



**European Union**

European Regional  
Development Fund



**HEY**  
Growth  
Hub



# KINGSTON UPON HULL CITY COUNCIL



**Hull**  
City Council

Request for Quotations

**Visitor Economy**

**Sector Development Workshops**

Quotation Return Date and Time (DEADLINE):

**Midnight on Sunday 27<sup>th</sup> March 2022**

**RFQ SUBMITTED BY:**

(Please enter name of organisation):

## **REQUEST FOR QUOTATION**

### **1. GENERAL INSTRUCTIONS**

You are invited to submit a quotation to support the work of our Visitor Economy business advisers through the delivery of sector specific workshops.

It is essential to comply with the following instructions in the preparation and submission of your quotation. Kingston upon Hull City Council (The Authority) reserves the right to reject a quotation that does not fully comply with these instructions.

Your quotation must be completed in English and be submitted no later than **Midnight on Sunday 27<sup>th</sup> March 2022**. All completed quotations must be submitted to the BGS generic email – [bgs@heylep.com](mailto:bgs@heylep.com)

Any quotation submitted will be deemed to remain open for acceptance or non-acceptance for not less than 90 days from the closing date stipulated above. The Authority may accept the quotation at any time within this prescribed period. The Authority shall, however, not be bound to accept the lowest or any quotation.

At any time after the issue of the Request for Quotation documentation and before the closing date for the submission of Quotation, the Authority reserves the right to issue Quotation amendments, detailing any changes to the Request for Quotation documentation or quotation process. Suppliers must take these amendments into account in their preparation of their Quotation submission.

The standard terms and conditions of the Authority together with Special Conditions (if any) will apply to all orders placed as a consequence of this process. The Terms and Conditions are attached in Appendix 1 of this document.

Suppliers shall treat the Quotation Documentation as private and confidential. Suppliers shall not disclose either:-

- The fact that they have been invited to quote or release details of the Contract; or
- Details of their Quotation submission in whole or in part prior to the award of the Contract by the Authority or on receipt of notification that the Quotation submission has not been accepted as the case may be, other than on an “in confidence” basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Quotation submission.

If you need any clarification regarding this process or any of the information contained in this document, please email the **BGS generic inbox** – [bgs@heylep.com](mailto:bgs@heylep.com).

Quotations **must** be submitted via the **BGS generic inbox – [bgs@heylep.com](mailto:bgs@heylep.com)**.

The Authority cautions that no quotation submission will be available for consideration unless it is received no later than **the Deadline clearly marked on the front page of the Quotation Documentation**.

**Late quotation submissions, for whatever reason, will not be accepted.** Please allow yourself adequate time to submit your documents via BGS generic inbox – [bgs@heylep.com](mailto:bgs@heylep.com) (please ensure you use the correct email address - [bgs@heylep.com](mailto:bgs@heylep.com)).

It is the Supplier's responsibility to ensure that all of their Quotation submission has been successfully emailed to the BGS Generic Inbox – [bgs@heylep.com](mailto:bgs@heylep.com) Suppliers are advised to contact the BGS Team ([bgs@heylep.com](mailto:bgs@heylep.com)) where assistance is required.

The number and size of attachments is unlimited. Please keep the number of attachments to a minimum by compressing documents (using an application such as WinZip) into one or two files for emailing to the BGS generic inbox – [bgs@heylep.com](mailto:bgs@heylep.com).

All Quotation submissions must be compatible with Microsoft 365 as this is the software that will be used to view the submitted documentation.

All Quotation submission document titles should be sequentially numbered to ensure that they appear in the required order.

Quotation submissions must be completed and where necessary signed and dated by the Supplier. Electronic signatures will be accepted. All Suppliers will be informed of the extension of time via BGS generic email if and when this becomes operational.

Where the BGS generic email becomes globally unavailable the Quotation submission deadline will be extended to cover the additional time lost.

While Quotation Submissions will be treated in the strictest confidence the Supplier should be aware that they may be made available to Trading Standards Departments, the Office of Fair Trading and other appropriate regulators (as the case may be) or disclosed to third parties in accordance with the Freedom of Information Act 2002.

