bona fide competitive tenders from all those tendering.  WE CERTIFY THAT:  The Tender submitted herewith is a bona fide Tender that is intended to be competitive.  We have not fixed or adjusted the amount of the Tender under or in accordance with any agreement or arrangement with any other person.  We have not done, and we undertake that we will not do at any time before the hour specified for the return of the tender, any of the following acts:   * communicate to a person other than the person calling for this Tender the amount or approximate amount of the proposed tender (except where the disclosure, in confidence, of the approximate amount of the tender was essential to obtain insurance premium quotations required for the preparation of the Tender); * enter into any agreement with any person that they shall refrain from tendering or as to the amount of any Tender to be submitted; * offer to pay or give 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 to any other Tender any act or thing of the sort described above; * canvassed or solicited any Member, Officer or employee of the GMCA, in connection with the award of this Tender or any other Tender or proposed award of the Tender for the supply of Goods or Services and that to the best of our knowledge and belief nor has any person employed by us or acting on our behalf has done any such act; and * we further hereby undertake that we will not in the future canvass or solicit any Member, Officer or employee of the GMCA, in connection with this Tender or any other Tender or proposed Tender for the supply of Goods or Services, and that no person employed by us or acting on our behalf will do any such act.   IN THIS CERTIFICATE  ‘Person’ includes any person or anybody or association. ‘Any agreement or arrangement’ includes any transaction of the sort described above, formal or informal and whether legally binding or not. | |
| Signed: | |
| Full Name: | |
| Duly authorised to sign for and on behalf of:  Company Name: | Position Held: |
| Address: | Company stamp: |
|  |
|  |
|  |
| E-mail: |
| Tel No: |
| Date: |

2. NOTES FOR COMPLETION

1. The “GMCA” 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 appendix.
4. The GMCA 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 GMCA 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 GMCA will make a revised assessment of the submission based on the updated information.
5. Pursuant to Part 1 (SECTION 2:1) and Part 2 (SECTION 2.2), every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. All sub-contractors are required to complete Part 1 and Part 2[[1]](#footnote-1).
7. For answers to Part 3 (SECTION 2.3) -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 GMCA confirms that it will keep confidential and will not disclose to any third party 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.

## 2.1 Tenderer Information

Please answer the following questions in full.

|  |  |  |
| --- | --- | --- |
| Section 1 | Tenderer information | |
| Question number | Question | Response |
| 1.1(a) | Full name of the Tenderer 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   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. 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)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)[[2]](#footnote-2)? | Yes ☐  No ☐ |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: [[3]](#footnote-3)  - 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. [[4]](#footnote-4)  (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) |  |
| 1.1(p) | Details of ultimate parent company:  - Full name of the ultimate 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 successful Tenderer and the persons of significant in control of them.

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

|  |  |  |
| --- | --- | --- |
| Section 1 | Bidding model | |
| Question number | Question | Response |
| 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 following table. We may ask them to complete this form as well.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 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 and /or supplies e.g. key deliverables |  |  |  |  |  | | The approximate % of contractual obligations assigned to each sub-contractor |  |  |  |  |  | | |

Contact details and declaration.

I declare that to the best of my knowledge the answers submitted are, and information contained in this document is, 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 GMCA 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.

|  |  |  |
| --- | --- | --- |
| Section 1 | Contact details and declaration | |
| Question number | 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 |  |

## 2.2 Exclusion Grounds

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.

|  |  |  |
| --- | --- | --- |
| Section 2 | Grounds for mandatory exclusion | |
| Question number | Question | Response |
| 2.1(a) | Regulations 57(1) and (2)  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), 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](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | |
|  | 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, and 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 GMCA reserves the right to use its discretion to exclude a Tenderer where it can demonstrate by any appropriate means that the Tenderer is in breach of its obligations relating to the non-payment of taxes or social security contributions.

|  |  |  |
| --- | --- | --- |
| Section 3 | Grounds for discretionary exclusion | |
|  | Question | Response |
| 3.1 | Regulation 57 (8)  The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), 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)  3.1(j) - (i)  3.1(j) - (ii)  3.1(j) –(iii)  3.1(j)-(iv) | Please answer the following statements:  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.  The organisation has withheld such information.  The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.  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  Yes ☐  No ☐  If yes please provide details at 3.2  Yes ☐  No ☐  If yes please provide details at 3.2  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) |  |

