**Appendix 3**

**Additional Information and Question Set**

Contact Centre Hardware Equipment

**DATE OF ISSUE OF RFQ 8th October 2020**

**DATE OF RETURN 22nd October 2020**

**(17:00)**

**Accent Housing Ltd**

**Charlestown House**

**Acorn Park Industrial Estate**

**Shipley**

**BD17 7SW**

Please read and complete the document below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Section 1** | **Economic and Financial Standing** |  |  |
| Question number | Question | | Response |
| **1.1** | Are you able to provide a copy of your audited accounts for the last two years, if requested? | | Yes ☐ |
|  | If no, can you provide **one** of the following: answer with Y/N in the relevant box. | | 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 ☐ |
| **Section 2** | **References:** | | |
| **2.1** | **Relevant experience and contract examples** | | |
|  |
|  | Please provide details of up to three contracts, in any combination from either the public or private sector. Contracts for services should have been performed during the past three years and be of a similar nature to the services noted in Appendix 5 and 6 Scopes of works. | | |
|  | The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. | | |
|  | **If you cannot provide examples see question 2.3** | | |
|  |
|  | **Contract 1** | **Contract 2** | **Contract 3** |
| **Name of customer organisation** |  |  |  |
| **Point of contact in the organisation** |  |  |  |
| **Position in the organisation** |  |  |  |
| **E-mail address** |  |  |  |
| **Telephone/Mobile Number** |  |  |  |
| **Description of contract** |  |  |  |
| **Contract Start date** |  |  |  |
| **Contract completion date** |  |  |  |
| **Estimated contract value** |  |  |  |
| **2.2** | If you cannot provide at least one example for questions 2.1, 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. | | |
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| **Section 3** | **Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015** | | |
| **3.1** | 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 ☐ |
| **3.2** | If you have answered yes to question 3.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | | Yes ☐ |
| Please provide the relevant url … |
|  |  | No ☐ |
|  |  | Please provide an explanation |
| **Section 4** | **Insurance & Additional Questions** | | |
|  | **Insurance** | | |
| 4.1 | 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 (in any one claim): | | |
| Employer’s (Compulsory) Liability Insurance\* | = £5,000,000 | Yes☐ || No ☐ |
| Public Liability Insurance in any one claim | = £5,000,000 | Yes☐ || No ☐ |
| Product Liability in any one claim | = £500,000 | Yes☐ || No ☐ |
| \* 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. | | |
| **Failure to commit to holding the insurance cover levels above will automatically render your submission non-compliant and will result in your submission being discounted/removed from further consideration and competition.** | | |
| 4.2 | Please confirm that your organisation holds a Health and Safety Policy that complies with current legislative requirements. | | Yes☐ || No ☐ |
| 4.3 | Please confirm if your organisation or any of its Directors or Executive Officers have been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years. | | Yes☐ || No ☐ |
| If they have, you must provide details of any remedial action or changes to procedures made as a result. | | |
| Accent reserves the right to exclude the Supplier unless they can demonstrate to Accent’s satisfaction that the appropriate remedial action has been taken to prevent future occurrences/breaches. | | Yes☐ || No ☐ |
| 4.4 | Credit Risk: | | |
| Please confirm that your company Dun & Bradstreet Failure Score (formerly called the Financial Stress Score) is ≤ the industry average for your contracting sector. | | Yes☐ || No ☐ |
| You may wish to obtain a copy of your own D&B report before deciding whether or not to participate in this competition. | | |
| Please note question 4.4 is a Pass/Fail Criteria – Failure to complete and Pass this question may result in your tender being disqualified and removed from the procurement process | | |

**Question Set**

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| Instructions:  Question Reference A through to D are Mandatory Pass/Fail Questions, failure to answer in the affirmative will result in your submission being removed from any further competition.  There are a further two questions which require full answers and attachments, these questions will be scored using the scoring methodology noted in the RFQ document section 5, P. | | | | |
|  |  |  |  |  |  |
| Question Reference | Mandatory Pass / Fail Questions | | Outcome | Enter Yes or No in cell below |
| A | Do you have the associated required resources available to start and complete the project within 14 days of ordering? | | Pass/Fail |  |
| B | Having read the RFQ and all relevant documents, do you understand your organisations roles, responsibilities and all deliverables associated with the completion of this project? | | Pass/Fail |  |
| C | Do you understand (Laptop Warranty and Support) that you and your organisation acknowledge and will indemnify to provide warranty to cover parts and labour for 36 months from delivery on all laptops? | | Pass/Fail |  |
| D | All ICT Hardware Equipment ordered will be delivered in **one drop** to  Accent Housing Ltd Charlestown House, Acorn Park Industrial Estate, Charlestown, Shipley, BD17 7SW between operating hours 9:00 till 15:00 hours and ordered on a one drop basis.  Should Accent receive partial delivery from your company you acknowledge Accent can and will apply a 5% credit to the total contract value. | | Pass/Fail |  |

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| --- | --- | --- | --- | --- | --- |
| Question number | Requirement | Response Requirement |  | Word count limit per question | Total weighting % Score |
| 1 | Having read and understood the RFQ and all relevant documents, please provide your organisation’s proposed methodology to meet Accent's needs as specified and completion deadline dates. | Methods, project timelines, critical paths, workflow charts, site attendance, cost plans |  | 500 | 10 |
| Answer: CV’s, Diagrams, Pictures, Structure/Organisational charts will not form part of the answer word count. | | | | | |
| Please enter your text here | | | | | |

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| --- | --- | --- | --- | --- | --- |
| Question number | Requirement | Response Requirement |  | Word count limit per question | Total weighting % Score |
| 2 | What additional value can you bring to the supply and purchase of this ICT hardware equipment? | Price Break  CSR |  | 500 | 10 |
| Answer: Case Studies, Diagrams, Pictures, Structure/Organisational charts will not form part of the answer word count. | | | | | |
| Please enter your text here | | | | | |

T**he End**