## 1.1 KEY DATES

This procurement will follow a clear, structured and transparent process to ensure a fair and level playing field is maintained at all times, and that all Tenderers are treated equally.

The key dates for this procurement (**Timetable**) are currently anticipated to be as follows:

<b>Event</b>	<b>Date</b>
Issue RFQ	<b>Thursday 10<sup>th</sup> March 2022</b>
Deadline for receipt of clarifications	<b>Thursday 17<sup>th</sup> March 2022</b>
Deadline for receipt of RFQ	<b>Midnight – Sunday 27<sup>th</sup> March 2022</b>
Evaluation of RFQ	<b>w/c Monday 28<sup>th</sup> March 2022</b>
Notification of contract award decision	<b>Thursday 7<sup>th</sup> April 2022</b>
Inception Meeting	<b>w/c Monday 11<sup>th</sup> April 2022</b>
Target Contract Commencement Date	<b>w/c Monday 18<sup>th</sup> April 2022</b>

## 2. SPECIFICATION

### Visitor Economy Workshop Series

#### 2.1 Introduction

The Visitor Economy is a key sector in the Humber region, employing an estimated 22,000 people and generating £963 million per annum for the regional economy. The Covid pandemic and the resulting lockdown has had a disproportionality large impact on this sector in particular, with estimated falls in employment ranging from 30 to 40%.

To support this sector, the HEY Growth Hub Business Growth Scheme has recruited 2 dedicated Visitor Economy Business Advisers, covering both the north and south bank of the Humber, to directly work with businesses on a one-to-one basis within the sector.

The Visitor Economy Sector is broad and diverse, but for the purposes of this scheme will include:

- Accommodation providers (hotels, B&B's, guest houses, campsites, self-catering accommodation)
- Hospitality businesses (restaurants, cafes, pubs, street food businesses)
- Tourist attractions (private museums and galleries, adventure parks, amusement arcades, zoos, wildlife centres and aquariums, stately homes, breweries, public events and festivals)
- Leisure Venues (theatres, arenas, cabaret bars, performing arts spaces)
- Retail (gift shops, food and drink shops, art and craft stores, collectable stores, market traders)

Through this work, the need has now been identified for a series of workshops to run in parallel with the work of the advisers.

The Hull & East Yorkshire Local Enterprise Partnership (HEY LEP) has a remit to drive the growth of the Hull and East Yorkshire economy for the benefits of the communities in the two local authority areas of Hull and the East Riding of Yorkshire. Working in partnership the key areas of focussed activity to facilitate this growth are:

- A skilled and productive workforce
- Thriving successful business
- An infrastructure that supports growth

The Hull & East Yorkshire Growth Hub (HEYGH) is part of HEY LEP and provides quick and easy access to local and national resources along with information to support business to start, sustain and grow. The HEYGH supports businesses, from pre-start to established, to access help with grants, funding, finance, loans and support. Free impartial help and advice is available through a network of Business Advisors, extending across the 'Humber' region, who provide specialised one to one support.

The HEYGH provides support for businesses based in the Humber region covering Hull, East Riding of Yorkshire, North and North East Lincolnshire as well as offering assistance for business looking to invest in the region.

To further develop these activities, Hull City Council on behalf of the HEYGH and the four Humber Local Authorities submitted a range of proposals in response to competitive calls for European Regional Development Fund (ERDF) projects released by the Department for Levelling up Housing and Communities for the 2014-2020 European Structural and Investment Funds (ESIF) Programme.

The approval of these bids strengthened the HEY BGS provision of business support services across the Humber, enabling the provision of a range of new products and services for SMEs to access under the banner of **#GrowMySME**. There are three main schemes being delivered through #GrowMySME:

- ICT for Growth
- Finance for Growth
- Business Growth Scheme

The Business Growth Scheme is a programme of support which adds value to the existing Growth Hub offer, including additional advisor support, scale-up support, a workshop programme, sector development and supply chain activity.

## **2.2 Overview of the Services Required (Scope of the project)**

The Business Growth Scheme requires the provision of a series of workshops, covering key requirements identified by our sector businesses, to be delivered across both the North and South Bank of the Humber the **w/c Monday 18<sup>th</sup> April 2022 to end of March 2023**.