## 2.3 Selection Questions

|  |  |  |
| --- | --- | --- |
| Section 4 | Economic and Financial Standing | |
|  | Question | Response |

|  |  |  |
| --- | --- | --- |
| 4.1 | Are you able to provide a copy of your audited accounts for the last three years, if requested?  If no, can you provide one of the following (answer with Y/N in the relevant box): | Yes ☐  No ☐ |
| (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 ☐ |
| 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 ‘No’ that you meet the requirements set out below: | Yes ☐  No ☐ |
|  | 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 Tenderer completing these questions | |  | |
| 4.3 | Are you able to provide parent company accounts if requested to at a later stage? | | Yes ☐  No ☐ |
| 4.4 | If yes, would the parent company be willing to provide a guarantee if necessary? | | Yes ☐  No ☐ |
| 4.5 | If no, would you be able to obtain a guarantee elsewhere (e.g., from a bank)? | | Yes ☐  No ☐ |

|  |  |
| --- | --- |
| Section 5 | Technical and Professional Ability |

|  |  |
| --- | --- |
| 5.1 | Relevant experience and contract examples  Please provide details of up to three contracts, in any combination from either the public or private sector or 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 Tenderer 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. |

|  |  |  |  |
| --- | --- | --- | --- |
|  | 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 |  |  |  |

|  |  |
| --- | --- |
| 5.2 | 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 prompt payment (i.e., membership of the UK Prompt Payment Code (or equivalent schemes in other countries)) |
| 5.3 | 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 6 | Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015 |

|  |  |  |
| --- | --- | --- |
| 6.1 | 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 ☐  N/A ☐ |
| 6.2 | If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Act? | Yes ☐  Please provide the relevant url …  No ☐  Please provide an explanation |

Tenderers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this. The contents will be reviewed as part of the evaluation process.

|  |  |
| --- | --- |
| Section 7 | Additional Questions |
| 7.1 | Insurance |

|  |  |
| --- | --- |
|  | 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:  \*Yes / No  \*please delete above as appropriate.  Employer’s (Compulsory) Liability Insurance = £10 million  Public Liability Insurance = £10 million  Professional Indemnity Insurance = £2 million  \*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to sole traders. |

|  |  |
| --- | --- |
| 7.2 | Health & Safety |
| (a) | Does your organisation have a written Health and Safety Policy that complies with current legislative requirements?  Note: If you employ less than five people you are not legally required to have a written health and safety policy. However, in order to satisfy GMCA that you have arrangements in place to manage health and safety you should either have a written health and safety policy or complete the HSE’s Health and Safety Policy Template which can be found in INDG449 (Health and Safety Made Simple) <http://www.hse.gov.uk/pubns/indg449.pdf>  \*Yes/No |
| (b) | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?  If your answer to this question is yes, in a separate appendix, please provide details of any enforcement / remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The GMCA will exclude Tenderers (s) that have been in receipt of enforcement/remedial action orders unless the Tenderers (s) can demonstrate to the GMCA’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.  \*Yes/No |
| (c) | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?  \*Yes/No |
| (d) | Has your organisation within the last 12 months successfully met the assessment requirements of a registered member of the Safety Schemes in Procurement (SSIP) forum? If yes, please provide details and evidence of accreditation.  Note: If you have answered “yes and have provided details and evidence of accreditation, do not complete the remainder of this questionnaire.  \*Yes/No |
| (e) | Do you have access to competent health and safety advice as required by the Management of Health and Safety at Work Regulations?  \*Yes/No |
| (f) | Do you have arrangements in place for accident reporting and investigation, including RIDDOR reportable incidents?  Please provide the total number of accidents, including RIDDOR reportable, within the last 3 years:   |  |  |  | | --- | --- | --- | | Financial Year | Non-RIDDOR reportable | RIDDOR reportable | | Year 1 (current financial year) |  |  | | Year 2 |  |  | | Year 3 |  |  | |
| (g) | Do you have arrangements in place for carrying out risk assessments leading to a safe system of work relevant to the service or work for which you are applying?  \*Yes/No |
| (h) | Do you have a programme of health and safety training for your workforce to ensure they are competent to carry out their duties, including refresher training?  \*Yes/No |
| (i) | Do you have arrangements in place for consulting your workforce on health, safety and welfare issues?  \*Yes/No |
| (j) | Do you have arrangements in place for monitoring and reviewing your health and safety performance?  \*Yes/No |
| (k) | If you use sub-contractors, do you have arrangements in place for appointing competent sub-contractors and for monitoring their health and safety performance?  \*Yes/No |
| (l) | Do you have management arrangements in place to ensure that you comply with all areas of health and safety legislation and best practice relevant to your business?  \*Yes/No |

