Digital Transformation and   
CRM Maintenance/Development

Tender Ref: T18041

Document B

Tender Response

Organisation Name: [Enter name]

1. **Organisation Details and Suitability Assessment (Minimum Standards)**

| **Category Number** | **Question Number** | **Question** | **Possible Answers** | **Answer** |
| --- | --- | --- | --- | --- |
| Category 1  Organisation Background | 1.1 | Please provide the Registered Company Name and Address of your organisation. (This should be the full company name as it would appear within the contractual documentation if successful) | Name Address |  |
| 1.2 | Please provide postal address if different from above | Address |  |
| 1.3 | Please confirm the key contact for this project on-going including name, position in the organisation email address and direct telephone number. | Name Email Address Telephone Number Job Title |  |
| 1.4 | Please confirm the email address to be used for any communications with regard to this tender offer. | Email Address |  |
| 1.5 | Are you a Small, Medium or Micro Enterprise (SME)? | Yes/No |  |
| 1.6 | Is your organisation a: | PLC Limited Company Sole Trader Partnership Other |  |
| 1.7 | If other, please specify. | Free Text |  |
| 1.8 | If operating as a Partnership please state the number of Partners. | Free Text |  |
| 1.9 | If your organisation is a member of a group of companies, please provide further details on the holding company, and details of the organisations which make up your group. (maximum response 250 words) | Free Text |  |
| 1.10 | Please provide the date your organisation commenced trading. | Free Text |  |
| 1.11 | Please provide your Company Registration Number. | Free Text |  |
| 1.12 | Please provide your VAT Registration number. | Free Text |  |
| 1.13 | Please select either a or b and answer as applicable; a) Your organisation is bidding to provide all the services required b) Your organisation is bidding in the role of Prime Contractor and intends to subcontract some of the services to third parties to deliver the services. | a or b |  |
| 1.14 | If your answer to above is (b), please give details of legal arrangements between partners and supply the following information for each sub-contractor to be used.  Name;  Registered address  Trading status  Company registration number  Registered VAT number  Type of organisation  SME (Yes/No)  The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables  The approximate % of contractual obligations assigned to each sub-contractor | Free Text  (Use separate sheet if required) |  |
| Category 2  Grounds for mandatory exclusion | 2.1 | 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 below? | Yes or No |  |
| 1. Participation in a criminal organisation | Yes or No |  |
| 1. Corruption. | Yes or No |  |
| 1. Fraud. | Yes or No |  |
| 1. Terrorist offences or offences linked to terrorist activities | Yes or No |  |
| 1. Child labour and other forms of trafficking in human beings | Yes or No |  |
| 1. Money laundering or terrorist financing | Yes or No |  |
| 2.2 | a) If you have answered yes to the question 2.1, please provide further details.  Including; date of conviction, which grounds the listed conviction was for and the reason for the conviction.  Please identify who has been convicted and complete Section 2.2(b) & 2.2(c) where applicable. | Free Text |  |
| b) Where an individual has been identified, please enter the name of the individual. | Free Text |  |
| c) (To be completed by the individual identified)  I confirm that the details contained within sections 2.1 & 2.2 can be used by GC for the purposes of processing and evaluating this Selection Questionnaire including any self-cleaning identified in 2.3. | Free Text |  |
| 2.3 | If you have answered Yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning) | Free Text |  |
| 2.4 | Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes or No |  |
| 2.5 | If you have answered yes to question 2.4, 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. | Yes or No |  |
| Category 3  Grounds for discretionary exclusion | 3.1 | 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 |  |  |
| 1. Breach of environmental obligations? | Yes or No |  |
| 1. Breach of social obligations? | Yes or No |  |
| 1. Breach of labour law obligations? | Yes or No |  |
| 1. Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Yes or No |  |
| 1. Guilty of grave professional misconduct? | Yes or No |  |
| 1. Entered into agreements with other economic operators aimed at distorting competition? | Yes or No |  |
| 1. Aware of any conflict of interest within the meaning of regulation 24 (Pubic Contract Regulations 2015) due to the participation in the procurement procedure? | Yes or No |  |
| 1. Been involved in the preparation of this procurement procedure? | Yes or No |  |
| 1. Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes or No |  |
| 3.2 | If you have answered Yes to any of the above (3.1), explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? | Free Text |  |
| Category 4  Insurance | 4.1 | Please confirm if you currently have, or are willing to commit to the £5 million pounds minimum required level of Employers Liability Insurance applicable for each and every occurrence. | Yes No N/A Willing to Commit to taking out insurance to the required level if awarded the contract |  |
| 4.2 | Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Public Liability Insurance applicable for each and every occurrence. | Yes No Willing to Commit to taking out insurance to the required level if awarded the contract |  |
| 4.3 | Please confirm if you currently have, or are willing to commit to the £1 million pounds minimum required level of Professional Indemnity Insurance applicable for each and every occurrence. | Yes No  Willing to Commit to taking out insurance to the required level if awarded the contract |  |
| Category 5  Economic and Financial Standing | 5.1 | Please provide one of the following to demonstrate your economic/financial standing;  (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). | Please state which option provided  ………  **Enclosure/Attachment Required  (Please note only one copy required)** |  |
| 5.2 | Please enclose your completed Document E - Financial Assessment Form. | **Enclosure/Attachment Required** |  |
| Category 6  Modern Slavery Act 2015 | 6.1 | Please confirm if you are a commercial organisation as defined by section 54 of the Modern Slavery Act 2015 (<http://www.legislation.gov.uk/ukpga/2015/30/section/54/enacted>) | **Yes/No** |  |
| 6.2 | If you answered yes to the above, please provide the link or a copy of your statement | **Enclosure/Attachment Required** |  |
| Category 7  Social Value | 7.1 | Use this opportunity to identify how your values as a business (that is, your Social Value strategy or approach to Corporate Social Responsibility) will be integrated into your approach in delivering this contract. Please identify where your approach is aligned with the Growth Company.  (See section 5, Document A). | **Free Text**  **(max 200 words)** |  |

