



Volume Two (2) Applicant's Offer

**T084SHWD South Hams and West Devon
Money Advice Services**

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Name of Applicant:

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1 Evaluation

1.1 Authority's Warranties and Disclaimers

The evaluation process is a critical part of the procurement process and is the means by which the Authority is able to assess to whom the Authority wishes to select to progress to the next stage of this procurement process and/or award the Contract.

The information disclosed by Applicants in its Bid will be used in this evaluation process and for evaluation purposes only, except where indicated otherwise.

The Authority's evaluation will be split into the following stages:

1. Selection
2. Award.

The following sections will give further detail about both of these stages.

1.2 Selection

1.2.1 Selection Process

Selection is the process by which the Authority is able to assess the suitability of the Applicant to progress on to the next stage of the procurement. The questions asked within Selection Questionnaire are taken directly from the Crown Commercial Service's Standardised Pre-Qualification Questionnaire, which has been devised in accordance with the Public Contracts Regulations 2015 and Lord Young's recommendations as detailed within his report Growing Your Business.

The Authority requires all Applicants to complete all sections of the Selection Questionnaire included at section 2 Questions: Selection in full and submit in accordance with the Submission requirements outlined at Volume One (1) Instructions and Information. The selection questions will be assessed on the basis of pass/fail. Guidance notes can be found throughout the Selection Questionnaire.

1.3 Award

1.3.1 Award Process

Award is the process by which the Applicant's Bid is considered in assessing the Most Economically Advantageous Tender and as such Applicants responses to the questions asked should give a clear indication of what the organisation is offering for the quoted price.

The Authority has not provided a word limit for responses to the questions at section 3 Questions: Award; however, the Authority would like to inform Applicants that responses should be relevant to the question and be applicable in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it clearly relates and appended to the main bid.

Any responses to any questions in this section or any other part of your bid that are later found to be incorrect against any of the questions or requirements in the Selection and Award sections may lead to you being exempted from this procurement process or any future procurement process lead by the Authority and could cause the termination of any resultant Contract.

1.3.2 Award Criteria

The following criteria and weightings will be applied in the evaluation of the submitted responses:

Evaluation Criteria Breakdown		Sub Criteria % Breakdown	% Criteria Breakdown
Selection			Pass
Award: Quality			70%
Method Statement – General Requirements		20%	
Method Statement – Staffing Requirements		20%	
Method Statement – The Provision of Services to Service Users		30%	
Award: Price			30%

1.3.3 Award Questions: Mandatory Pass / Fail Requirements

The questions within this section cover requirements essential to the Applicant's ability to deliver the Contract and will be assessed on the basis of pass or fail and applies to those questions that are able to be answered either as a Yes or No, or assessed as a Pass or Fail.

Should an Applicant fail one (1) or more questions, they will be considered to have failed this section in its entirety and as such shall be deselected from participating further in this process and will be notified. Guidance as to the Authority's minimum requirements in relation to what constitutes a pass or a fail can be found within the question.

1.3.4 Award Questions: Method Statements

The Authority requires the Applicants to submit full Method Statements to be returned as part of the Submission. They should be drafted in such a manner so as to be able to form part of the Contract (as applicable) and use defined terms which are consistent with Volume One (1) Instructions and Information. They should be submitted containing a sufficient amount of detail so as to demonstrate to the Authority that the stated outcomes as defined within the Specification of Volume One (1) Instructions and Information will be deliverable. Each Method Statement shall be scored individually in accordance with the marking guidelines at section 1.3.5 Scoring Guidelines and in accordance with the evaluation criteria outlined at section 1.3.2 Award Criteria.

Guidance as to the Authority's minimum requirements when it comes to evaluating Applicant's proposals can be found within each Method Statement. The Applicants must note that each and every point detailed within section five (5) Specification of Volume One (1) Instructions and Information is a requirement of the Service, however, the Authority welcomes enhancements to the Service that can be provided within the budget outlined and Applicants are invited to detail any enhancements within their Method Statement responses.

1.3.5 Scoring Guidelines

Applicants should be aware that the responses provided to scored questions will be evaluated against a scoring system that awards the highest scores to Applicants who show innovation, creativity, further relevant details and information that could potentially enhance the Applicant's proposal. It should be noted that to achieve the highest scores available the Applicant must not only meet but exceed the Authority's minimum requirements.