## **2.3 Detailed requirements**

The following provides an overview of the workshop topics that would be expected to be delivered as part of the Visitor Economy Sector Development Workshops: -

### **Customer Service**

- Excellence in customer service
- Gaining positive reviews and how to respond to negative reviews
- Complaint handling and turning a negative experience into a positive one
- How to create a vision/mission statement and the importance of these

The last 6 months has seen a massive increase in the UK holidays market, due to the national advertising of the 'staycation' option. This has given our visitor economy businesses the opportunity to build back their business following a difficult 18 months. However, as we return to some form of normality and the overseas travel market re-opens, it is important for businesses to work to maintaining the level of customers currently been experienced.

### **Visitor Destination**

- Creating a tourism experience
- How to create a memorable product or experience
- Collaboration/working with others
- The visitor economy – where do you fit in and how can your business play its part?

As attractions and events continue to reopen, it is the perfect opportunity to review and enhance and develop the visitor experience. This could be further improved through the collaboration between accommodation providers, event organisers, attraction/experience owners and other public services, to support the ongoing growth and recovery.

### **Recruitment**

- How to create attractive job adverts
- How to structure an interview
- How to retain staff and offer attractive benefits package

- The induction/review/appraisal process and implementing relevant KPIs
- How and why should you create a standards of performance manual

Currently the sector is experiencing unprecedented recruitment and retention issues and are having to make difficult decisions to maintain customer service levels and manage day to day operations.

It is expected that each workshop series will be delivered through 2 half day live sessions and at times appropriate to the visitor economy community.

The Service Provider will provide details of the workshop content to the HEYGH Programme Management Team to enable the promotion of the event on Eventbrite and through other channels.

The HEYGH/BGS Programme Team shall be responsible for registering the event on Eventbrite and for managing the bookings. They shall also provide the Service Provider with a pre-populated sign-in sheet for delegates that have booked to attend, in advance of the event.

The Service Provider shall be responsible for the signing-in of workshop participants using the #GrowMySME specified signing in sheet and for the collection of all required documentation including signed Event Feedback Forms (template to be provided by the HEYGH/BGS Programme Team).

The Service Provider shall be responsible for the promotion of the workshop programme to the programme beneficiaries as part of their journey of support. If, after engaging the programme beneficiaries on to the bespoke workshops, there is still capacity for further attendees then, as stated above, the HEYGH/BGS Programme Team will promote the remaining workshop places through its various communication channels including LinkedIn, Twitter, Newsletters and Mailchimp email.

The Service Provider shall be responsible for the development of marketing content such as copy, images and other digital content relating to the promotion of each workshop.

All copy and marketing content, including workshop titles and outlines, shall take into account the target audience and ensure that they are engaging in their approach to ensure that good levels of attendee interest.

All marketing content shall be signed off by HEYGH/BGS Programme Team prior to publication to ensure that the materials meet HEYGH's branding guidelines and that they are fully compliant with ERDF marketing compliance.

It is also expected that the Service Providers will play an active role in the promotion of the workshop series to their networks and existing clients or contacts that would be eligible to attend. This should all be undertaken in line with GDPR and marketing legislation.

The Service Provider shall be required to use the HEYGH #GrowMySME Powerpoint template for all presentations, to ensure consistency and compliance with EU marketing requirements.

A minimum number of participants per workshop shall be set at 8 people, though this can be reviewed in exceptional circumstances. The number of participants booked to attend shall be reviewed 10 days prior to the workshop date and the decision taken as to whether there are sufficient numbers to make the event viable.

The HEYGH/BGS Programme Team shall confirm with the Service Provider whether there are sufficient numbers to run and if not, shall discuss the potential to postpone the workshop to a future date.

## **2.4 Venue Booking and Workshop Delivery**

For in-person workshops, all venue bookings, liaison with the venue regarding final numbers, and refreshment and catering requirements and on the day management of and liaison with the venue shall be the responsibility of the service provider.

