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| **Instructions on completion of questionnaire;**Within this questionnaire, against each question is an instruction on the expected format of responses.Failure to respond in the required format may lead to disqualification of your tender response. It is therefore important that you follow the specific instructions.If you have any queries about how to respond to any of the requirements within the questionnaire, Tenderers are requested to send a message via the messaging facility in the [portal](https://procontract.due-north.com/Login), linked to this tendering exercise, outlining the details of your enquiry.The last date for receipt of queries/ tender clarification is **6th November 2020** the tender closing date.Tenderers must note:For each question you must confirm you are able to meet each of the minimum requirements as set out in Document 4 – The Specification and Appendix 1 – Service Visit Requirements.In addition to that we require evidence of systems and processes that demonstrate your proposed methodology to deliver the goods/services/works required and to the level required.Tenderers must note, a mere statement that the requirement can be met will not be sufficient. You must describe the procedures/ processes you have/propose to have in place to meet the specific requirement. Failure to provide such information may lead to disqualification of the tender.Tenderer’s responses must clearly demonstrate ‘how’ they propose to meet the requirements set out in the question and address each element in the order they are detailed.Answers must be as short and concise as possible. Tenderers responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalised statements and providing information not relevant to the topicText font must be **Arial size 11** and responses must not exceed the word limit where specified. Additional supporting documentary evidence must only be attached where requested or if considered essential to illustrate the points made. Large amounts of lengthy documents may not be considered.**Attachments**Any attachments you propose to include as part of/ in support of your response must contain the appropriate question reference number as indicated and enclosed within square brackets at the beginning of the attached document’s file name e.g. [23]. Failure to do so may mean the attachment may not be read and therefore may not be taken into consideration as part of your tender response.Unnecessary attachments / brochures will NOT be considered.  |

**SCOPE OF THE REQUIREMENT**

Magenta Living is seeking to appoint a contractor or contractors to deliver the servicing, maintenance and associated upgrade, installation and renewals of fire alarms, emergency lighting and other fire prevention and detection systems on a planned and reactive basis.

**STAGE 1 – ‘SUITABILITY’ OF SUPPLIER**

**PART 1: POTENTIAL SUPPLIER INFORMATION**

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

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| --- | --- |
| **Section 1** | **Potential supplier information (FI)** |
| Question number | 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 status1. 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? ***for completion by non-UK businesses only*** | 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). ***for completion by non- UK businesses only*** |  |
| 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? **For Completion By Non-UK Businesses Only** | Yes ☐ No ☐N/A ☐ |
| 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. **For Completion By Non - Uk Businesses Only** |  |
| 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)a) Not-For-Profit (Voluntary, Community or Social Enterpriseb) For Private Profitc) Public Service Mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)\*? | Yes ☐ No ☐ |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: 5Name;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.6(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 preferred suppliers and the persons of significant in control of them.**

1. See EU definition of SME: <http://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en>

5UK 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/uploads/system/uploads/attachment_data/file/515720/Non-statutory_guidance_for_companies__LLPs_and_SEsv4.pdf)

6Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award.

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

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| **Section 1** | **Bidding model (FI)** |
| Question number | Question | Response |
| 1.2(a) - (i) | Are you bidding as the lead contact for a group of economic operators? | Yes ☐ No ☐N/A ☐If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to1.2(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 % ofcontractual obligations assigned to each sub-contractor |  |  |  |  |  |  |

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| **Section 1** | **Contact details (FI)** |
| 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 |  |

# Part 2: Exclusion Grounds

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

**Important Notice:**

You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).

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| **Section 2** | **Grounds for Mandatory Exclusion (Pass/Fail)** |
| Question number | Question | Response |
| 2.1(a) | **Regulations 57(1) and (2)**Please refer to the detailed grounds for [mandatory exclusion](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) of an organisation 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 within the grounds for [mandatory exclusion](https://assets.publishing.service.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 question2.1(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 convictedIf the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. |  |
| 2.2 | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | Yes ☐ No ☐ |
| 2.3(a) | **Regulation 57(3)**Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes ☐ No ☐ |
|  | 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 finesIf you have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate Appendix. You may contact Magenta Living for advice before completing this form. |  |

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.