All scored question shall be evaluated in accordance with the guidelines below:

Score 0	No response	No response	
Score 1	Extremely Weak	Very poor proposal/response; does not cover the associated requirements, major deficiencies in thinking or detail, significant detail missing, unrealistic or impossible to implement and manage	Weak
Score 2	Very Weak	Poor proposal/response, only partially covers the requirements, deficiencies in thinking or detail apparent, difficult to implement and manage	
Score 3	Weak	Mediocre proposal/response, moderate coverage of the requirements, minor deficiencies either in thinking or detail, problematic to implement and manage	
Score 4	Fair - Below Average	Proposal/response partially satisfies the requirements, with small deficiencies apparent, needs some work to fully understand it	Fair - Good
Score 5	Fair - Average	Satisfactory proposal/response, would work to deliver all of the Authority's requirements to the minimum level	
Score 6	Fair - Above Average	Satisfactory proposal/response, would work to deliver the majority of the Authority's requirements to the minimum level with some evidence of where the Applicant could exceed the minimum requirements	
Score 7	Good	Good proposal/response that convinces the Authority of its suitability, response slightly exceeds the minimum requirements with a reasonable level of detail	
Score 8	Strong	Robust proposal/response, exceeds minimum requirements, including a level of detail or evidence of original thinking which adds value to the bid and provides a great deal of detail	Strong - Excellent
Score 9	Very Strong	Proposal/response well in excess of expectations, with a comprehensive level of detail given including a full description of techniques and measurements employed	
Score 10	Outstanding/ Excellent	Fully thought through proposal/response, which is innovative and provides the reader with confidence of the suitability of the approach to be adopted due to the complete level of detail provided	

1.4 Contract Price

The price offered by the Applicant within this Volume Two (2) Applicant's Offer shall be firm and fixed for the period as stated for the duration of the Contract. Any percentage discounts that may be applied must be detailed in the same. Should the Contract be extended to its full term, any price variations will be by negotiation only, following the process as stated above.

All prices submitted shall be in pounds sterling and shall be exclusive of Value Added Tax (VAT).

The Applicant's submitted pricing will be evaluated in accordance with the criteria and weightings as set out in Volume One (1) Instructions and Information.

The price will not exceed twenty five thousand pounds (£25,000) per annum inclusive of all costs but exclusive of VAT. Any Applicant's returned Bid quoting a figure in excess of this amount shall be dismissed and will not be evaluated beyond an examination of the total cost, as laid out within the Specification and assessed within the Mandatory Pass/Fail section of the evaluation.

Therefore, the Applicant will be considered to have failed with its Tender in its entirety and as such shall be deselected from participating further in this process and notified accordingly.

The Applicant should provide details of the total cost per annum for delivering the Service (inclusive of all costs but exclusive of VAT), the total number of hours which will be dedicated to delivering the Service and the cost per hour.

Applicants with the lowest cost per hour will score maximum marks out of a possible one hundred (100) and Applicants submitting higher prices will be awarded marks proportionate to their distance from the lowest price.

2 Questions: Selection

Notes for completion

1. “Authority” means the public sector contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable suppliers to participate in this procurement process.
2. “You”/ “Your” or “Supplier” means the body completing these questions **i.e. the legal entity seeking to be invited to the next stage of the procurement process and responsible for the information provided.** The ‘Supplier’ is intended to cover any economic operator as defined by the Public Contract Regulations 2015 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. This Selection Questionnaire has been designed to assess the suitability of a Supplier to deliver the Authority’s contract requirement(s). If you are successful at this stage of the procurement process, you will be selected for the subsequent award stage of the process.
4. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.
5. Should you need to provide additional Appendices in response to the questions, these should be numbered clearly and listed as part of your declaration. A template for providing additional information is provided at the end of this document.
6. Please return a completed version of this document in accordance with the Submission requirements.

Verification of Information Provided

7. Whilst reserving the right to request information at any time throughout the procurement process, the authority may enable the Supplier to self-certify that there are no mandatory/ discretionary grounds for excluding their organisation. When requesting evidence that the supplier can meet the specified requirements (such as the questions in section 7 of this Selection Questionnaire relating to Technical and Professional Ability) the authority may only obtain such evidence after the final tender evaluation decision i.e. from the winning Supplier only.

Sub-contracting arrangements

8. Where the Supplier proposes to use one or more sub-contractors to deliver some or all of the contract requirements, a separate Appendix should be used to provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.
9. The Authority recognises that arrangements in relation to sub-contracting may be subject to future change, and may not be finalised until a later date. However, Suppliers should be aware

that where information provided to the Authority indicates that sub-contractors are to play a significant role in delivering key contract requirements, any changes to those sub-contracting arrangements may affect the ability of the Supplier to proceed with the procurement process or to provide the supplies and/or services required. Suppliers should therefore notify the authority immediately of any change in the proposed sub-contractor arrangements. The Authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

Consortia arrangements

10. If the Supplier completing this Selection Questionnaire is doing so as part of a proposed consortium, the following information must be provided;

- names of all consortium members;
- the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and
- if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

11. Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the authority as being necessary for the satisfactory performance of the contract.