The service provider shall provide the following:

- Book venues and undertake a risk assessment for the venue to be used in advance of the workshop
- Arrange suitable catering and refreshments for client businesses (see guidance on this below)
- Sufficient staffing to manage the set-up of the room, venue liaison, the client signing-in process, the running of the workshop, and the completion of client feedback forms at the close of the session.
- Provide all relevant supporting documents and materials for participants
- A suitably knowledgeable facilitator to deliver the required Workshop topic
- Provide a brief workshop effectiveness report to inform ongoing planning

Refreshments at workshops should be commensurate with the type and duration of the activity. As a minimum, the expectation would be:

- Half Day (4 hour) workshop – tea & coffee upon arrival and during a mid-session break.
- Full Day workshop (7 hour) – tea & coffee upon arrival, during the morning and afternoon breaks, as well as a light buffet lunch provided during the lunch break.

All venue and refreshment costs should be accounted for as part of the quoted unit cost per session, as well as any other costs arising such as travel costs. Venue and catering cost cannot be charged separately to the Business Growth Scheme and tenderers should consider this when determining their quoted unit cost for the delivery of half-day and full-day in-person workshops.



Please note, the HEY Growth Hub has access to a small number of free venues which can be used for the running of workshops in certain locations. This can be discussed with the preferred supplier at the inception meeting.

### Timescales, Outputs and Impact

It is expected that these series of workshops will take place on both the north and south bank of the Humber during the period of **w/c Monday 18<sup>th</sup> April 2022 to end of March 2023**.

### Eligibility

All businesses must be eligible for the programme under ERDF criteria which includes:

- Business must be based in the Humber
- Less than 250 employees full time equivalent (FTE)
- Turnover less than €50m or Balance sheet less than €43m
- ERDF Eligible sector
- Less than €200,000 State Aid received in a rolling 3 year period

ERDF documentation and compliance with the requirements for this funding must be adhered to at all times. For further information please see:

<https://www.gov.uk/government/publications/european-structural-and-investment-funds-programme-guidance>

All services provided under this contract must adhere to the strict European Structural and Investment Funds Guidance regarding Eligibility, Branding and Publicity Requirements and Hull & East Yorkshire Growth Hub branding. Failure to do so may result in clawback and return of funding being sought from the Service Provider.

## **3. PERFORMANCE MONITORING**

### Contract Review Meetings

The Service Provider must attend an initial inception meeting with the HEY BGS Programme Team and their designated representatives at the start of the contract. This shall provide further confirmation and clarification on the completion of ERDF compliant paperwork, business eligibility, delivery process and any other areas relevant to delivery of the programme.

The Service Provider must be prepared to attend a quarterly meeting with an identified member of Programme Team staff. These meetings shall generally be between 1-2 hours in duration.

The agenda for these meetings shall include a progress summary of Visitor Economy Sector Development Workshops progress including a review of what support has been delivered over the last period, what support is planned for forthcoming months and how this is aligned to the RFQ requirements. Any

substantial changes to the service delivery should be highlighted at these meetings, or as part of the regular reporting mechanism.

Any issues with delivery (including geographic spread, retention rates etc.) and timescales shall be discussed and dealt with during these meetings.

### Reporting

The Service Provider is required to provide brief monthly and in-depth quarterly reports on Visitor Economy Workshop progress to the HEYGH Programme team.

### Evidence Requirements

The Service Provider shall be required to maintain accurate records that evidence all of the support that has been provided. This will evidence performance against contract and will be used to confirm when each of the payment milestones (see section 7) has been achieved. It will also enable the achievements to be reported as part of the ERDF programme outputs.

The required documentation that must be completed will be provided by the HEYGH/BGS Programme Team to the Service Provider, unless otherwise stated. The standard #GrowMySME Business Growth Scheme paperwork to be used is listed below: -

- #GrowMy SME Registration Form
- Business Needs Analysis & Action Plan
- SME Signing In Sheet
- Guest Signing In Sheet
- Event Evaluation Form
- HEY Growth Hub #GrowMySME Presentation

The Service Provider must gain the necessary permissions from participants to ensure compliance with General Data Protection Regulations. This must include the ability to share information between the Service Provider, funding body, Hull & East Yorkshire Growth Hub and Hull & East Yorkshire LEP team for the purposes of administering the scheme.

### Quality

The Service Provider must seek feedback from participants to demonstrate that the participants in the programme are receiving a responsive service that meets their needs.