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| **Section 3** | **Grounds for Discretionary Exclusion (Pass/Fail)** |
|  | Question | Response |
| 3.1 | **Regulation 57 (8)**Please refer to the detailed grounds for [discretionary exclusion](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf) of an organisation 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](http://www.legislation.gov.uk/uksi/2015/102/regulation/24/made) due to the participation in the procurement procedure? | Yes ☐ No ☐If yes please provide details at 3.2 |
| Conflicts of InterestIn accordance with question 3.1(g), Magenta Living may exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.Where there is an indication that a conflict of interest exists or may arise then the Supplier must inform Magenta Living (where indicated), detailing the conflict. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by Magenta Living should not represent a conflict of interest for the Supplier |
| 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 statementsThe 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 3.2Yes ☐ No ☐If Yes please provide details at 3.2Yes ☐ No ☐If Yes please provide details at 3.2Yes ☐ No ☐If Yes please provide details at 3.2 |

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| 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) |  |

**Self Cleaning**

Any Supplier that answers ‘Yes’ to questions any of the questions at 3.1 should provide sufficient evidence at 3.2 and/or in a separate Appendix, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively “self cleans” the situation referred to in that question. The Supplier has to demonstrate it has taken such remedial action, to the satisfaction of Magenta Living in each case.

If such evidence is considered by Magenta Living (whose decision will be final) as sufficient, the Supplier concerned shall be allowed to continue in the procurement process.

In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has:

* Paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
* Clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* Taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by Magenta Living to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

**PART 3: COMPLIANCE & SUITABILITY QUESTIONS**

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| **Section 4** | **Economic and Financial Standing (Pass/Fail)** |
|  | Question | Response |
| **4.1** | Are you able to provide a copy of your audited accounts for the last two 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. | Yes ☐ No ☐ |

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| **Section 5** | **If you have indicated in the Suitability Questionnaire question 1.2 that you are part of a wider group, please provide further details below:** |
| **Name of organisation** |  |
| **Relationship to the Supplier completing this Tender** |  |
| **5.1** | Are you able to provide parent company accounts if requested to at a later stage? | Yes ☐ No ☐ |
| **5.2** | If yes, would the parent company be willing to provide a guarantee if necessary? | Yes ☐ No ☐ |
| **5.3** | If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | Yes ☐ No ☐ |

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| **Section 6** | **Technical and Professional Ability** |
| **6.1 Relevant Experience And Contract Examples (PASS/FAIL)** |
| Please provide details of up to three contracts, in any combination from either the public, private or third/non-profit sectors 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.The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub- contractor(s) who will deliver the contract.If you cannot provide examples see question 6.1.2 |

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| --- | --- | --- | --- |
|  | **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 |  |  |  |
| **In no more than 500 words please provide a brief description of the contract delivered including evidence as your technical capacity in this market** |  |  |  |

|  |  |
| --- | --- |
| **6.1.1** | Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s). Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries). |
|  | *Insert response here (Max 500 words)* |

|  |  |
| --- | --- |
| **6.1.2** | 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. |
|  | *Insert response here (Max 500 words)* |

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| --- | --- |
| **6.2 Competencies/Professional Accreditations (PASS/FAIL)** |  |
| The successful Organisation needs to demonstrate competence to deliver the work outlined in the service specification. Providers and their associated Sub-contractors that they rely on to deliver the contract must therefore be registered with BAFE and an approved electrical safety body, and be competent to carry out the work they are undertaking. | Please indicate Yes/No |
| 6.2.1 Please confirm your Organisation holds current accreditation and provide and provide details of your registration number and copy of relevant accreditation certification. |  |
| Insert details here of valid accreditation and confirm certificate / evidence attached. |
| 6.2.2 If you use sub-contractors, do you have processes in place to check whether all of the above apply to these other organisations? | Please indicate Yes/No |

|  |  |
| --- | --- |
| **6.3 ICT Interfaces** (**PASS/FAIL)** |  |
| The successful Organisation needs to confirm that they will implement the ICT interface described in section 3.9 of the Service Specification and in Appendix 10. Please confirm your Organisation will work with Magenta Living to develop and implement the required interface, and that no costs other than those set out in the Pricing Schedule will be charged. | Please indicate Yes/No |

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| **Section 7.** | **Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015** |
|  |
| **7.1** | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supplychains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes ☐ No ☐ |
| **7.2** | If you have answered yes to Question 7.1 are youcompliant with the annual reporting requirements contained within Section 54 of the Act 2015?If yes, provide a link to your annual Modern Slavery statement.If no, provide an explanation of why not | Yes ☐ No ☐ |