12. All members of the consortium will be required to provide the information required in all sections of the Selection Questionnaire as part of a single composite response to the Authority i.e. each member of the consortium is required to complete the form.

13. Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

14. The Authority recognises that arrangements in relation to a consortium bid may be subject to future change. Suppliers should therefore respond on the basis of the arrangements as currently envisaged. Suppliers are reminded that the Authority must be immediately notified of any changes, or proposed changes, in relation to the bidding model so that a further assessment can be carried out by applying the selection criteria to the new information provided. The Authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

Confidentiality

15. When providing details of contracts in answering section 6 of this Selection Questionnaire (Technical and Professional Ability), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

16. The Authority reserves the right to contact the named customer contact in section 6 regarding the contracts included in section 6. The named customer contact does not owe the Authority any

duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

17. The Authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the Public Contract Regulations.

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1. Supplier Information

1.1 Supplier Details	Answer	
Full name of the Supplier completing the Selection Questionnaire		
Registered company address		
Registered company number		
Registered charity number		
Registered VAT number		
Name of immediate parent company		
Name of ultimate parent company		
Please mark 'X' in the relevant box to indicate your trading status	i. a public limited company	
	ii. a limited company	
	iii. a limited liability partnership	
	iv. other partnership	
	v. sole trader	
	vi. other (please specify)	
Please mark 'X' in the relevant boxes to indicate whether any of the following classifications apply to you	i. Voluntary, Community and Social Enterprise (VCSE)	
	ii. Small or Medium Enterprise (SME) ¹	
	iii. Sheltered workshop	
	iv. Public service mutual	

1.2 Bidding Model

¹ See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>

Please mark 'X' in the relevant box to indicate whether you are;

- i. Bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself

- ii. Bidding as a Prime Contractor and will use third parties to deliver some of the services

If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.

- iii. Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services

If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.

- iv. Bidding as a consortium but not proposing to create a new legal entity.

If yes, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e. why a new legal entity is not being created.

Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.

- v. Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).

If yes, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix.

1.3 Contact Details

Supplier contact details for enquiries about this Selection Questionnaire

Consortium members

Lead member

Consortium members

Current lead member

Name of Special Purpose Vehicle

Name	
Postal address	
Country	
Phone	
Mobile	
E-mail	

1.4 Licensing and Registration

<p>Registration with a professional body</p> <p>If applicable, is your business registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex XI of directive 2014/24/EU) under the conditions laid down by that member state).</p>	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No
	If Yes, please provide the registration number in this box.	
<p>Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement?</p>		
	If Yes, please provide additional details within this box of what is required and confirmation that you have complied with this.	

2. Grounds for Mandatory Exclusion

<p>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).</p>	<p>If you have answered "yes" to question 2.2 on the non-payment of taxes or social security contributions, and 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 the authority for advice before completing this form.</p>	
<p>2.1 Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?</p>	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No

a. conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime;		
b. corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906;		
c. the common law offence of bribery;		
d. bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983;		
e. any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities:		
i. the offence of cheating the Revenue;		
ii. the offence of conspiracy to defraud;		
iii. fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;		
iv. fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;		
v. fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;		
vi. an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act		

1993;		
vii. destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;		
viii. fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or		
ix. the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act;		
f. any offence listed—		
i. in section 41 of the Counter Terrorism Act 2008; or		
ii. in Schedule 2 to that Act where the court has determined that there is a terrorist connection;		
g. any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f);		
h. money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002;		
i. an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;		
j. an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;		
k. an offence under section 59A of the Sexual Offences Act 2003;		
l. an offence under section 71 of the Coroners and Justice Act 2009		

m. an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or		
n. any other offence within the meaning of Article 57(1) of the Public Contracts Directive—		
i. as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or		
ii. created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland.		

Non-payment of taxes

2.2 Has it been established 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 your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?

If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines?

3. Grounds for Discretionary Exclusion – Part 1

The authority may exclude any Supplier who answers 'Yes' in any of the following situations set out in paragraphs (a) to (i);

3.1 Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.	Please indicate your answer by marking 'X' in the relevant box.	
	Yes	No
a. your organisation has violated applicable obligations referred to in regulation 56		

(2) of the Public Contract Regulations 2015 in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by the international environmental, social and labour law provisions listed in Annex X to the Public Contracts Directive as amended from time to time;		
b. your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your 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;		
c. your organisation is guilty of grave professional misconduct, which renders its integrity questionable;		
d. your organisation has entered into agreements with other economic operators aimed at distorting competition;		
e. your organisation has a conflict of interest within the meaning of regulation 24 of the Public Contract Regulations 2015 that cannot be effectively remedied by other, less intrusive, measures;		
f. the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition, as referred to in regulation 41, that cannot be remedied by other, less intrusive, measures;		
g. your organisation has 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;		

h. your organisation—		
i. has been 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; or		
ii. has withheld such information or is not able to submit supporting documents required under regulation 59 of the Public Contract Regulations 2015; or		
i. your organisation has undertaken to		
(i) unduly influence the decision-making process of the contracting authority, or		
(ii) obtain confidential information that may confer upon your organisation undue advantages in the procurement procedure; or		
j. your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.		