|  |  |
| --- | --- |
| 7.3 | Safeguarding |
| (a) | Please self-certify that your organisation has appropriate safeguarding policies and procedures in place.  If you work with children (under 18s), please self-certify that you have a Child Safeguarding policy.  \*Yes/No  If you work with adults (over 18s), please self-certify that you have a Safeguarding Vulnerable Adults policy.  \*Yes/No  Please provide a copy of your safeguarding policy/ies (please confirm yes or no that you have included your policy with your submission).  \*Yes/No |
| (b) | Does your organisation ensure all checks with the Independent Safeguarding Authority (ISA) are undertaken on staff prior to working directly with vulnerable people?  \*Yes/No |
| (c) | Do you ensure all staff (both those working directly with vulnerable people and those who do not work directly with vulnerable people such as office staff (where appropriate for their role, e.g. has access to any personal data)) undertake a DBS (Disclosure and Barring Service) check and checks with the Independent Safeguarding Authority (ISA) prior to working for your organisation?  \*Yes/No |
| (d) | How often are DBS checks undertaken on individual staff members?  \_\_\_\_\_\_\_\_\_\_\_ |
| (e) | Please confirm whether your organisation undertakes enhanced DBS checks on individual staff members?  \*Yes/No |
| (f) | Do all your staff have up to date knowledge of safeguarding procedures and know how to raise safeguarding alerts?  \*Yes/No |
| (g) | In the last three years, has any finding of unlawful acts been made against any individual employed within your organisation or working voluntarily for your organisation?  \*Yes/No |
|  | If yes please provide details. |
| (h) | In the last 3 years, has your organisation been the subject of formal investigation under the Criminal Justice and Court Services Act? |
|  | If yes please provide details. |
| 7.4 | Business Continuity |
|  | As part of the contract implementation, bidders will be asked to supply details of how business continuity arrangements will be implemented and how these requirements will be covered. As part of the contract, the GMCA expect bidders to:   * Provide robust Business Continuity Plans and Disaster Recovery arrangements for all services. * Provide the GMCA with sufficient evidence to demonstrate these are in place. * Regularly test all contingency arrangements, providing relevant evidence and outcomes of tests to the GMCA via Programme Office. * Immediately notify the GMCA in the event of a business continuity incident or a significant disaster.   Business Continuity Plans attached?  \*Yes / No  \*please delete above as appropriate. |