#### 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.

|  |  |
| --- | --- |
| **Section 8** | **Additional Questions**  |
| **8.1** | **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 / NOEmployer’s (Compulsory) Liability Insurance – as required by LawPublic Liability Insurance = £5 millionProfessional Indemnity Insurance = £2 millionProduct Liability Insurance = £5 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.* |

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| **8.2 General Data Protection Regulations 2018 (GDPR) (Pass/Fail)** |
| GDPR aims to protect the privacy of all EU citizens and prevent data breaches. It will apply to any public or private Organisation processing personal data and brings new obligations on data controllers and data processors. Established key principles of data privacy will remain relevant under GDPR. GDPR 2018 specifies that **any processing of personal data by a Processor, should be governed by a Contract with certain provisions included** as set out in the Regulation itself. |
| Tenderers MUST complete Document 7 - GDPR Due Diligence Questionnaire as part of their tender response to validate compliance with GDPR, in delivering the Contract.Once completed ML may also seek to validate your processes to identify any risks the Contractor may pose to the privacy of the individuals who are the subject matter of the data, and to set out measures ML would require the Contactor to make to mitigate against those risks. Failure to sufficiently satisfy ML of their ability to meet the requirements of GDPR 2018 may lead to the bid being rejected**.** |
| *Please confirm your completion and submission of Document 7 - GDPR Due Diligence Questionnaire* |

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| **8.3 Compliance with Equality Legislation (PASS/FAIL)** |  |
| Magenta Living is committed to equality of opportunity in the provision of its supplies/services/works and aims to deliver services/ supplies/ perform works of the highest quality without discrimination and seeks to ensure our Suppliers share our business culture. For organisations working outside the UK please refer to equivalent legislation in the country that you are located. | **Please indicate Yes or No - Y/N** |
| **8.3.1** In the last 3 years, has any finding of unlawful discrimination been made against your Organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?  |  |
| **8.3.2** In the last 3 years has your Organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination? If yes, please provide details in the space below |  |
| If answering ‘Yes’ to 8.3.1 and/or 8.3.2, please provide in the space below where indicated a summary of the nature of the investigation and an explanation of the outcome of the investigation to date. If the investigation upheld the complaint against your organisation, please explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.You may be excluded if you are unable to demonstrate to Magenta Living’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring. |
| *Insert your response here* |
| **8.3.3** If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? |  |

|  |  |
| --- | --- |
| **8.4 Environmental Management** (**PASS/FAIL)** |  |
| Magenta Living are seeking to work with a Provider who gives consideration to and minimises the environmental and sustainable impacts of their business processes and products, and who ensures the goods/services/works are provided in a manner which maximises quality and efficiency. | Please indicate Yes/No |
| **8.4.1** Has your Organisation been convicted of breaching environmental legislation, or had any notices or prosecutions served upon it, in the last three years by any environmental regulator or authority (including local authority)? |  |
| If you answered ‘Yes’ to question 8.4 above, please provide details below of the conviction or notice and details of any remedial action or changes you have made as a result of the conviction or notices served. Magenta Living will not select Suppliers that have been prosecuted or served notice under environmental legislation in the last 3 years unless Magenta Living is satisfied that appropriate remedial action has been taken to prevent future occurrences/ breaches |
| *Insert your response here (Max 750 words)* |
| **8.4.2** If you use sub-contractors, do you have processes in place to check whether these organisations have been convicted or had a notice serviced upon them for infringement of environmental legislation? |  |
| *Insert your response here (Max 750 words)* |