Conflicts of interest

In accordance with question 3.1 (e), the authority 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 any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform the authority, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the Supplier.

Taking Account of Bidders' Past Performance

In accordance with question (g), the authority may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this Selection Questionnaire. The Authority may also assess whether specified minimum standards for reliability for such contracts are met.

In addition, the authority may re-assess reliability based on past performance at key stages in the procurement process (i.e. supplier selection, tender evaluation, contract award stage etc.).

Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

'Self-cleaning'

Any Supplier that answers 'Yes' to questions 2.1, 2.2 and 3.1 should provide sufficient evidence, 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 the authority in each case.

If such evidence is considered by the authority (whose decision will be final) as sufficient, the economic operator 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 the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

4. Grounds for Discretionary Exclusion – Part 2

The Authority reserves the right to use its discretion to exclude an Applicant where it can demonstrate the supplier's non-payment of taxes/social security contributions where no binding legal decision has been taken.

Please note that Section 4 relating to tax compliance only applies where the Authority has indicated that the contract is over £5million in value, and the Authority is a Central Government Department (including their Executive Agencies and Non-Departmental Public Bodies).

"Occasion of Tax Non-Compliance" means:

- a. any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found to be incorrect as a result of:
 - i. Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
 - ii. the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- b. the Supplier's tax affairs give rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a penalty for civil fraud or evasion.

From 1 April 2013 onwards, have any of your company's tax returns submitted on or after 1 October 2012; (Please indicate your answer by marking 'X' in the relevant box).

		Yes	No
4.1	Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion;		
4.2	<p>Been found to be incorrect as a result of:</p> <ul style="list-style-type: none"> a. HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or b. a tax authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the "Halifax" abuse principle; or c. the failure of an avoidance scheme which the Supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established. 		

If answering "Yes" to either 4.1 or 4.2 above, the Supplier may provide details of any mitigating factors that it considers relevant and that it wishes the Authority to take into consideration. This could include, for example:

- Corrective action undertaken by the Supplier to date;
- Planned corrective action to be taken;
- Changes in personnel or ownership since the Occasion of Non-Compliance (OONC); or
- Changes in financial, accounting, audit or management procedures since the OONC.

In order that the Authority can consider any factors raised by the Supplier, the following information should be provided:

- A brief description of the occasion, the tax to which it applied, and the type of "non-compliance" e.g. whether HMRC or the foreign tax authority has challenged pursuant to the GAAR, the "Halifax" abuse principle etc.
- Where the OONC relates to a DOTAS, the number of the relevant

scheme.

- The date of the original “non-compliance” and the date of any judgement against the Supplier, or date when the return was amended.
- The level of any penalty or criminal conviction applied.

5. Economic and Financial Standing

Financial Information

5.1	Please provide one of the following to demonstrate your economic/financial standing; Please indicate your answer with an 'X' in the relevant box.		
	a. A copy of the audited accounts for the most recent two years		
	b. A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation		
	c. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position		
	d. 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).		
5.2	Where the authority has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this Selection Questionnaire, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out here.	Yes	No
	(a) Are you are part of a wider group (e.g. a subsidiary of a holding/parent company)? If yes, please provide the name below:		
5.3	Name of the organisation		
	Relationship to the Supplier completing the Selection Questionnaire		
	If yes, please provide Ultimate / parent company accounts if available.		
	If yes, would the Ultimate / parent willing to provide a guarantee if necessary?		

	If no, would you be able to obtain a guarantee elsewhere (e.g from a bank?)		
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6. Technical and Professional Ability

Relevant experience and contract examples

Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to the Authority's requirement. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years, and VCSEs may include samples of grant funded work.

The named customer contact provided should be prepared to provide written evidence to the Authority 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 will 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 principal intended provider(s) or sub-contractor(s) who will deliver the supplies and services.

		Contract 1	Contract 2	Contract 3
6.1	Name of customer organisation			
6.2	Point of contact in customer organisation Position in the organisation E-mail address			
6.3	Contract start date Contract completion date Estimated Contract Value			
6.4	In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.			