|  |  |
| --- | --- |
| 7.5 | Environment |
|  | Tenderers who self-certify that they meet the requirements to the following questions will be required to provide evidence of this if they are successful at contract award stage. |
| (a) | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last 3 years by any environmental regulator or authority (including local authority)?  If your answer to this question is yes, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.  The GMCA will not select Tenderers (s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the GMCA is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.  \*Yes/No |
| (b) | If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?  \*Yes/No |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 7.6 | Technical Requirements | | | | |
| Tenderers who self-certify that they meet the requirements to the following questions (either now or by the commencement of the contract) may be required to provide evidence of this if they are successful at contract award stage. | | | | | |
| **Sec.2 – Para 2.9 - Software, Systems and Telephony Service Requirements** | | | | | |
| (a) | Do you have a robust case and information management system (CMS) to manage cases and enable the safe receipt, transfer, security, governance and reporting requirements of the Services? | Yes/No | | | |
| (b) | Does the CMS have the ability to securely receive and import referrals from the GMP crime and records system without requiring any amendments to the information that is currently supplied through an automated daily transfer (ADT) in the form of a \*.csv file? | Yes/No | | | |
| (c) | Will the Services staff have the capability to remotely access their CMS through a Microsoft Edge web browser without the need for the installation of any additional software on GMP hardware? | Yes/No | | | |
| (d) | Does the CMS have the development capability to accept secure self-referrals and referrals from other agencies and make onward referrals to other victim support services commissioned by the Deputy Mayor? | Yes/No | | | |
| (e) | Does the CMS have the ability to record consent of a Victim to share information with wider partner agencies? | Yes/No | | | |
| **Sec.1 – Para 1.5 and Sec.2 – Para 2.10 - Digital Transformation** | | | | | |
| (a) | Is your current CMS cloud-based? | Yes/No | | | |
| (b) | Is your data hosted in the UK? | Yes/No | | | |
| (c) | Does your current system support robust authentication processes (i.e., single sign-on (SSO), multi-factor authentication)? | Yes/No | | | |
| (d) | Does your organisation or system supplier adhere to Web Content Accessibility Guidelines (WCAG) 2.1? | Yes/No | | | |
| (e) | Does your current system support application programme interfaces (APIs)? | Yes/No | | | |
| (f) | Does your organisation and / or system supplier have specific measures in place to ensure system continuity? | Yes/No | | | |
| (g) | Does your organisation ensure that all data-at-rest is encrypted? | Yes/No | | | |
| **Sec.2 – Para. 2.11 - Information Governance** | | | | | |
| (a) | Are you registered with the Information Commissioners Office with a valid certificate? | Yes/No | | | |
| (b) | Do you have an organisational privacy notice as required under UK GDPR? | Yes/No | | |
| (c) | Are you willing and able to update all relevant privacy notices for the purposes of this contract? | Yes/No | |
| (d) | Are you willing to use online tools (Dapian) to efficiently prepare any data protection impact assessments or information sharing agreements as may be required? | Yes/No | |
| (e) | Do you carry out pre-employment screening checks/vetting for new starters to your organisation? | Yes/No |
| (f) | Do new starters in your organisation complete an induction which includes details of their data protection responsibilities? | Yes/No |
| (g) | Do you have a retention policy which includes a schedule of retention for all information used by your organisation and the periods for which each is held? | Yes/No |
| (h) | Do you have technical and organisational measures in place which ensure your compliance with data protection legislation for all personal data that you hold? | Yes/No |
| (i) | Does your organisation (and/or ICT host/supplier) comply with the requirements of the Cyber Essentials Scheme or any other relevant accreditations or certifications (e.g., ISO 27001 or equivalent) relating to ICT systems used in the delivery of your service? | Yes/No |
| (j) | With regards to sub-contractors, are physical, personnel, procedural and technical controls embedded within your organisation in terms of both their selection and evidencing of their data protection compliance? | Yes/No |
| (k) | Are the security measures your organisation use continuously reviewed and revised to address ongoing internal and external threats and risks? | Yes/No |
| (l) | Have you identified a person responsible for information governance up to and including board level? | Yes/No |
| (m) | Do you have processes in place to assist data subjects to exercise their rights under UK GDPR? (e.g., the right of access, right to be forgotten, right of rectification etc.) | Yes/No |
| (n) | Are staff within your organisation able to work in an agile workstyle (i.e., from home) and if so, are there technical measures in place to preserve the confidentiality, integrity, and availability of personal information? | Yes/No |
| (o) | Are your systems auditable to enable searches to identify what data has been accessed by individual users? | Yes/No |
| (p) | Do you have a process for data incidents/personal data breaches which includes an assessment of the risks to both data subjects and the organisation, as well as an escalation process to your Data Protection lead, and notification to the Information Commissioners Office if required? | Yes/No |
| (q) | Do you have policies to cover the secure storage and destruction of personal data, covering both electronic and hard copy records? | Yes/No |
| (r) | Do you have a Record of Processing Activities and an Information Asset Register which accurately reflect the current processing of both personal and non-personal data within your organisation? | Yes/No |
| (s) | Are your transfers of data, both electronic and hard copy, achieved via secure methods? | Yes/No |
| (t) | Does your CMS have measures in place to ensure data quality, such as validation on fields such as date of birth etc? | Yes/No |
| **Sec.2 – Para 2.13 - Information Security and Risk Management** | | |
| (a) | Does your organisation have an Information Asset Register? | Yes/No |
| (b) | Does your organisation have a senior staff member assigned as the Information Asset Owner? | Yes/No |
| (c) | Does your organisation have systems, policies and process to ensure that: |  |
|  | 1. Information is protected against unauthorised access; | Yes/No |
|  | 1. Confidentiality of information is assured; | Yes/No |
|  | 1. Integrity of information is maintained; | Yes/No |
|  | 1. Regulatory requirements and legislation are met; | Yes/No |
|  | 1. ICT systems are used in such a way as to prevent the unauthorised disclosure, destruction or modification of information and the integrity of all systems are maintained; and | Yes/No |
|  | 1. Strict access controls are applied to ensure that information, in whatever form, can only be accessed by those authorised to see it? | Yes/No |