## **4. MARKETING AND PROMOTION**

The Visitor Economy Sector Development Workshops will be branded as a product of the Hull & East Yorkshire Growth Hub and the #GrowMySME programme. There is no requirement for the development of any new logos relating to the Visitor Economy Sector Development Workshops.

The Visitor Economy Sector Development Workshops will be promoted through the existing #GrowMySME programme website <https://www.growmysme.co.uk/> the wider marketing and promotional activities of the Hull & East Yorkshire Growth Hub and Growth Hub Advisors.

The Hull & East Yorkshire Growth Hub shall support the Service Provider with the promotion of the programme through their various communication channels including LinkedIn, Twitter, Newsletters and client databases.

## **5. SUMMARY OF THE SERVICE PROVIDER RESPONSIBILITIES**

## **6. BUDGET, PAYMENT AND INVOICES**

The indicative maximum budget for the delivery of Visitor Economy Sector Development Workshops is **£20,000.00**.

As a minimum, all invoices must provide a breakdown of the Workshops that are being claimed and must be accompanied by the necessary evidence required to substantiate this claim.

All invoices must be submitted by the Service Provider by no later than **31<sup>st</sup> May 2023**.

## 7. EVALUATION CRITERIA

The Authority will select the most economically advantageous quotation using the following price: quality ratio: -

20% Price  
80% Quality

Your responses to the Quality questions will be assessed based on the score mechanism shown below: -

<b>QUALITY ASSESSMENT SCALE</b>		
Tenderers should be aware that when scoring evaluators will be considering the following: <ul style="list-style-type: none"> <li>• How well does the Tenderer's response meets the Authority's requirements</li> <li>• How well does the Tenderer's response demonstrate a satisfactory understanding of requirements</li> <li>• Is the Tenderer's response supported by a good standard of evidence</li> </ul>		
<b>Assessor Score</b>		<b>Rating</b>
<b>5</b>	Significant assurance supported by a robust, comprehensive Tender without any errors / omissions	<b>Excellent</b>
<b>4</b>	Demonstrates overall ability to deliver the requirements with no cause for concern	<b>Good</b>
<b>3</b>	Demonstrates ability to deliver in most aspects but doesn't quite meet the criteria for a 'good' score.	<b>Satisfactory</b>
<b>2</b>	Demonstrates ability to deliver but has a number of omissions which preclude a higher score	<b>Fair</b>
<b>1</b>	Fails to demonstrate overall ability to deliver the Services to an adequate level	<b>Poor</b>
<b>0</b>	Significant shortcomings which raise major concerns for the Authority	<b>Very poor</b>

Where specified, a minimum pass mark (**Threshold**) applies to the Evaluation Criteria. The Authority shall reject any Tender which does not meet the relevant Threshold in respect of one or more criteria.

## 8. DOCUMENTS TO BE COMPLETED BY THE SUPPLIER

### 8.1 Price Schedule

Suppliers are required to fully complete and return the following Pricing Schedule.

Unit Cost per Event	Number of sessions to be run	Total Contract Price
£		£

The Total Contract Price must include delivery of all aspects of the specification, inclusive of all costs (including expenses), but exclusive of VAT.

The Total Contract Price must not exceed the maximum budget stated in ITT part 1. Any bids received over this amount shall be classed as non-compliant and not evaluated.

The evaluated price will be the **Unit Cost**.

### 8.2 Quality Assessment

The quality score will consider the following principal factors: -

Evaluation Criteria	Minimum Threshold Score	Weighting (%)
<b>Quality (Technical Specification)</b>		
Skills and Experience	4	45%
Methodology	N/A	20%
Marketing and Communications	N/A	15%

## 9. TECHNICAL SPECIFICATION

Tenderers must note that question a) has a minimum threshold of 4; failure to achieve a score of 4 on all questions will deem your bid non-compliant and not be evaluated further.

