

**Pre-Qualification Questionnaire
(PQQ)**

For

**The Provision of Business Intelligence
System Support and Maintenance**

at

**Hertfordshire Partnership University NHS
Foundation Trust**

Ref: T/09-14/427

DUE North Contract ID: 9P7G-PZAH5G

OJEU Reference: 2014/S 184-324953

**PQQ Return Date: 12 Noon on Friday 31st October 2014
Via Due North System**

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1. BACKGROUND TO HERTFORDSHIRE NHS PROCUREMENT

The Hertfordshire NHS Procurement was established on 1st April 2002 and operates as a shared service for purchasing and supply across the whole Hertfordshire health economy.

The procurement department was created to modernise the supply system, to deliver cash releasing savings, and to ensure compliance with EU procurement legislation, NHS procurement policy and trust procurement regulations. The remit of the Confederation encompasses all non-pay expenditure and all internal supply chain systems.

Hertfordshire NHS Procurement serves the following trusts in Hertfordshire:

- West Hertfordshire Hospitals NHS Trust
- East and North Hertfordshire NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- Hertfordshire Community NHS Trust

2. BACKGROUND INFORMATION

HPFT has recently implemented a data warehouse and BI environment covering all major data systems in the Trust. It is the Trust's intention to evolve and mature this environment into an Information Management Centre of Excellence for the NHS, integrating data from staff and patient record systems, e-Roster, financial records, procurement data and incident reporting.

This will offer the Trust unparalleled access to information and intelligence and will create a culture of seeking to address issues before they occur rather than reacting to them after they have. Further, this will allow for detailed trend analysis and interrogation of NHS data in a way and to a depth that has not been practical or even possible before.

This is a very ambitious project and the chosen BI and visualisation tool is Cognos 10.2.1 – an industry leading software package.

The Trust has used previous versions of Cognos within the Informatics department to provide static or dynamic reports on demand, but the current project aims to democratize access to information by moving to a self-service BI model. This has involved investing heavily in Enhanced Consumer licences and rationalising and upgrading where necessary our current licence estate.

As the new system beds in we anticipate we may undertake further licence revisions as it become plain we need more or less of a balance between enhanced consumers and consumers.

Software licence renewals are a yearly issue for the Procurement department as routinely the sums involved will breach Trust SFIs and create the necessity for a waiver. By undertaking a formal OJEU process for a multi-year deal we are hoping to both bypass this issue and provide confirmed continuity of support and licencing allowing the Trust to form a partnership with the successful vendor.

Finally, with IBM offering its partner organisations the opportunity to vary the pricing of licence deals to create a market, the Trust is seeking a best-value deal for licencing moving forward.

3. PROJECT OBJECTIVES

- To drive down year on year costs for software licencing by seeking a multi-year deal at advantageous terms
- To maintain a high level of technical support for the COGNOS implementation at HPFT
- To have a specialist certified IBM partner who can advise us on licencing options and future software upgrades and changes
- To conduct this activity within Trust standing financial instructions

4. SUMMARY OF SERVICES REQUIRED

There are two key services required as part of this tender:

- To provide for maintenance on HPFT's existing corpus of licences for the next three years and to provide a first point of contact for any changes to that corpus that may become necessary during the course of the contract.
- To provide for the technical support associated with that maintenance, to a high professional standard and to assure continuous service for the Trust's COGNOS environments. This may include upgrades and patches to our software suite.

5. THE QUALIFICATION PROCESS

Bidders wishing to participate will submit a single completed response in respect of this PQQ ("**PQQ Response**").

Potential Providers shall be evaluated on the qualification criteria listed in the PQQ which takes into account the economic and financial standing and the technical or professional ability of the Potential Provider and will be in accordance with Regulations 23-26 of the Public Contracts Regulations 2006.

It is the Trust's intention to invite a minimum of three and a maximum of five to participate in the next stage of the procurement process. In the event that more than one Bidder has an evaluation score equal to that of the fifth ranking score, then – at the Trust's sole discretion – the Trust may decide to allow all Bidders with such score through to the next Phase of the competition.

5.1 Outline Timetable

Set out below is the proposed procurement timetable. This is intended as a guide and whilst the Authority does not intend to depart from the timetable it reserves the right to do so at any stage.

Date or [Target Date]	Activity
16 th October 2014	PQQ made available to Potential Providers.
31 st October 2014	PQQ return date
7 th November 2014	Evaluation of pre-qualification questionnaires completed.
10 th November 2014	Invitation to tender issued to selected providers.
22 nd December 2014	Tender return date
5 th January 2015	Evaluation of tenders completed.
9 th January 2015	Short-listed suppliers interview and presentation
15 th January 2015	Contract Award.
1 st February 2015	Service Commencement

5.2 Expressing an Interest

The deadline for expressions of interest is midday on Friday 24th October 2014

5.3 Additional Information

All requests for clarification or further information in respect of this PQQ should be emailed via Due North system under questions and answers option. If the question is deemed relevant to all suppliers then the answer will be made public to all interested providers.