6.5 If you cannot provide at least one example for questions 6.1 to 6.4, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up.

7. Additional Selection Questionnaire Modules

Suppliers who self-certify that they meet the requirements for these additional modules will be required to provide evidence of this if they are successful at contract award stage. Please indicate your answer by marking 'X' in the relevant boxes.

a. Project Specific questions to assess Technical and Professional Ability

Further project specific questions relating to the technical and professional ability of the supplier.

b. 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 (Please indicate your answer by marking 'X' in the relevant box):

	Yes	No
Employer's (Compulsory) Liability Insurance = £5 000 000		
Public Liability Insurance = £5 000 000		
Professional Indemnity Insurance = £2 000 000		
Product Liability Insurance = N/A		

* 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.

c. Compliance with Equality Legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. (Please indicate your answer by marking 'X' in the relevant box):

In the last three 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)?

In the last three 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 you have answered "yes" to one or both of the questions in this module, please provide, as a separate Appendix, 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 use the Appendix to 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 the Authority's satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.

If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?		
d. Environmental Management		
(Please indicate your answer by marking 'X' in the relevant box):	Yes	No
<p>Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?</p> <p>If your answer to the 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.</p> <p>The Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</p>		
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?		
e. Health and Safety		
N/A		
8. Declaration		
<p>I declare that to the best of my knowledge the answers submitted to these questions are correct. 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, and I am signing on behalf of..... (Insert name of supplier).</p> <p>I understand that the Authority 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 any Appendices used to provide additional information in response to questions.</p> <p>I also declare that there is no conflict of interest in relation to the Authority's requirement.</p> <p>The following appendices form part of our submission;</p>		
Section of Selection Questionnaire	Appendix number	

SELECTION QUESTIONNAIRE COMPLETED BY		
8.1	Name	
8.2	Role in organisation	
8.3	Date	
8.1	Signature	

Selection Questionnaire – Template for Appendices

Appendix Number -
Selection Questionnaire section -
Question number -

3 Questions: Award

3.1 Mandatory Pass/Fail Requirements

The questions within this section shall be assessed on the basis of pass or fail and applies to those questions that are able to be answered either as a Yes or No.

The Authority's minimum expectation is for the Applicant to respond Yes to each question and to support this response with comments where this requirement is stated within the question.

Question Number	Question	Response
3.1.1	<p>Requirement: the Applicant must have the ability to start the Contract within agreed timescale as outlined within Volume One (1) Instructions and Information.</p> <p>Minimum expectation: the Authority's minimum requirement in relation to this mandatory criterion is that the Applicant can evidence that they are able to begin the Contract within the agreed timescale and Applicants' responses shall be cross-referred to the proposals contained within their method statements in order to be satisfied on this point.</p>	Yes / No
3.1.2	<p>Requirement: the Applicant's Staff must have experience of providing money advice to vulnerable clients.</p> <p>Minimum expectation: The Authority's minimum requirement in relation to this mandatory criterion is for the Applicant to declare 'Yes' and provide evidence of said experience. Where at the time of tendering the Applicant has not yet finalised its staffing arrangements, the Applicant must declare as much and provide a statement that it will recruit suitably experienced Staff to work on the Service.</p>	Yes / No
Applicant's Evidence:		
3.1.3	<p>Requirement: The Applicant must hold a non commercial debt counselling licence.</p> <p>Minimum expectation: The Authority's minimum requirement in relation to this mandatory criterion is for the Applicant to declare 'Yes'.</p>	Yes / No
3.1.4	<p>Requirement: The Applicant must be affiliated with one of the Money Advice Trust partner organisations.</p> <p>Minimum expectation: The Authority's minimum requirement in relation to this mandatory criterion is for the Applicant to declare 'Yes'.</p>	Yes / No

Question Number	Question	Response
3.1.5	<p>Requirement: The Applicant's proposed Contract price shall not exceed the maximum budget of twenty five thousand (£25,000) set for this Service.</p> <p>Minimum expectation: The Authority's minimum requirement in relation to this mandatory criterion is for the Applicant to declare 'Yes' and Applicants' responses shall be cross-referred to their completed section 4 Pricing Schedule in order to be satisfied on this point.</p>	Yes / No
3.1.6	<p>Requirement: The Applicant must be able to deliver the service from the Authority's office locations in both the district of South Hams and borough of West Devon and via home visits.</p> <p>Minimum expectation: The Authority's minimum requirement in relation to this mandatory criterion is for the Applicant to declare 'Yes' and for Applicant's to evidence this within their method statements in order to be satisfied on this point.</p>	Yes / No

3.2 Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes as defined within section 5 Specification of Volume One (1) Instructions and Information will be deliverable.