Suppliers are required to fully respond to each of the following quality questions:

a)	<p><b>Skills and Experience</b></p> <p>Please provide details of the relevant experience, knowledge and qualifications of staff that will be involved in delivering this project along with your relevant track record in delivering similar projects with Visitor Economy Sector Development Workshops.</p> <p>Please include any outcomes achieved and lessons learnt detailing how this experience would assist in delivery of this contract.</p> <p><b>(Max 1,500 words)</b></p>	45%
<p><u>Response:</u></p>		

b)	<p><b>Methodology</b></p> <p>Please outline your approach to delivering the workshop series including:</p> <ul style="list-style-type: none"> <li>• How you will develop relevant content to the topic area</li> <li>• How you will ensure that the workshops are attractive to potential participants</li> <li>• How you will innovate, be flexible and continually improve delivery to have greatest impact</li> <li>• How you will utilise feedback in the continual development and improvement</li> </ul> <p>You <b>must</b> also provide an example Workshop Outline for one of the workshops themes outlined in the Specification, Section 3 – Detailed Requirement.</p> <p><b>(Max 1,500 words)</b></p>	20%
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	<i>Response:</i>
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c)	<b>Marketing and Communication</b>  Please outline your approach to the marketing and promotion of the Visitor Economy Sector Development Workshops including as a minimum: <ul style="list-style-type: none"><li>• How you will target marketing and promotional activities in order to attract <u>appropriate</u> participant businesses</li><li>• How you will ensure that the programme attracts participants from across the <u>whole of the Humber</u> geography</li><li>• How you will support the HBGH to promote the Visitor Economy Sector Development Workshop Series</li><li>• What networks and contacts you will utilise to promote the programme on behalf of the HBGH, i.e. any existing channels, networks, partnerships and links that you would utilise in the promotion of the opportunity</li><li>• How you will generate interest and excitement in the programme as a whole</li></ul> <b>(Max 1,500 words)</b>	15%
	<i>Response:</i>	

## 10. ORGANISATION AND CONTACT DETAILS

10.1	<b>ORGANISATION DETAILS</b>	
<i>Yes / No Boxes: (Double left click, select checked and press OK)</i>		
Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted)	<i>Response:</i>	
Registered office address	Company or charity registration number	
<i>Response:</i>	VAT registration number	
	Name of immediate parent company	
	Name of ultimate parent company	
	Date of incorporation	
Type of organisation	i) a public limited company	<input type="checkbox"/> Yes <input type="checkbox"/> No
	ii) a limited company	<input type="checkbox"/> Yes <input type="checkbox"/> No
	iii) a limited liability partnership	<input type="checkbox"/> Yes <input type="checkbox"/> No
	iv) other partnership	<input type="checkbox"/> Yes <input type="checkbox"/> No
	v) sole trader	<input type="checkbox"/> Yes <input type="checkbox"/> No
	vi) Co Ltd by Guarantee	<input type="checkbox"/> Yes <input type="checkbox"/> No
	vii) CIC	<input type="checkbox"/> Yes <input type="checkbox"/> No
	viii) other (please specify)	

10.2	<b>CONTACT DETAILS</b>	
<i>Yes / No Boxes: (Double left click, select checked and press OK)</i>		
Contact details for enquiries about this Tender		
Name		
Address		
Post Code		
Country		
Phone		
Mobile		
Email		
Contract Manager		
Consortia and Sub-contracting ( <i>please tick one box as applicable</i> )	a) This organisation is bidding to provide the services required	<input type="checkbox"/> Yes <input type="checkbox"/> No
	b) This organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services	<input type="checkbox"/> Yes <input type="checkbox"/> No
	c) The Potential Provider is a consortium	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If your answer is (b) or (c) please indicate in a separate annex (headed by the relevant company/organisation name) the composition of the supply chain, indicating which member of the supply chain (which may include the Potential Provider solely or together with other providers) will be responsible for the elements of the requirement.</p>		



**QUESTIONS 10.3 and 10.4 FOR COMPLETION BY NON-UK BUSINESSES ONLY**

10.3	Registration with professional body  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 <b>Annexes XI A-C of Directive 2014/24/EU</b> ) under the conditions laid down by that member state. If yes, please provide details of the member state and professional body.	<input type="checkbox"/> Yes <input type="checkbox"/> No  <input type="checkbox"/> N/A
10.4	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 of this procurement? If yes, please provide details of what is required and confirm that you have complied with this.	<input type="checkbox"/> Yes <input type="checkbox"/> No  <input type="checkbox"/> N/A