The questions in Section 8 are for information only.

|  |  |  |
| --- | --- | --- |
| Section 8 | Living Wage Foundation – for information only | |
| 8.1 | Is your organisation accredited as a Living Wage Employer with the Living Wage Foundation?  <https://www.livingwage.org.uk/> | Yes/No |
| 8.2 | Do you pay all direct employees aged 18 or over an hourly rate equal to or higher than the LWFR? | Yes/No |
| 8.3 | Do you provide all direct employees aged 18 or over with employment conditions that meet the Real Living Hours standard as set out below?   * Decent notice periods for shifts: of at least 4 weeks’ notice, with guaranteed payment if shifts are cancelled within this notice period. * The right to a contract that reflects accurate hours worked. * A guaranteed minimum of 16 hours a week (unless the worker requests otherwise).   <https://www.livingwage.org.uk/living-hours> | Yes/No |
| 8.4 | If your answer to Q2 or Q3 is no, please confirm:   * is your organisation actively working towards paying all employees the LWFR? * is your organisation actively working towards implementing Real Living Hours employment conditions for the benefit of all employees? * the total number of staff in your organisation: * the total number of staff in your organisation that you currently pay the LWFR or above: | Yes/No  Yes/No  \_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_ |

|  |  |  |
| --- | --- | --- |
|  | GM Good Employment Charter – for information only | |
| 8.5 | Are you signed up as a member or supporter of the GM Good Employment Charter:   * Member * Supporter * Neither   <https://www.gmgoodemploymentcharter.co.uk/> | Yes/No  Yes/No  Yes/No |

|  |  |  |
| --- | --- | --- |
|  | Carbon Reduction Plan - for Information only | |
| 8.6 | Please confirm that you have detailed your environmental management measures by completing and publishing a Carbon Reduction Plan which meets the reporting standard detailed below:  [Microsoft Word - PPN 0621 Technical standard for the Completion of Carbon Reduction Plans.docx (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991625/PPN_0621_Technical_standard_for_the_Completion_of_Carbon_Reduction_Plans__2_.pdf) | Yes/No |
| Provide a link or embed your most recently published Carbon Reduction Plan here: | |
| If no – Please confirm if you intend to work towards or are working towards a Carbon Reduction Plan? | |
| 8.7 | Please confirm that your organisation is taking steps to reduce your Green House Gas Emissions over time and is publicly committed to achieving Net Zero by 2050 and/or Greater Manchester’s Carbon Neutral ambition by 2038.  [5-year-plan-branded\_3.pdf (greatermanchester-ca.gov.uk)](https://www.greatermanchester-ca.gov.uk/media/1986/5-year-plan-branded_3.pdf) | Yes/No |
| 8.8 | Please confirm your Organisational Carbon Footprint by completing and attaching your results from the below:  [SME Carbon Footprint Calculator | The Carbon Trust](https://www.carbontrust.com/resources/sme-carbon-footprint-calculator) | Embed Results here: [x] |

|  |  |  |  |
| --- | --- | --- | --- |
| 9.0 | | Equality and Diversity | |
|  | | The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it is unlawful to treat someone.  The Service should have simple, streamlined access routes and communications which may need to vary to meet the needs of all participants.  Provision must be flexible and be available at appropriate times and locations so as not to increase absence from work, and to secure maximum engagement.  Equality and Diversity policy attached?  \*Yes / No  \*please delete above as appropriate  Does your company/organisation have a Diversity and Inclusion strategy?  \*Yes / No  \*please delete above as appropriate  If yes, please provide a copy. | |
| 9.1 | Legislation  Please confirm that you understand and comply with the following legislation / Codes*.* | |
| A | The Equality Act 2006 | YES/NO |
| B | The Race Relations Regulations 2003 (as amended) | YES/NO |
| C | The Statutory Code of Practice on Racial Equality in Employment 2006 | YES/NO |
| D | The Employment Equality (Sexual Discrimination) Regulations 2005 | YES/NO |
| E | The Equality Act 2010 | YES/NO |
| F | Human Rights Act 1998 (UK) | YES/NO |
| G | Gender Recognition Act 2004 (UK) | YES/NO |

**3. Evaluation Questions**

This section will be evaluated on the basis of the most economically advantageous offer to the GMCA.