No approach of any kind in connection with this PQQ should be made to any other person within, or associated with, Hertfordshire Partnership University NHS Foundation Trust.

This PQQ is being provided on the same basis to all potential service providers that have expressed an

interest.

Hertfordshire Partnership University NHS Foundation Trust expressly reserve the right to require a potential service provider to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this PQQ.

Hertfordshire Partnership University NHS Foundation Trust will not reimburse any costs incurred by the potential service provider in connection with preparation of their responses to this PQQ.

All bidders who are shortlisted through to the ITT stage will be asked to sign and agree to the Hertfordshire NHS Procurement sustainability pack.

Any clarification questions about the procurement should be submitted via the Due North Portal contract ref: 9P7G-PZAH5G.

The deadline for submitting **clarification requests** is 12:00 (NOON) Friday 24th October 2014.

Responses to bidder **clarification requests** will be provided by no later than 12:00 (NOON) on 28th October 2014.

5.4 Freedom of Information (FOI)

The Trust is committed to open government and meeting its legal responsibilities under the Freedom of Information Act 2000 (**FoIA**). Accordingly, any information created by or submitted to the Trust (including the information contained in this PQQ and the submissions received from Bidders in response) may need to be disclosed by the Trust in response to a Request for Information. The Trust may also decide to include certain information in the relevant publication scheme maintained under the FoIA. In making a submission, each Bidder (and each Bidder Member), therefore, acknowledges and accepts that the information contained therein may be disclosed under the FoIA.

Bidders must clearly identify any information supplied in response to this PQQ which they consider to be confidential or commercially sensitive (specifying the specific sections applicable) and attach a brief statement of reasons why such information should be so treated and for what time period.

However, Bidders should be aware that even where a Bidder has indicated that information is commercially sensitive, the Trust is responsible for determining at its absolute discretion whether such information is exempt from disclosure under the FoIA, or must be disclosed in response to a Request for Information.

Bidders should also note that the receipt by the Trust of any information marked "confidential" or equivalent does not mean that the Trust accepts any duty of confidence by virtue of that marking, and the Trust has the final decision regarding the disclosure of any such information in response to a Request for Information.

In making a submission in response to this PQQ, each Bidder (and each Bidder Member) acknowledges that the Trust may be obliged under the FoIA to disclose any information provided to it:

- Following consultation with the Bidder and having taken its views into account; or
- Without consulting the Bidder.

This procurement is one in a series of similar procurements for UK Trusts. Subject to Regulation 43 of the Public Contracts Regulations 2006, the Trust shall be entitled to share information it receives that is: (i) released by the Bidder for sharing with other Bidders; or (ii) for inclusion in the procurement and contractual documents for planning purposes or to be provided to all Bidders by the Trust, to the other UK Trusts.

Disclaimer:

The information contained in these documents is presented in good faith by the Trust, its advisers or its consultants, and does not purport to be comprehensive or to have been independently verified. Neither the Trust nor any of its advisers accept any responsibility or liability whatsoever in relation to its accuracy or completeness or any other information which has been, or which is subsequently, made available to

any Bidder, Bidder Member, financiers or any of their advisers, orally or in writing or in whatever media. Interested parties and their advisers must, therefore, take their own steps to verify the accuracy of any information that they consider relevant but are not entitled to rely on any statement or representation made by the Trust or any of its advisers.

The Trust reserves the right to change the basis of, or the procedures (including the timetable) relating to the procurement process, to reject any, or all, of the PQQ Responses, not to proceed with the award process of any contract (or any other procurement process) and to withdraw from the procurement, at any time.

Nothing in this PQQ is, nor shall be relied upon as, a promise or representation as to any decision by the Trust in relation to this procurement. No person has been authorised by the Trust or its advisers or consultants to give any information or make any representation not contained in this PQQ and, if given or made, any such information or representation shall not be relied upon as having been so authorised.

Nothing in this PQQ or any other pre-contractual documentation shall constitute the basis of a contract that may be concluded in relation to the procurement, nor shall such documentation/information be used in construing any such contract. Each Bidder must rely on the terms and conditions contained in any contract when, and if, finally executed, subject to such limitations and restrictions that may be specified in such contract.

In this Section 5, references to this PQQ include all information contained in it together with any materials provided as part of the PQQ. Any other information (whether written, oral or in machine-readable form) or opinions made available by or on behalf of the Trust or any of its advisers or consultants in connection with this PQQ or any other pre-contract document shall not be used by the Bidder in formulating its PQQ Response.

Each Bidder's acceptance of delivery of this PQQ constitutes its agreement to, and acceptance of, the terms set forth in this PQQ.

Costs and Expenses:

All Bidders and Bidder Members are responsible for all costs incurred by them in connection with their responses to this document and all future phases of the procurement. The Trust will not be responsible for any costs howsoever incurred.

Copyright:

This PQQ may not be reproduced, copied or stored in any medium without the prior written consent of Hertfordshire NHS Procurement other than in accordance with this PQQ for use strictly for the purpose of preparing a response to this PQQ.