|  |  |
| --- | --- |
| **8.5 Health and Safety** (**PASS/FAIL)** |  |
| Magenta Living is seeking to work with a supplier that is committed to health and safety and follows health and safety procedures that are comprehensive, in line with current best practice, firmly embedded within the operating practices within the workforce and are compliant with the law.The successful Organisation needs to demonstrate compliance with current H&S law and therefore low risk to Magenta Living in the delivery of the contract. Providers and their associated Sub-contractors that they rely on to deliver the contract, must therefore hold current SSIP accreditation (<http://www.ssip.org.uk/>) which demonstrates you have met the assessment requirements in registered membership of the Safety Schemes in Procurement within the last 12 months. Please confirm your accreditation (and that of your proposed subcontractors) and include the registration number(s) below or attach a copy of your relevant valid accreditation certificate as proof in support of your response. Evidence of relevant certificates will also be required.  | Please indicate Yes/No |
| **8.5.1** Please confirm your Organisation has a current Safety Scheme accreditation and that it is accredited with SSIP, provide details of your registration number and copy of relevant accreditation certification. |  |
| *Insert details here of valid Safety Scheme accreditation and confirm certificate / evidence attached* |
| **8.5.2** 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 answered ‘Yes’ to 8.5.2 above please provide below details of any remedial action or changes to procedures you have made as a result. Magenta Living will exclude Suppliers that have been in receipt of enforcement/remedial action orders unless the Supplier(s) can demonstrate to Magenta Living’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches. |
| *Insert your response here (Max 750 words)*  |
| **8.5.3** Does your Organisation have a policy or procedure **signed and dated within the last 12 months** for the management of asbestos containing materials?  If yes a copy that is signed and dated in the last 12 months must be provided. Should you wish to include an attachment in support of your response, please reference it **[H&S 8.5.3 policy management of asbestos]** | Please indicate Yes/No |
| **8.5.4** Within your Organisation, have all of your technicians involved in similar works to that required under the Contract attended accredited Asbestos Awareness training in accordance with the Control of Asbestos Regs. 2012?If yes, copies of example accredited training attendance certificates must be provided support of your response Should you wish to include an attachment in support of your response, please reference it **[H&S 8.5.4 asbestos awareness training]** | Please indicate Yes/No |
| **8.5.5** If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Please indicate Yes/No |