The evaluation criteria, and the associated weightings, which will be utilised in the technical assessment are:

|  |  |  |
| --- | --- | --- |
| Question ref | Aspect | % weighting |
| 3.1 | Greater Manchester Ambition | 40% |
| 3.2 | Service Demand | 20% |
| 3.3 | Service Insights | 10% |
| 3.4 | Mobilisation | 10% |
| 3.5 | Social Value | 10% |
| Pricing |  | 10% |

Please do not copy large documents from websites or use overly complex documents – these will not be evaluated. No appendices or attachments will be reviewed or marked unless specifically allowed for in the question instructions. Where an attachment is provided for a question where it is not specifically required its word count will be counted to the question and anything over the word count will not be evaluated.

All attachments should include the question number in the file name.

## 3.1 Greater Manchester Ambition – 40%

|  |
| --- |
| The Deputy Mayor wants Greater Manchester to be a centre of excellence for putting Victims, Witnesses and Survivors at the core of public service delivery, with a vision to ‘Improve Systems and Services to Support Victims Every Step of the Way’.  To achieve this the Service will not only have to meet the Core Delivery Requirements (as set out in Section 2 of the Specification) but also deliver against each of the 5 priorities within the Deputy Mayors ambition for Greater Manchester.  Tenderers should describe how their proposal will deliver against each of the 5 priorities within the ‘Deputy Mayor’s ambition for Greater Manchester’ (as listed below and more particularly described in the Specification at Section 1), whilst also balancing delivery of the Core Delivery Requirements.  For the avoidance of doubt, those priorities are summarised below (however Tenderers should refer to Section 1 of the Specification for full details when responding to this question):  1 - Taking the Service to the Victim  2 - Stop Repeat Victimisation  3 - Strengthen Local Partnerships  4 - Digital Transformation  5 - Service Integration & Communication  As part of their response to this question, the GMCA expects Tenderers to clearly demonstrate (as a minimum):   * their understanding of the abovementioned priorities. * their proposed approach to achieving delivery against each of the abovementioned priorities; * how they will proactively engage and collaborate with relevant partners and stakeholders to achieve each of the abovementioned priorities; * how they will, with a view to achieving each of the abovementioned priorities, communicate and market the Services with relevant partners and stakeholders (please identify the range of channels you will use to ensure that Victims, the police, support service providers, local authorities, and the public in general across Greater Manchester are aware of the Services, how they can access them and how they can benefit from them); and * how they will ensure that the abovementioned priorities are being achieved from the Start Date (as defined in the Contract) and for the duration of the Term (as defined in the Contract). |

|  |
| --- |
| RESPONSE |

Maximum Points Available 5

Maximum word count = 2500 words

## 3.2 Service Demand – 20%

|  |
| --- |
| Tenderers should describe their approach to managing the complexity and volume of demand (as more particularly described in the Specification at Section 2.2) that they may face when delivering the Services.  As part of their response to this question, Tenderers (having due regard to the Deputy Mayor’s ambition for Greater Manchester) are to demonstrate (as a minimum):   * the capacity (in terms of staffing resource available to deliver the Services); capability (in terms of knowledge, skills and experience to deliver the Services, as set out in the Specification); and systems and processes, that they will have in place to meet Victim demand and ensure resilience in Service provision, in order to withstand reasonable pressures relating to such demand and adapt to changes to the levels or complexity of demand in the Services; * how they will minimise attrition (in relation to Victims) through the six stages of support provision (as more particularly described at Section 3.4.5 of the Specification); and * how they will resource delivery of the Services.   Tenders should provide a single A4 page organogram reflecting their proposed staffing model. \*  \*For information purposes only, not part of the word count. |