Transparency

As a supplier / organisation looking to bid for public sector contracts you should be aware that as part of the government's transparency agenda tender documentation issued by government departments for contracts over £10,000 will be published on a single website from September 2010, and made available to the public. You should also be aware that if your bid is successful, the resulting contract between you and the department will be published. In some circumstances, limited redactions will be made to tender documentation and/or contracts before they are published in order to comply with existing law, to protect commercial interests, and for the protection of national security.

Bribery

Hertfordshire Partnership University NHS Foundation Trust take the issue of bribery very seriously and will disqualify any bidder that attempts to bribe a member of Hertfordshire Partnership University NHS Foundation Trust staff in order to seek to influence their decision by way of payment or other incentive from the current or / and any future project.

5.5 Instructions for Completion

Potential service providers should follow the instructions outlined below when completing this PQQ.

This PQQ document must be submitted by the Principal Contractor. In this PQQ, the Principal Contractor means either the legal entity that would, if successful in this procurement, enter into the services contract, or, where a consortium bid is being submitted, the legal entity acting as lead contact for the consortium.

The potential service provider should answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to the potential service provider, this should be indicated, with an explanation.

Questions should be answered in English.

Responses will be evaluated in accordance with the procedures set out in section 5.7 Provider Selection. In the event that none of the responses are deemed satisfactory, the Contracting Authorities reserve the right to terminate the procurement.

Please do not submit general information, such as marketing materials, which do not answer the questions posed. Any such information will be disregarded and will not be scored.

Failure to furnish the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, will mean that a potential service provider is not invited to participate further.

5.6 Submission of Completed Pre-Qualification Questionnaires

You must submit your completed PQQ via the Due North website by downloading, completing then re-attaching it. Please note that completed PQQs received after the closing date and time stated **will** be rejected.

All future communication will be via the DUE North e-sourcing Tool, potential providers must keep their contact details on the e-sourcing tool up to date or they will be unable to receive communications from the Trust.

5.7 Provider Selection

The objective of the qualification process is to assess the responses to the PQQ and select Potential Providers to proceed to the next stage of the procurement.

The Authority will disqualify any Potential Providers who fails to:

- (i) comply with the requirements of Regulation 23 and/or fails to certify at Part H that it has fulfilled these requirements
- (ii) inadequately or incorrectly complete any question
- (iii) submit its completed PQQ after the deadline
- (iv) score 50% within Parts B, C, D, E or F (A & H are straight pass or fail) of the PQQ.

The Potential Providers who comply with the above grounds shall be evaluated on the qualification criteria listed in the PQQ which takes into account the economic and financial standing and the technical or professional ability of the Potential Provider and will be in accordance with Regulations 23-25 of the Public Contracts Regulations 2006 (as amended).

It is essential that the Project does not dominate Candidates' businesses. To qualify, Candidates must (over a three year period) show sufficient turnover: the qualifying threshold is set with reference to the size of contract, and at a multiple of the likely total expenditure. The Trust will consider the financial strength of Candidates through examination and analysis of their profit and loss accounts over the past three years.

A shortlist of Potential Providers will be drawn up and invited to tender.

Evaluation of tenders at the award stage will be undertaken in accordance with the evaluation criteria that will be published in the invitation to tender documentation.

The potential service provider must notify the Contracting Authorities in writing as soon as reasonably practicable if any of the following circumstances occur to it or its supply chain members at any time before the execution of any contract under this procurement:

- (a) any change in its control, composition or membership that has taken place or takes place;
- (b) any merger of its business which could affect the financial viability of the part of the business which has responded to this PQQ;
- (c) any re-structuring in its business which could affect the financial viability of the part of the business seeking to provide these services, including a sale of part of the business;
- (d) if the potential service provider, being an individual, is made bankrupt or has a receiving order or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state.

In any of these circumstances, the Contracting Authorities reserve the right to re-evaluate the bidder's PQQ response to take these new circumstances into account and the bidder must provide the relevant Contracting Authorities with any further information they reasonably request to enable them to carry out this re-evaluation."

5.8 Scoring Matrix

The following scoring matrix will be applied to your responses covering the areas listed below. This will form the basis on which applicants are short listed for the next stage.

PQQ reference	Information requested	Evaluation Requirements
Part A	General Information	Not scored but Part A must be completed fully. Failure to complete = automatic disqualification
Part B	Financial Details	50% or higher of available score
Part C	Contractual Matters	50% or higher of available score
Part D	Technical or Professional Ability	50% or higher of available score
Part E	Environmental Procurement Questions	50% or higher of available score
Part F	Additional Project Specific Questions	50% or higher of available score
Part H	Statement relating to Good Standing (Regulation 23)	Not scored but must be completed with no failures. Failure on mandatory = automatic disqualification Failure on discretionary = automatic disqualification

The maximum available score for each question in section B, C, D, E and F is 10 marks, see the marking scheme below.

Score	Definition
8-10	An exceptional response, indicating all the features, attributes behaviours and strengths over and above that required
6-7	A very good response, including all the features, attributes behaviours and strengths required.
5	Satisfactory response that meets the minimum standards
3-4	Unsatisfactory response with some merit.
1-2	Extremely poor response with little merit.
0	Nil response or response with no merit.