**STAGE 2 – AWARD STAGE**

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| **9 Confirmation of Understanding of Requirements (FI)** |
| Tenderers must confirm that they have read through the specification, Pricing Schedule, and all other ITT documentation including tender instructions and have satisfied themselves as to the content and meaning of each point. |
| *Insert your response here:* |
| **10 Terms and Conditions of Contract - PASS/FAIL** |
| All goods/services supplied under this contract will be supplied under JCT MTC 2016 as amended by Magenta Living. No variations to those Terms and Conditions will be considered. Tenderers must note that any bids tabling proposed amendments may be rejected by ML without further consideration.Tenderers must confirm they have read the Contract and supporting contract documents and understand that the Contract will be entered into on the basis of these documents without further amendment |
| *Insert your response here:* |
| **11 Mobilisation (5%)** |
| Please describe how you will implement an effective and practical mobilisation plan to commence successful delivery of the contract from the anticipated contract start date, and embed high quality service delivery. Provide a mobilisation timetable, and include a list of key milestones and dates for the mobilisation and implementation periods. Please give examples of where you have effectively transitioned as the new service provider for similar contracts including effectively working with outgoing contractors to ensure a smooth transition.Where you feel that you will require specific critical information from Magenta Living to enable your mobilisation and implementation, please include details of this, the nature of the interdependency, and the timing requirements for receiving the information. |
| *Insert your response here (max 750 words)* |
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| **12 Contract Delivery (10%)** |
| Please provide details of the management team structure, including their respective roles and experience, that you will have in place to ensure an effective and responsive management structure to control the successful operation of the Contract. Please demonstrate how the management structure will mitigate or eliminate risks, solve problems and ensure adequate staff and materials resources, all works are of a good quality, and that everyday customer concerns are resolved to meet the requirements of the Contract.Please detail the overall management and delivery structure (operative and back office) which will be in place to manage this Contract including a dedicated account manager, number of staff and their role/function.Please include details about the following: * Operative to supervisor ratio;
* Minimum number of operatives you plan to employ on this contract;
* Direct delivery to subcontractor ratio;
* Office/depot locations;
* Work allocation management;
* Number of service appointments per day per operative.
 |
| *Insert your response here (max 750 words)* |
| **13 First Time Fix (7%)** |
| Please describe how you will achieve a high rate of ‘first time fix’ to achieve the required KPI performance and to minimise the number of visits that the engineers may need to make to a premises to complete the work.Please include details of how you:* Manage your operative time and resource availability.
* Manage your material stocks to maximise efficiency for engineers to access parts and enhance first time fix rates for example, van stocks, collection from branch, etc.
* Manage your subcontractors and how you will ensure that they deliver the same service to Magenta customers as directly employed labour.
 |
| *Insert your response here (max 500 words)* |
| **14 Materials Supply Chain (7%)** |
| Magenta Living requires the successful Organisation to carry out the repairs and maintenance of their equipment within the timescales set out in sections 3.4 and 3.6 of Document 2 Service Specification. Please outline how you manage your supply chains in order to ensure availability of materials within the required timescales, in order to deliver within the required timescales. |
| *Insert your response here (max 500 words)* |
| **15 Performance Management (6%)** |
| **Quality Assurance** - Magenta Living requires the Contractor to have a clear understanding of the needs and culture of Magenta Living and to work collaboratively with Magenta Living to consistently meet our objectives. To minimise customer complaints regarding service provision Magenta Living wishes to contract with a Supplier where quality assurance is fully integrated into the service provision and is supported with the appropriate procedures and processes, to this aim Magenta Living therefore requires the successful Contractor to operate a robust and proven quality assurance system and complaints handling process in the delivery of the supplies/services under this contract.. Please describe how you will organise and deliver an effective quality control regime to meet the requirements of the contract as detailed in 3.23 and 3.24 of Document 2 – Service Specification Please provide details of the performance management information and reports you will use to maintain the quality of the service that you will provide? Please include sample reports if required.Where available tenderers should submit relevant extracts of their Q/A manual. If you have an accredited quality assurance process, (UKAS (or equivalent) accredited independent 3rd party certificate of compliance with BSENISO9001) please provide details and a copy of your latest valid certificate in support of your response.**Continuous Improvement -** In addition to the above, tenderers should submit their proposals as to ‘how’ they plan to ensure continuous improvement in the service delivery leading to improved service delivery and reduced costs over the duration of the Contract period.Potential Providers should submit their proposals as to ‘*how’* they will build and enhance capability within ML in terms of knowledge transfer and upskilling, and how they will ensure the capture and sharing of lessons learned with ML so we can improve awareness and knowledge of strategic approaches and market insights and innovation.Please provide examples from the referenced contracts or other similar comparable clients/contracts where you have successfully achieved continuous improvement in delivering similar goods/services to that required by Magenta Living, giving examples of measures, targets and achievements. |
| *Insert your response here (max 750 words)* |
| **16 Customer/Tenant Care (5%)** |
| Magenta Living are seeking to appoint a Contractor who will deliver the requirement under this Contract in a considerate manner. Please describe your policies, procedures and approach to minimising inconvenience to, and that are sensitive to the needs of Magenta Living tenants and other occupiers. Please include details of any practical and pragmatic arrangements for security and the protection of Magenta Living customer/tenant belongings whilst working in or around their properties. |
| *Insert your response here (max 500 words)* |
| **17 Geographic Service Delivery (5%)** |
| Describe how you would ensure that your organisation can deliver the services set out within the Service Specification across Magenta Living’s current geographic area, and how you would deliver this if Magenta Living fulfil our aspiration to grow outside of the immediate Wirral area (as outlined in section 1.1.3 of Document 2 - Service Specification. |
| *Insert your response here (max 750 words)* |
| **18 Future Proofing (5%)** |
| Describe how you ensure that your organisation and its employees adapt and respond to any changes in legislation, regulation, new technologies and best practice for your industry in order to ensure that you would be able to fulfil Magenta Living’s expectations of you for the duration of the contract as outlined at 3.15 of Document 2 – Service Specification.  |
| *Insert your response here (max 500 words)* |
| **19 Business Continuity (5%)** |
| Please detail your methods for providing service when business continuity may be affected for example unforeseen absenteeism, adverse / severe weather conditions or partial / total IT system failure. Please include details of your approach to horizon scanning and risk identification and mitigation, and the key arrangements in place to manage potential impacts in order to ensure critical service delivery. |
| *Insert your response here (max 500 words)* |
| **20 Local Economy Support – Employment, Skills and Social Value (5%)** |
| With reference to Document 2 – Service Specification, 8.0 please provide details of your approach to corporate social responsibility across your organisation and proposals for additional social value or benefits – whether economic, social or environmental – that you would be able to deliver as a result of wining this contract |
| *Insert your response here (max 500 words)* |

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| **21 FORM OF TENDER (PASS/FAIL)** | Y/N |
| Please confirm you have completed, signed, dated and uploaded the Form of Tender: |  |

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| **22 SUPPLIER DECLARATION** |
| **The following Appendices form part of my Tender Submission:**

|  |  |
| --- | --- |
| Appendix Number | Document Name |
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| I declare that to the best of my knowledge the answers submitted in this Tender Response Questionnaire are correct. I understand that the information will be used in the evaluation process for award of contract and I am signing on behalf of my organisation .......................................(insert name of Supplier). I understand that Magenta Living may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.I have provided a full list of Appendices used to provide additional information in response to questions.I also declare that there are no conflicts of interest in relation to Magenta Living’s requirements. |
| **Tender Response completed by** |
| Name: |  |
| Role in Organisation: |  |
| Date: |  |
| **Signature:** |  |