**BUSINESS ACTIVITIES/CAPACITY**

10.5	Please provide a brief description of the Potential Provider's business structure and main business activities. (Potential Provider's may <b>also</b> append a "family tree" to illustrate the structure)	
<i>Response:</i>          		

## 11. SUITABILITY ASSESSMENT QUESTIONS

11.1	<b>FINANCIAL INFORMATION</b>	
<i>Yes / No Boxes: (Double left click, select checked and press OK)</i>		
Please indicate if you can provide <b>one</b> of the following set out below to evidence your annual turnover.		
A copy of your audited accounts for the most recent two years	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A statement of your turnover, profit & loss account and cash flow for the most recent year of trading	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Alternative means of demonstrating financial status if any of the above is 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).	<input type="checkbox"/> Yes	<input type="checkbox"/> No

11.2	<b>INSURANCE</b>	<i>Yes / No Boxes (Double left click, select checked and press OK)</i>
<b>Please confirm by ticking the box that you have the following insurance cover in place and provide a copy of the relevant certificate with your submission:</b>		
a	Employer's liability insurance of at least £5 million. <i>(Please note this requirement is not applicable to Sole Traders)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
b	Professional indemnity insurance of at least £2 million.	<input type="checkbox"/> Yes <input type="checkbox"/> No
c	Public liability insurance of at least £5 million.	<input type="checkbox"/> Yes <input type="checkbox"/> No
d	If your current levels of cover are less than those requested, you will be required to increase your cover at no cost to the Authority. Please confirm that if you are successful you will increase your cover before entering in to a contract with the Authority?	<input type="checkbox"/> Yes <input type="checkbox"/> No
e	Are there any outstanding claims against you with a value of £50,000 or more? If yes, please provide details	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Response:</i>		

<b>Section 11</b>	<b>Technical and Professional Ability</b>		
11.3	<p><b>Relevant experience and contract examples</b></p> <p>Please provide details of <b>up to three contracts</b>, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>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).</p> <p>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.</p> <p>If you cannot provide examples see question 6.3b</p>		
	<b>Contract 1</b>	<b>Contract 2</b>	<b>Contract 3</b>
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			
b	<p>If you cannot provide at least one example for questions 6.3a, 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.</p>		
<i>Response:</i>			

Section 11	Grounds for mandatory exclusion	Yes / No Boxes (Double left click, select checked and press OK)
Question number	Question	
11.4	<p><b>Regulations 57(1) and (2)</b>            The detailed grounds for mandatory exclusion of an organisation are set out on this <a href="#">web page</a>, which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the <a href="#">webpage</a>.</p>	
a	Participation in a criminal organisation.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
b	Corruption.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
c	Fraud.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
d	Terrorist offences or offences linked to terrorist activities	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
e	Money laundering or terrorist financing	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
f	Child labour and other forms of trafficking in human beings	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.4(b)
6.4(b)	<p>If you have answered yes to question 1.1 (a), please provide further details.            Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,            Identity of who has been convicted            If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>	
<i>Response:</i>		
11.5	If you have answered Yes to any of the points above have measures been taken to demonstrate the	<input type="checkbox"/> Yes <input type="checkbox"/> No

	reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	
11.6(a)	<p><b>Regulation 57(3)</b></p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.6(b)	If you have answered yes to question 6.6(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	
<i>Response:</i>		

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.

Section 11	Grounds for discretionary exclusion	Yes / No Boxes (Double left click, select checked and press OK)
Question number	Question	
11.7	<p><b>Regulation 57 (8)</b></p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this <a href="#">web page</a>, which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p>	
11.7(a)	Breach of environmental obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(b)	Breach of social obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(c)	Breach of labour law obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details

		at 6.8
11.7(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?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(e)	Guilty of grave professional misconduct?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(f)	Entered into agreements with other economic operators aimed at distorting competition?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(h)	Been involved in the preparation of the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(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?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes please provide details at 6.8
11.7(j)	Please answer the following statements	
11.7(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.8
11.7(j) - (ii)	The organisation has withheld such information.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.8
11.7(j) - (iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.8

11.7(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes please provide details at 6.8
11.8	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)	
<i>Response:</i>		

Section 11	Additional grounds for exclusion	Yes / No Boxes (Double left click, select checked and press OK)
Question number	Question	
11.9	Has your company ever compiled, used, sold or supplied a prohibited list as defined by Regulation 3 of the Employment Relations Act 1999 (Blacklists) Regulations 2010?	<input type="checkbox"/> Yes <input type="checkbox"/> No
11.10	Has your company been found to have been in breach, by a competent authority, of Regulation 3 of the Employment Relations Act 1999 (Blacklists) Regulations 2010?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Response:</i>		

### **'Self-cleaning'**

Any Supplier that answers 'Yes' to questions in this Section 6 should provide sufficient evidence 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.