* What you identify as the main challenges of your proposed delivery model and how you intend to overcome them.

|  |
| --- |
| RESPONSE |

Maximum Points Available 5

Maximum word count = 1000 words

## 3.3 Service Insights – 10%

|  |
| --- |
| The Deputy Mayor values service delivery insights which are clear, meaningful and user friendly and, where necessary, prepared on bespoke basis for the GMCA.  As a minimum, Tenderers should describe their approach to the collection, analysis and reporting of Service Insights and provide an example of their proposed Monthly Service Performance Report under this Contract (as described in the Specification at Section 3.4), to demonstrate how they will clearly provide, report on and implement valuable, tactical and strategic insights that can be used to improve the quality and efficacy in the delivery of the Services to Victims under this Contract. |

|  |
| --- |
| RESPONSE |

Maximum Points Available 5

Maximum word count = 500 words narrative plus maximum 5 slide PowerPoint to demonstrate proposed monthly performance report.

## 3.4 Mobilisation - 10%

|  |
| --- |
| Effective and timely implementation of the Services and dedicated staffing resource will lay the foundations for the successful transformation of Victim services in Greater Manchester. The GMCA’s requirements in relation to mobilisation are further described at Section 3.1 of the Specification.  As a minimum, Tenderers should describe their approach to mobilisation and provide a mobilisation plan detailing the proposed activities between the Effective Date of the Contract and the Start Date of the Services (as defined in the Contract).  Their response and mobilisation plan should set out (but is not limited to), in the context of mobilising the Services in a co-located environment within GMP, the following (including duration of tasks and resources required to ensure success):   * + - * Clear leadership and accountability throughout the mobilisation period.       * The capacity and capability of the Tenderer’s mobilisation team and their respective roles and responsibilities.       * Stakeholder engagement and communication plan for the staff, partners, and other services.       * Key workstreams and deliverables to help deliver the Services in line with the Specification.       * Managing the transition of ‘in-service’ Victims.       * Recruitment and retention of staff strategy.       * Any equipment and resource planning.       * Risks management plan.       * Exit strategy from existing contracting arrangements into mobilisation of the Contract.       * Transfer of Undertakings (Protection of Employment) (TUPE), including liabilities under the New Fair Deal legislation.       * Due diligence approach for any transferring staff.       * Transition/induction/training/development of staff into the Services. |

* What you identify as the main challenges of your proposed delivery model and how you intend to overcome them.

|  |
| --- |
| RESPONSE |

Maximum Points Available 5

Maximum word count = 500 words narrative plus a maximum 5 slide PowerPoint to demonstrate proposed mobilisation plan.

## 3.5 Social Value – 10%

|  |
| --- |
| As a minimum, Tenderers should describe the commitment their organisation will make to ensure that the Social Value principles support positive outcomes for Victims and the ambition to make Greater Manchester the centre of excellence for Victim services (as described in Section 1 of the Specification), and how the Contract will deliver the outcomes listed in the Greater Manchester Social Value Framework Taking Action Checklist.  A Tenderer’s response to this question should include (but is not limited to):   * A ‘method statement’, stating their commitment to meeting the outcomes set out in the Specification and the Greater Manchester Social Value Framework and how they will achieve those outcomes; and * A detailed description of how they will influence staff, suppliers, customers and communities through the delivery of the Services to support the outcomes listed in the Greater Manchester Social Value Framework, e.g., engagement, co-design/creation, training and education, partnering/collaborating, and volunteering. |

* What you identify as the main challenges of your proposed delivery model and how you intend to overcome them.

|  |
| --- |
| RESPONSE |

Maximum Points Available 5

Maximum word count = 1000 words

# 4. – Supporting Documents

## 

|  |  |
| --- | --- |
| Please detail any supporting documentation provided with the Tender response. Each document MUST clearly reference the question it related to. | |
| Question Number | Details of Document Attached |
|  |  |
|  |  |
|  |  |

1. See PCR 2015 regulations 71 (8)-(9) [↑](#footnote-ref-1)
2. See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en> [↑](#footnote-ref-2)
3. 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](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships). [↑](#footnote-ref-3)
4. Central Government contracting authorities should use this information to have the PSC information for the preferred Tenderer checked before award. [↑](#footnote-ref-4)