The sum of marks in each section will be totalled. **Bidders failing to score more than 50% within any Part will not be eligible for further consideration.** PQQs will be evaluated on the basis of the information submitted.

Applicants who fail to complete this PQQ in full will have their applications rejected and will not be considered further for inclusion in the list of organisations invited to submit a response to the Invitation to Tender [ITT].

Supplier Response

(All sections to be completed)

Part A: Supplier General Information

Part B: Financial Details

Part C: Contractual Matters

Part D: Technical & professional Ability

Part E: Sustainable Development Questions

Part F: Additional Project Specific Questions

Part G: Checklist of Attachments

Part H: Bidders declaration

Appendix A: Certificate of Satisfactory Completion

PART A – GENERAL INFORMATION

1) Full name, address and website of the Potential Provider:

Company Name	
Address	
Town/City	
Postcode	
Country	
Website	
VAT number	
SME (yes/no)	

2) Name, position, telephone number and e-mail address of main contact for this project.

Name	
Position	
Telephone Number	
Fax Number	
E-mail	

3) Current legal status of the Potential Provider (e.g. partnership, private limited company, etc.)

	PLEASE TICK ONE BOX
Sole Trader	
Partnership	
Public Limited Company	
Private Limited Company	
Other (<i>please state</i>)	

4) **Date and place of formation of the Potential Provider, registration under the Companies Act,**

Date of formation	
Place of formation	
Date of registration	
Registration number	
Registered Office	
Brief Description of the Potential Provider's primary business and main products and services.	
Brief history of the Potential Provider's organisation, no more than 400 words, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc which are currently in the public domain.	

5. Business Overview

A. Registration with professional and / or trade associations

<p>Provide details of professional and / or trade associations which your organisation and any named supply partners are members of (including registration numbers where applicable). Make it clear in your response who holds each of the memberships.</p>

B. Details of other members of your consortium (if applicable)

<p>Do you intend working as a consortium, joint venture or other arrangement?</p>	<p>YES / NO <i>(please delete)</i></p>		
<p>If Yes, please complete the table below providing details of each organisation, their role in delivering the service and the intended relationship between you (as the Principal Contractor) and the other organisation(s) listed.</p> <p>You should complete Questions 1 to 6 inclusive for each member of the consortium and depending on your response to this question; we may ask you to provide further information for each member in due course.</p>			
Organisation	Intended Role	% of Contract	Relationship to Principal Contractor
<p>Where a consortium approach is proposed the Principal Contractor must provide a consortium organisational structure for the TFM Services contract. The Principal Contractor must explain how this relationship will work operationally and managerially between all members. The Principal Contractor must provide details as to where this consortium has been used previously.</p>			<p>Attached YES / NO <i>(please delete)</i></p>

C. Service Delivery Strategy

Do you intend to sub-contract the provision of any of the TFM services?		YES / NO (<i>please delete</i>)		
If Yes , please complete the table below, providing details of each organisation, their role in delivering the service and the intended relationship between you (as the Principal Contractor) and the other organisations listed.				
Service	Company Name and Address	No. of Employees	No. of Services Sub-Contracted	No. of Years Working Together

D. Business Activities of Principal Contractor

What are the main business activities of your organisation?	
Permanent staff numbers	
Temporary or third party staff numbers	
Total staff turnover as a percentage of staff employed over the past three years (Where significant changes have occurred in respect of key management or specialist staff this should be identified)	

E. Evidence of Registration

Evidence of registration with appropriate professional/trade body
<i>Either insert required details or state 'None'</i>

6. Regulation 23 – Grounds for Mandatory Rejection

IMPORTANT NOTICE:

Regulation 23 of the Public Contracts Regulations 2006 applies to this competition. The Bidder must provide full details in respect of whether:

Any of the matters referred to in regulation 23(1) (being grounds for mandatory exclusion) apply to the Bidder, and in the case of a consortium Bidder, to any of its constituent members, or to any of its or their directors or to any other person who has powers of representation, decision or control of the Bidder or, in the case of a consortium Bidder, any of its constituent members.

Furthermore, any of the matters referred to in regulation 23(4) (being grounds for discretionary exclusion) apply to the Bidder, and in the case of a consortium, to any of its constituent Bidder Members.

The Bidder is requested to confirm that the Bidder is eligible to participate in this competition.

For your convenience, the text of regulation 23 is appended to this PQQ at the end of the Bidder Questionnaire.

Please indicate your response by marking 'x' in the appropriate box below.

Nothing to Declare	
---------------------------	--

Items to be Declared	
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The Bidder is invited to describe why it feels it may be allowed to submit its Proposal for the Trust's consideration in the event that the Bidder has scored the "Items to be Declared" Option above.

Response : This is Evaluated as Pass/Fail

7. Conflict of Interest

Please confirm whether there are any actual or potential conflicts of interest that may arise from the Bidder's participation in the ICT Infrastructure Services procurement (taking into account the position of all Bidder Members).

Please indicate your response by marking 'x' in the appropriate box below.