1. **Category 8 - Tender Specific Questions**

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| **Question Number** | **Question** | **Weighting** |

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| 8.1  Application/Tech Infrastructure | Confirm (by ticking the boxes below) and demonstrate (in the space provided) that your Organisation has experience and understanding of the following applications in order to fulfil the requirements set out in Section 3.1 of Document A .  *(Max 500 words)* | Pass/Fail |
| |  |  | | --- | --- | | **Application** | **Please tick to confirm experience** | | Cloud technology -azure |  | | Micro services |  | | SQL |  | | Angular |  | | PaaS tech |  | | REST api |  |   (Please provide written evidence here) | | |
| ***Please state number of words used:*** | | |

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| **Question Number** | **Question** | **Weighting** |

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| 8.2  Capability, Knowledge and Resource | Provide details on your capability, knowledge and resource capacity to demonstrate how you meet the requirements of the tender brief as detailed in section 3.1.2:  a. Application Support Maintenance  b. Application Development  c. Digital Transformation  *(Max 1000 words in total)* | 30%  (Each part will be scored separately and be allocated 10% each) |
|  | | |
| ***Please state number of words used:*** | | |

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| **Question Number** | **Question** | **Weighting** |

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| 8.3  Personnel Employed | Provide CVs / pen profiles of all personnel proposed to work on this contract, including their role in your team structure, details of their relevant skills, and their experience related to the services required.  - Max 2 Sides of A4 for each CV –  Subject to clarifications, the GC Business Growth Hub reserve the right to fail the application if it is deemed that the CVs insufficiently demonstrate the individuals’ skills and capability to deliver the requirements of the service required. | Pass/Fail |
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| 8.4  Contract Management & Value for Money | 1. Please state how you would propose to provide on-going application support and maintenance of the BASIL application. Please include in your answer your proposed:  * support offered, * response times to requests, * method for charging, * designated personnel to contact, * allocation of work, etc.  1. Within the term of the contract, new projects will be developed within GC BGH that will require integrating into the BASIL application. Please state your methodology that you will take from identification to implementation of this addition to the application. In your answer please state the level of reporting we would receive, in particular with regard to time management and costs incurred; how we can be assured that GC Business Growth Hub will receive Best Value for Money throughout the process and the tools used to show progress and highlight issues. 2. Please state the daily rates that will be used for all personal who will by employed in pursuance on the contract   *(Max 1200 words excluding rate card and any diagrams used to support your response)* | 30% |
|  | | |
| ***Please state number of words used:*** | | |

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| **Question Number** | **Question** | **Weighting** |

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| 8.5  Future Development | The successful bidder will be expected to work with the GC Business Growth Hub team to identify and implement improvements to the BASIL application. Please state how you would engage with the GC Business Growth Hub team to further develop the application to identify innovation and improve user experience whilst meeting business requirements.  (Max 500 words) | 20% |
|  | | |
| ***Please state number of words used:*** | | |

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| --- | --- | --- |
| **Question Number** | **Question** | **Weighting** |

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| 8.6  Quality Assurance | Provide details of any quality assurance certification that your company holds (e.g. IS0 9001, Cyber essentials or equivalent standard).  If no accreditation is held, please provide documentary evidence and brief description of your quality assurance capabilities (e.g. your internal quality policy or manual, GDPR, data security and protection policies).  *(Max 500 words: Policies are not included within the word count).* | Pass/Fail |
|  | | |
| ***Please state number of words used:*** | | |

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| **Question Number** | **Question** | **Weighting** | | |
| 8.7  Case Studies | Provide two detailed examples/ client case studies of previous work within the last two years that is relevant to this tender. One of case studies should cover Development and Maintenance of an application and the other focus on Strategic Digital transformation. For each consider the following:   1. Highlight overall aims, outcomes and successes 2. Relevance to the specifications set out in section 3.1 of Document A   *(Max 500 words each. Diagrams may be used to support your response and will not be included in the word count)* | 20% |
|  | | | |
| ***State number of words used: Case Study 1***  ***State number of words used: Case Study 2*** | | | |

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| **Question Number** | **Question** | **Weighting** |

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| 8.8  References | Please provide details of 2 businesses you have worked with in the last 2 years for the provision of services similar to those required by GC Business Growth Hub including contact details.  At final award stage, GM Business Support Limited may elect to contact any of the above-given organisations for a reference and any references received (or declined) will be taken into account during the final evaluation. Your permission for GM Business Support Limited to seek a reference from the contacts provided above at any stage during the tender process is assumed.  Please provide the following information for each reference: - | | For information only |
| Customer Name: | | Customer Name: | |
| Address: | | Address: | |
| Contact Name: | | Contact Name: | |
| Direct Telephone Number: | | Direct Telephone Number: | |
| Email Address: | | Email Address: | |
| Contract Award Date: | | Contract Award Date: | |
| Contract Duration: | | Contract Duration: | |
| Brief Description of Contract (Project): | | Brief Description of Contract (Project): | |