Method Statement Number	Method Statement Topic Area
3.2.1	<p>General Requirements (Worth 20%)</p> <p>The Applicant shall provide a Method Statement that explains its proposals specifically in relation to section 5.2 General Requirements of Volume One (1) Instructions and Information.</p> <p>Authority's minimum requirements for the Applicant's response to this Method Statement: is for the Applicant to provide a detailed Method Statement that focuses on the general requirements of the Service at section 5.2 within Volume One (1) Instructions and Information and provides the following information:</p> <ul style="list-style-type: none"> • Detailed proposals regarding what the Service will provide • Clear processes regarding how the Service will operate • Assurance that the proposed Service meets the requirements detailed in the Specification • Benefits of the proposals clearly outlined • Explanation of how the proposals set the Applicant apart from other potential Applicants • Detailed proposals and strategy regarding how the Service will develop • How the Service will deliver additional social value to the Authority • Clear processes regarding how performance will be managed • Clear processes regarding how the Contract will be managed • A summary statement on the outcomes met by virtue of the proposed Service • A statement demonstrating to the Authority that the Method Statement is deliverable in sufficient detail as to convince the Authority • Your proposals for creating a legacy to ensure the service is able to continue when formal funding ceases to be available <p>Provide detailed responses specifically in relation to the following:</p> <ul style="list-style-type: none"> • How your organisation will work in partnership with existing statutory and voluntary services and partnerships • How your organisation will quality-assure its Service provision. <p>Applicant's response:</p>
3.2.2	<p>Staffing Requirements (Worth 20%)</p> <p>The Applicant shall provide a Method Statement that explains its proposals specifically in relation to section 5.3 Staffing Requirements of Volume One (1) Instructions and Information.</p> <p>Authority's minimum requirements for the Applicant's response to this Method Statement: is for the Applicant to provide a detailed Method Statement that focuses on the staffing requirements of</p>

Method Statement Number	Method Statement Topic Area
	<p>the Service at section 5.3 within Volume One (1) Instructions and Information and provides the following information:</p> <ul style="list-style-type: none"> Detailed proposals regarding the staffing structure and the roles and responsibilities allocated to the staff Clear processes regarding how performance of the staff will be managed Clear processes regarding how the Contract will be managed Assurance that the staff proposed meet the requirements detailed in the Specification An explanation of how the staff will be supported to deliver the requirements of the Service A statement demonstrating to the Authority that the Method Statement is deliverable An explanation of how the proposals set the Applicant apart from its competitors. <p>Provide detailed responses specifically in relation to the following:</p> <ul style="list-style-type: none"> How your organisation will ensure you recruit and manage staff so that they are able to respond to welfare reform changes quickly. <p>Applicant's response:</p>
3.2.3	<p>The Provision of Services to Service Users (Worth 30%)</p> <p>The Applicant shall provide a Method Statement that explains its proposals specifically in relation to section 5.4 The Provision of Services to Service Users of Volume One (1) Instructions and Information.</p> <p>Authority's minimum requirements for the Applicant's response to this Method Statement: is for the Applicant to provide a detailed Method Statement that focuses on the requirements of Service Users as specified at section 5.4 within Volume One (1) Instructions and Information and provides the following information:</p> <ul style="list-style-type: none"> Detailed proposals on how the Service will be designed to address Service User's needs A clear outline of the ways in which the Service User will benefit from the Service Assurance that the proposed Service meets the requirements detailed in the Specification The Applicant's strategy on how the Service will be developed A statement demonstrating to the Authority that the Method Statement is deliverable An explanation of how the proposals set the Applicant apart from its competitors A statement of whether and how the proposals will deliver additional social value to the Authority An explanation of the model of money advice and case work provision that your organisation is proposing. <p>Provide detailed responses specifically in relation to the following:</p> <ul style="list-style-type: none"> How your Service will be able to respond to a request for an appointment at short notice How you will ensure your Service is available across the district and borough. <p>Applicant's response:</p>

4 Pricing Schedule

Category	£
Total Cost per Annum (inclusive of all costs but exclusive of VAT)	
Number of Hours per Annum	
Cost per Hour (total cost per annum / number of hours per annum)	

DO NOT COMPLETE AND SUBMIT - PLEASE EXPRESS YOUR INTEREST TO PROGRESS

5 Price Review Framework

5.1 Price Validity Period

As a minimum, all prices submitted must remain fixed and firm for twelve (12) months from date of Contract commencement. In support of this, please detail exactly how long your prices will remain fixed and firm for.

Prices will remain valid for ... years and ... months from the beginning of this Contract (Applicant to complete).