Conflict	
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No conflict	
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If there are actual or potential conflicts, please provide full details including:

- A brief description of the nature of any connections creating actual or potential conflicts of interest;
- The full name of any organisation, persons or bodies whose involvement gives rise to the actual or potential conflicts of interest; and
- An explanation of how the Bidder proposes to deal with the actual or potential conflicts, so that they do not prejudice a fair and competitive procurement process or the position of the Trust.

Response : This is Evaluated as Pass/Fail

8. **Name and address of principal banker.**

Bank Name	
Address	
Town/City	
Postcode	

9. **Insurances**

Please provide evidence of the employers' liability, public liability, product liability insurance and professional indemnity Insurance held by the Potential Provider. The evidence should include the name of the insurers, policy numbers, expiry dates and limits for any one incident and annual aggregate caps and the excesses under the policies.

Employers' Liability Insurance

Applicable (yes/no)	
Name of insurer	
Address	
Type of insurance	
Policy numbers	
Expiry date	
Limits of indemnity <i>(per occurrence and aggregate)</i>	
Overall insurance cover pa (£'s)	
Excess (if any)	

Public Liability Insurance

Applicable (yes/no)	
Name of insurer	
Address	
Type of insurance	
Policy numbers	
Expiry date	
Limits of indemnity <i>(per occurrence and aggregate)</i>	
Overall insurance cover pa (£'s)	

Excess (if any)	
------------------------	--

Product Liability Insurance

Applicable (yes/no)	N/A
Name of insurer	
Address	
Type of insurance	
Policy numbers	
Expiry date	
Limits of indemnity <i>(per occurrence and aggregate)</i>	
Overall insurance cover pa (£'s)	
Excess (if any)	

Professional Indemnity Insurance

Applicable (yes/no)	
Name of insurer	
Address	
Type of insurance	
Policy numbers	
Expiry date	
Limits of indemnity <i>(per occurrence and aggregate)</i>	
Overall insurance cover pa (£'s)	
Excess (if any)	

In the event that your company does not hold the current minimum levels required, please confirm your current minimum values and that the required levels will be acquired prior to Contract Award (if your current levels of insurance do not meet the minimum insurance covers indicated in the tables above, and you have not answered 'Yes' in this box, this will result in automatic disqualification).

Yes / No

PART B - FINANCIAL DETAILS

1) Accounts information

Please provide a copy of the full report and audited accounts for the last 3 financial years. If the accounts you are submitting are for a year ended more than 10 months ago please also enclose the latest set of management accounts.

	Please ✓ or state 'N/A'	Please ✓ or state 'N/A'
	Applicant (i.e. Principal Contractors services company or relevant division)	Principal Contractor's Parent Company consolidated (if applicable)
Profit and Loss Accounts		
Balance Sheet		
Full accompanying notes		
Director's/Managing Partner's Report <i>(if available)</i>		
Auditor's Report		
Please provide a current and up to date Dunn and Bradstreet (financial status/ratings) report. (This should be provided for the named organisation in Part A, Section 1 and should not include any parent company).		

The authority may seek independent financial and market advice to validate information declared or to assist in the evaluation.

2) Please complete the following information for the last x financial years in addition to your attached financial information:

	Amount (£K) 20xx/20xx	Amount (£K) 20xx/20xx	Amount (£K) 20xx/20xx
Overall turnover for last 3 years			
Turnover in relevant services			
Operating Profit			
Profit in relevant services			
Current Assets			
Current Liabilities			
Long Term Liabilities			
Net Assets			

Additional Accounts information

	Parent Company consolidated (if applicable): Amount (£K)		
	Year 20xx/20xx	Year 20xx/20xx	Year 20xx/20xx
Overall turnover			
Turnover			
Operating Profit			
Profit			
Current Assets			
Current Liabilities			
Long Term Liabilities			
Net Assets			

Bidders that do not have 3 years of audited accounts should provide whatever audited accounts they may have. Newly formed bidders /Sole Traders should provide a statement of their turnover, profit & loss account and cash flow for the most recent year of trading and / or a statement of their cash flow forecast for the current year and a letter from their bank outlining the current cash and credit position.

If the bidder's organisation is a subsidiary of a group, the financial information requested is required for both the subsidiary and the ultimate parent.

PART C - CONTRACTUAL MATTERS

Please answer the following questions regarding contracts. **If the answer to any of the questions is 'Yes', please provide a full explanatory statement below.**

- 1) Has the potential service provider or any of its supply chain members ever suffered service failure deductions in respect of any contract within the last two years?

	<i>Please delete</i>
Service Failure Deductions	YES / NO
<i>If yes, please answer the following two questions:</i>	
Did the deductions exceed 5% of the contract values?	YES / NO
Provide the number of instances where service failure deductions exceeded 5% of the contract value?	YES / NO

- 2) Has the potential service provider or any of its supply chain members ever had a contract terminated or its employment ended under the terms of the contract in the last three years?

Contract terminated / employment ended	YES / NO (please delete)
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- 3) Has the potential service provider or any of its supply chain members ever failed to receive a contract renewal on the basis of unsatisfactory performance in the last three years?