## 12. FREEDOM OF INFORMATION SCHEDULE

### Commercially sensitive information

I declare that I wish the following information to be designated as commercially sensitive and to be appended to the Contract at Schedule 1.

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

The period of time for which it is considered this information should be exempt is [until award of Contract **OR** during the period of the contract **OR** for a period of [NUMBER] years until [MONTH], [YEAR]].

SIGNATURE: \_\_\_\_\_

NAME (PRINT): \_\_\_\_\_

POSITION: \_\_\_\_\_

COMPANY: \_\_\_\_\_

DATE: \_\_\_\_\_

## **DISCLOSURE OF INFORMATION UNDER THE FREEDOM OF INFORMATION ACT 2000**

- 12.1 The Freedom of Information Act 2000 (FOIA) gives a right of access by any person (including companies) to information held by the Authority, which could include information relating to or submitted as part of a quotation process. Certain information may be exempt on the grounds of confidentiality or commercial sensitivity.
- 12.2 The Authority encourages all Suppliers to visit the Information Commissioners website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) for further information on the FOIA and its effect on public authorities and service providers in relation to the disclosure of information in respect of public sector tendering and contracts and specifically to access Awareness Guidance Document No. 2 (Confidential Information) and Awareness Guidance Document No. 5 (Commercial Interests) on the application of the exemptions from disclosure under the FOIA.
- 12.3 Suppliers should indicate, by way of completing the Freedom of Information Schedule, below, with supporting reasons, the parts of their Quotation Submission which the Supplier considers is commercially sensitive and/or confidential should a Freedom of Information (FOI) request be received by the Authority. Suppliers are required to complete all sections of the Freedom of Information Schedule and return it as part of their Quotation Submission.
- 12.4 The Authority, in order to preserve the integrity of the quotation process and to respect the commercial and competitive positions of Suppliers, will endeavour to treat details of Quotation Submissions marked as confidential and commercially sensitive at least until the contract has been awarded to the successful service provider / supplier. In the event that the Authority receives an FOI request and considers the information is not covered by an exemption, or there is a greater public interest in disclosure then the Authority must disclose the information in order to comply with the requirements of the Freedom of Information Act 2000.

### 13. DECLARATION OF NON-COLLUSION

In recognition of the principle that the essence of the quotation process is that the Authority shall receive bona fide competitive Quotations from all those taking part

I/WE CERTIFY THAT:

1. The Quotation submitted herewith is a bona fide Quotation, intended to be competitive.
2. I/We have not fixed or adjusted the amount of the Quotation under or in accordance with any agreement or arrangement with any other person.
3. I/We have not done, and undertake that we will not do any of the following acts:
  - a) communicating with a person other than the person calling for this Quotation the amount or approximate amount of the proposed Quotation (except where the disclosure, in confidence, of the approximate amount of the Quotation was essential to obtain insurance premium quotations required for the preparation of the Quotation);
  - b) entering into any agreement with any other person that he/she shall refrain from quoting or as to the amount of any Quotation to be submitted; and
  - c) offering, paying, giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing, having done, causing or having caused to be done in relation to any other Quotation or proposed Quotation any act of the sort described above.

Signed	.....	Date	.....
Name (Block Capitals)	.....	Designation	.....
For and on behalf of	.....		
Registered Office Address	..... ..... .....		
Contact details:	Tel:	.....	Fax: .....

In this declaration:

- 1 'person' indicates any person, body, or association corporate or incorporate.
- 2 'any agreement or arrangements' includes any transaction of the sort described above, formal or informal and whether legally binding or not

**APPENDIX 1        TERMS AND CONDITIONS OF CONTRACT**

See separate terms and conditions of service.