5.2 Price Review Proposals

The Authority does not expect the Applicant to implement any price increases throughout the life of this Contract and would conversely look to explore ways of reducing costs throughout its duration. The Applicant's signature at section 5.6 Pricing Schedule Declaration will be assumed to be an acceptance of this condition. Applicant's whose price review proposal differs from the Authority's expectations under this 5.2 Price Review Proposals must state their proposal below.

Price Review Proposal if different from above:

5.3 Contract Renewal

No Contract once awarded shall be renewed at a higher rate than agreed between the parties through this price review framework or through any other such agreement as submitted to and approved by the Authority in writing.

5.4 Spend Related Rebate Proposals

Please detail any spend-related rebate proposals below, based upon Contract spend.

£ Expenditure through duration of Contract / £ Money spent per annum (delete as applicable) Detail Price Breaks	Percentage of total spend rebate repayable from the Applicant to the Authority (%) per annum

5.5 Volume Related Rebate Proposals

Please detail any volume-related rebate proposals below, based upon Contract volumes.

Volumes purchased through duration of Contract (delete as applicable) Detail Price Breaks	Percentage of total volume related rebate repayable from the Applicant to the Authority (%) per annum

5.6 Pricing Schedule Declaration

offer to supply the goods or services as per the pricing schedule above, in accordance with the Specification, terms and conditions and all other documents forming the Contract.

Signed*:	Date:
Name <i>(in block capitals)</i> :	
In the capacity of: <i>(State official position, i.e. Director, Manager, etc.)</i>	
Organisation name and postal address:	
Telephone No:	Fax No:
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

6 Certificates

6.1 Conditions of Tender

WEST DEVON BOROUGH COUNCIL

CONDITIONS OF TENDER

Tender for: South Hams and West Devon Money Advice

Tender No: T084SHWD

Period of Contract: One (1) year

Due for return by 12 noon on: 03 June 2016

1. Tenders are invited for the supply of the goods or services specified or described in the invitation. Tenders with conditions of contract duly completed should be marked with the title of the Contract and returned electronically via the Supplying the South West portal. Tenders must be returned no later than the specified time and date. Tenders received after the time stated or not properly completed will be disregarded. Facsimile and emailed copies will not be accepted.
2. The Contract shall be subject to the specified terms and Conditions of Contract. Offers by Applicants made subject to additional or alternative conditions may not be considered and may be rejected on the grounds of such conditions alone. No alteration must be made to the printed conditions or schedules. Any Tenders bearing such alterations will not be considered.
3. The Authority does not bind itself to accept the lowest or any Tender, and reserves the right to accept a Tender either in whole or in part, for such item or items specified in the Invitation to Tender, and for such place or places of delivery as it thinks fit, each item and establishment being for this purpose considered as Tendered for separately.
4. **To the Authority**

I/We the undersigned DO HEREBY UNDERTAKE on the acceptance by the Authority of my/our Tender either in whole or in part, to supply (*or perform the services*), on such terms and conditions and in accordance with such specifications (*if any*), as are contained or incorporated in the Invitation to Tender. I/We agree and declare that the acceptance of this Tender by letter on behalf of the Authority, whether for the whole or part of the items included therein, will constitute a Contract for the supply of such items, I/We agree to enter into a further agreement for the due performance of the Contract, and I/We declare that I am/We are acting as the Delegated Authority for the purposes of signing off this Tender, and therefore, the Contract.

Signed*:

Date:

Name (*in block capitals*):

In the capacity of:

(*State official position, i.e. Director, Manager, etc.*)