Failed to receive contract renewal	YES / NO (please delete)
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- 4) Is or has there been in the last 5 years any actual, pending or threatened litigation, or other legal proceedings or improvement notices involving the potential service provider or its supply chain members?

Legal proceedings / improvement notices	YES / NO (please delete)
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If you have answered 'Yes' to any of questions 1 to 4 please give an explanatory statement for each question:

Brief statement (200 words per question or fewer) <i>Either insert required details or state 'None'</i>

PART D –TECHNICAL OR PROFESSIONAL ABILITY

1. Please provide details of the number of staff currently involved directly in the provision of similar service. This refers specifically to staff employed by the potential Provider, not to external or pass-through staff such as for instance the IBM helpdesk.

Permanent staff numbers	Temporary or third party staff numbers	Total staff turnover as a percentage of staff employed over the past three years (Where significant changes have occurred in respect of key management or specialist staff this should be identified)

2. Please provide details of the level of IBM partnership certification held by the potential Provider

Level of certification	Date of Certification

3. Please provide details of up to three major recent private sector and three major Public Sector (preferably NHS, ideally NHS Community or Mental Health) contracts that the Potential Provider has been awarded for the provision of requirements similar to those outlined in **Section 4 Summary of services required.**

Customer name and address	Date contract awarded plus, start and finish dates	Annual contract Value (£'spa)	Brief overview of contract details
1.			
2.			
3.			
4.			
5.			
6.			

Experience: Please provide details of three contracts relevant to the Trust's requirement either executed in the past three years or on-going with a minimum contract value of £40,000 per annum.

The Trust (s)are seeking to ensure that the applicant organisation has a track record and experience of delivering services that are similar in scope to those outlined in Section 4 (Summary of services required). Please provide up to 3 examples which should be relevant and demonstrate that your organisation has the appropriate experience and capability to undertake all aspects of the services. These should be for services provided by your organisation during the last 5 years, with value, dates and recipient excluding those commissioned by the Trust(s). If you cannot provide this information please explain why.

Please provide details below (no more than 1000 words)

4. Contract Management: Describe your previous approach and experience of managing a large portfolio of contracts, providing specific reference to the healthcare sector if possible.

Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible. Highlight tried and tested contract management delivery solutions, client and stakeholder interfaces and engagement processes and procedures which have supported the successful management of contracts. Answers should be relevant to the Trust(s).

Please provide details below (no more than 1000 words)

5. Integrated Delivery Model: Describe your approach with specific mention of the healthcare sector where possible.

Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible. Highlight where you have delivered solutions and innovative approaches to service delivery. Answers should be relevant to the Trust(s).

Please provide details below (no more than 1000 words)

6. Flexible Management: Describe your approach to providing a flexible service to similar organisations. This should include flexible approaches to service delivery, a typical contract term. Your response should be supported by previous examples, benefits achieved and models adopted.

The Trust(s) wish to understand how bidders have in the past achieved cost transparency when providing services to a changing NHS through the course of a typical contract term.

Answers should be supported by previous examples, benefits achieved and models adopted.

Please provide details below (no more than 1000 words)

7. Contract Implementation: Explain how your organisation structure supports the successful transition and implementation of services for contracts. Outline the team that you have used for mobilisation.

The Trust(s) are seeking to ensure that the applicant organisation has a track record and experience of implementation services that are similar to those outlined in Section 4 (Summary of services required). The Trust(s) wish to understand the perceived risks associated with the implementation of services and how the provider has worked with service receivers to mitigate such risks.

Please provide details below (no more than 1000 words)

PART E – SUSTAINABLE DEVELOPMENT - QUESTIONS

- 1) As Principal Contractor, does your organisation have in place an Environmental Management System and is it independently certified to a recognised EMS standard? If ‘Yes’ do you have any objections to this being inspected?

Environmental Management System – State Yes – describe and evidence system and benefits – if No please state reason (500 words or fewer).

- 2) Further to Question 1 of above, please answer the following questions. As Principal Contractor:

	Please delete
i. Does your organisation have a named officer for environmental management?	Yes / No
ii. Does your organisation have an environmental policy? If ‘yes, please enclose a copy. If No please state reasons (500 words or fewer)	Yes /No
iii. Do you have any policies to manage and minimise consumption of physical resources critical to goods and services to be supplied, including virgin and non-renewable materials, raw materials, transport, energy, waste or water? If No please state reasons (500 words or fewer)	Yes /No
iv. Do you ask your suppliers to provide evidence of environmental performance?	Yes /No
v. Does your organisation hold any of the following accreditations? EMAS ISO14001 BS8555 SA8000 If No please state reasons (500 words or fewer)	Yes /No
vi. Does your organisation have performance targets and objectives in sustainability areas?	Yes /No

vii. Do you have procedures to measure or report on the following: Energy Consumption, Water Usage, Quantity of Waste produced by weight, CO2/greenhouse gas emissions; other emissions (Ozone, radiation, SOx, NOx, etc), Use of recycled materials, Percentage of waste recycled (e.g. CSR report, annual report and website)?	Yes /No
viii. Has your organisation compiled a register of environmental regulations, environmental effects and legislation relating to your business operations? If 'Yes' do you have any objections to this being inspected (500 words or fewer)?	Yes /No
ix. Do you provide environmental training for your staff?	Yes /No
x. Do you have an environmental action plan in place to reduce your adverse impact on the environment?	Yes /No

- 3) As Principal Contractor, does your organisation manage significant risks or opportunities associated with Energy, Carbon Emissions and Public Health and maintain a risk register? Please summarise significant risks and associated controls and mitigation measures applied.