**(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).*

6.2 Certificate of Undertaking and Absence of Collusion or Canvassing

CERTIFICATE OF UNDERTAKING AND ABSENCE OF COLLUSION OR CANVASSING	
The Applicant shall sign the below Certificate of Undertaking and Absence of Collusion clearly indicating whether they sign as a Consortium or Member of Consortium (Box A), or as a single body and/or individual (Box B) by striking through Box A or B, whichever does not apply.	
Box A – Consortium	
I/We the undersigned do hereby certify that:-	
<ul style="list-style-type: none"> (a) the consortium's Tender is bona fide and intended to be competitive; (b) the consortium has not entered into any agreement with any person outside the consortium with the aim of preventing Tenders being made or asked the amount of another Tender of the conditions or which the Tender is made; (c) the consortium has not informed any person outside the consortium other than the person calling for the Tenders the amount or approximate amount of the Tender except where the disclosure in confidence of the approximate amount of the Tender was necessary to obtain insurance premium or other quotations necessarily required for the preparation of the Tender; (d) the consortium has not caused or induced any person to enter into such an agreement as is mentioned in (b) above or to inform the consortium of the amount or the approximate amount of any rival Tender for the Contract. (e) the consortium has not and will not canvass or solicit any Member, Officer or employee of the Authority in connection with the preparation, submission and evaluation of this Tender or award or proposed award of the Contract and that to the best of my knowledge and belief, no person employed by the consortium or acting on the consortium's behalf has done or will do such an act. (f) I/We further undertake that the consortium will not do any of the acts mentioned in (b), (c), (d) and (e) above before the hour and date specified for the return of the Tender. 	
Box B – Single Body and/or Individual	
I/We the undersigned do hereby certify that:-	
<ul style="list-style-type: none"> (a) My/our Tender is bona fide and intended to be competitive and I/we have not fixed or adjusted the amount of the Tender by or under in accordance with any agreement or arrangement with any other person; (b) I/we have not indicated to any person other than the person calling for the Tender amount or approximate amount of the proposed Tender except where the disclosure in confidence of the approximate amount of the Tender was necessary to obtain insurance premium or other quotations necessarily required for the preparation of the Tender; (c) I/we shall have not entered into any agreement or arrangement with any other person that they shall refrain from Tendering or asked the amount of any Tender to be submitted; (d) I/we have not offered 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 or proposed Tender for the said work any act or thing of the nature specified and described above. (e) I/we hereby certify that I/we have not and will not canvass or solicit any Member, Officer or employee of the Authority in connection with the preparation, submission and evaluation of this Tender or award or proposed award of the Contract and that to the best of my knowledge and belief, no person employed by me/us or acting on my/our behalf has done or will do such an act. (f) I/we further undertake that I/we will not do any of the acts mentioned in (b), (c) and (d) above before the hour and date specified for the return of the Tender. 	
Signed*:	Date:
Name (in block capitals):	
In the capacity of: (State official position, i.e. Director, Manager, etc.)	
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

DO NOT COMPLETE AND SUBMIT - PLEASE EXPRESS YOUR INTEREST TO PROGRESS

6.3 Certificate of Confidentiality

CERTIFICATE OF CONFIDENTIALITY	
I/we hereby agree with the Authority that I/we shall not at any time divulge or allow to be divulged to any person any information, confidential or otherwise, relating to information passed to me regarding this project.	
It is appreciated by the parties that in the event of negotiations in respect of the proposed Contract being entered into between the Authority and my organisation that it may be necessary to share information with colleagues within my organisation. In this event this confidentiality clause may be waived to allow such information sharing to take place but not further or otherwise.	
Signed*:	Date:
Name (<i>in block capitals</i>):	
In the capacity of: (<i>State official position, i.e. Director, Manager, etc.</i>)	
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

6.4 Commercially Sensitive Information

I declare that I wish the following information to be designated as Commercially Sensitive.

--

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

--

6.5 Conflict of Interest

CERTIFICATE OF CONFLICT OF INTEREST	
I/we hereby notify the Authority that I/we consider the following declaration to be a conflict of interest (Applicant to insert details of the conflict of interest):	
I/we hereby understand that in accordance with Article 24 of the Public Contract Regulations 2015 that the Authority is obliged to take appropriate measures to effectively prevent, identify and remedy conflicts of interest arising in the conduct of procurement procedures so as to avoid any distortion of competition and to ensure equal treatment of all economic operators.	
Signed*:	Date:
Name (<i>in block capitals</i>):	
In the capacity of: (<i>State official position, i.e. Director, Manager, etc.</i>)	
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

7 Forms

7.1 Supplier Feedback

The Authority values the Applicants that apply for the opportunities that it makes available and as such its Corporate Procurement Officer is keen to ensure that all Applicants have their say about how procurement processes are conducted. Whilst it is not compulsory for Applicants to complete the below, all organisations are encouraged to take a few minutes to do so in order for the Corporate Procurement Officer to continuously evaluate the delivery of service and to aid in improving processes.

Applicants are asked to complete the supplier feedback document in relation to this particular procurement.

Questions	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Not Applicable / Don't Know
Place a cross in the box that applies						
Thinking about any contact that you have had with the Procurement Representative named in the procurement document, how satisfied are you that...						
They were professional and polite						
They provided complete and accurate information when asked						
They demonstrated knowledge of the procurement process						
Thinking about this procurement opportunity, how satisfied were you...						
That it was handled in a timely and professional manner						
That you were provided with sufficient and appropriate information about the process						
With the overall procurement opportunity						
Thinking about the procurement process, how satisfied are you that...						
The procurement documentation is easy to understand and structured in a way that is straightforward						
You had sufficient time to offer a suitable response						
The e-Tendering system is easy to use						
What aspects of this process are you particularly pleased with and/or what suggestions do you have that might enable the Authority to improve the procurement process?						