Risk management system – State Yes – describe and evidence system and benefits – if No please state reason (500 words or fewer).

- 4) As Principal Contractor, do you use any products/materials that are labelled or have been certified due to their positive environmental and/or social criteria?
- If you have answered **NO** to the above please detail any particular environmental credentials of the product/service you supply (e.g. minimised packaging, energy efficiency, recycled materials).

Please provide details below (no more than 500 words)

- 5) As Principal Contractor, do you have a system in place to assure that labour standards are maintained in line with legal minimum standards and Ethical Trading Initiative base code? Does this cover staff directly engaged by your organisation including those employed through or by a third party, and staff employed by organisations within the supply chain(s) from which your organisation will source goods and services for supply.

Please provide summary of assurance measures and any independent verification applied – if No please state reason (no more than 500 words)

- 6) As Principal Contractor, do you have an effective corporate governance system in place which identifies and addresses issues associated with conduct and standards of behaviour? (e.g. bribery, corruption, fraud, illegal activity).

Please provide summary of assurance measures and any independent verification applied – if No please state reason (no more than 500 words)

- 7) As Principal Contractor, do you have any examples or plans to improve environmental performance and sustainable development in the following areas? Reduction of energy and water, reduced air pollution (including vehicles), waste reduction, resource use reduction, protection of the natural environment.

Please provide details below – if No please state reason (no more than 500 words)

- 8) As Principal Contractor, what are the key features of your product/service that have been included to reduce its environmental and/or socio-economic impacts?

Please provide details below (no more than 500 words)

- 9) As Principal Contractor, outline below the specific environmental impacts associated with providing the products/services being procured and what steps are being taken to minimise them (including steps to minimise packaging, and maximise durability, reparability, reusability, recyclability and upgradeability or biodegradability).

Please provide details below (no more than 500 words)

PART F– ADDITIONAL PROJECT - SPECIFIC QUESTIONS

- 1) Please provide details of any Quality Assurance systems operated by the Potential Provider, both internally and externally through the supply chain.

QA Systems (300 words or fewer)

- 2) Please describe the internal controls used by the Potential Provider to manage the delivery of this type of [supplies/services/supplies and services] to ensure that the requirements are met fully in terms of quality and timely delivery.

Internal Controls (300 words or fewer)

- 3) Please provide details of any quality assurance certification relevant to provision of the [supplies/services/supplies and services] that the Potential Provider and any envisaged supply chain member (sub-contractor) or consortium member holds e.g. ISO 9001:2000 or equivalent standard.

List details and attach copies of any certification (300 words or fewer)

- 4) Please provide details of any quality assurance certification relevant to provision of the [supplies/services/supplies and services] for which the Potential Provider and any envisaged supply chain member (sub-contractor) or consortium member has applied

Details of quality assurance certification which have been applied for but not yet granted (300 words or fewer) <i>Either insert required details or state 'None'</i>

- 5) Within the last five years, has the Potential Provider been subject to any prosecutions, infringement notices or other actions by the Health and Safety Executive or Environment Agency in respect of any breach or suspected breach by the Potential Provider of health and safety or environmental or equivalent legislation? If 'yes', please enclose full details here of the nature of the notice or action (etc.) and of any remedial steps subsequently taken by the Potential Provider.

<p>Details of any prosecutions, infringement notices or other actions by the Health and Safety Executive or Environment Agency <i>Either insert required details or state 'None'</i></p>

- 6) Health & Safety Breaches

<p>Health and Safety Breaches</p> <p><i>Either insert required details or state 'None'</i></p>

- 7) Equal Opportunities

<p>Does the Potential Provider have an equal opportunities and/or race relations policy? If 'yes', please enclose a copy</p>	<p>YES / NO <i>(please delete)</i></p>
<p>Does the Potential Provider and/or its named supply chain members (sub-contractors) require its staff to receive training on equal opportunities?</p>	<p>YES / NO <i>(please delete)</i></p>
<p>Is it the policy of the Potential Provider and/or its named supply chain members (sub-contractors) as employers to comply with their statutory obligations under the Race Relations Act 1976, the Sex Discrimination Act 1975, the Equal Pay Act 1970, the Disability Discrimination Act 1995 and the Equality Act 2006?</p>	<p>YES / NO <i>(please delete)</i></p>
<p>In the last three years has any finding of unlawful discrimination in the employment field been made against the Potential Provider and/or its named supply chain members (sub-contractors) by the employment tribunal, the employment appeal tribunal, or any court or in comparable proceedings in any other jurisdiction?</p>	<p>YES / NO <i>(please delete)</i></p>
<p>If the answer to the previous question is yes, what steps have been taken by the Potential Provider and/or its named supply chain members (sub-contractors) as a result of that finding?</p>	

8) e-business experience and capability (*if relevant*)

	<i>Please delete</i>
Does the Potential Provider have e-business experience and capability?	YES / NO
<i>If yes, please answer the following:</i>	
Is more than [25%] of the Potential Provider's business conducted electronically?	YES / NO

9) Information Governance

	<i>Please complete</i>
The Bidder MUST complete the NHS Information Governance Tool Kit link: https://www.igt.hscic.gov.uk/	
<i>If your organisation has completed and published the Information Governance Tool Kit please indicate your Organisation code below:</i>	
Organisation Code:	
Note: If the information Governance Tool Kit is not published the Trust reserves the right to disqualify the bidder from the process.	

PART G - CHECKLIST OF ATTACHMENTS

Please ensure that the following attachments are included within your response:

Document	Included
Certificate of Satisfactory Completion	Sent to Referees Appendix A Y/N
Accounts Information including D&B Report	Y / N
Insurances	Y / N
Part H – Bidders Declaration	Y / N
[ISO 9001 Certificate or equivalent]	Y / N
[ISO 14001 Certificate or equivalent]	Y / N
Any other relevant certification	Y / N

PART H - BIDDER'S DECLARATION & CERTIFICATE OF SATISFACTORY COMPLETION PROVIDED BY REFEREES (OR SATISFACTORY COMPLETION TO DATE)

Bidders are requested to sign the following declaration. Expressions used in this declaration shall, unless otherwise stated, have the meanings assigned to them in this PQQ.

The evaluation of this Section is based on a Pass/Fail result.

We certify for ourselves as Bidder, and (where a consortia as agent for and on behalf of each Bidder Member) that the information supplied in the PQQ questionnaire is accurate to the best of our and their knowledge and belief and accords with the basic criteria of eligibility as set out in the PQQ dated 10th October 2014 and that we have not collaborated with other Bidders in the completion of this PQQ questionnaire.

We understand that, by supplying this information to the Trust, it may be necessary to disclose it to third parties under the FoIA. We confirm that we have clearly identified any information in our submission which we (or Bidder Members) regard as being confidential or commercially sensitive. However, we understand that the Trust has the final decision regarding the disclosure of any such information in response to a Request for Information.

We understand that it is a criminal offence, punishable by imprisonment and/or an unlimited fine, to give, offer or promise any financial or other advantage whatsoever as an inducement or reward to any person, including but not limited to any servant of a public body, therefore we hereby certify and undertake and bind and oblige ourselves that the Bidder, Bidder Members, Associated Persons (as defined within the Bribery Act 2010) of the Bidder and/or Bidder Members, and the advisers of all such parties, have not offered, promised or given nor will in the future offer, promise or give any financial or other advantage to any officer or employee of the Trust or any person acting as an adviser for the Trust in connection with the selection of Bidders and/or the selection of any PQQ Responses, proposals or bids in relation to this contract.

We agree that we shall be responsible for any failure on the part of the Bidder Members and Associated Persons to abide by such terms to the same extent as to such failure has been our own action or omission.

We hereby declare that we are authorised by the Bidder Members to provide the certification above and, at the date of signing, the information given by us, and as agents for the Relevant Organisations, is a true and accurate record.

Signed: _____

Name: _____

Authorised Signatory for and on behalf of Bidder

Position: _____

Date: _____

A copy of this declaration must be signed by an authorised signatory, on behalf of the Bidder Return this form with your completed questionnaire as **Annex H**.

APPENDIX: REGULATION 23

CRITERIA FOR THE REJECTION OF ECONOMIC OPERATORS

- (1) Subject to paragraph (2), a contracting authority shall treat as ineligible and shall not select an economic operator in accordance with these Regulations if the contracting authority has actual knowledge that the economic operator or its directors or any other person who has powers of representation, decision or control of the economic operator has been convicted of any of the following offences—
- (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;
 - (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, where the offence relates to active corruption;
 - (c) the offence of bribery, where the offence relates to active corruption;
 - (ca) bribery within the meaning of section 1 or 6 of the Bribery Act 2010;
 - (d) fraud, 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, within the meaning of—
 - (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) making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of the Fraud Act 2006;
 - (e) money laundering within the meaning of section 340(11) of the Proceeds of Crime Act 2002;
 - (ea) 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;
 - (eb) 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
 - (f) any other offence within the meaning of Article 45(1) of the Public Sector Directive as defined by the national law of any relevant State.
- (1A) In paragraph (1), “active corruption” means corruption as defined in Article 3 of the Council Act of 26 May 1997 or Article 3(1) of Council Joint Action 98/742/JHA.]
- (2) In any case where an economic operator or its directors or any other person who has powers of representation, decision or control has been convicted of an offence described in paragraph (1), a contracting authority may disregard the prohibition described there if it is satisfied that there are overriding requirements in the general interest which justify doing so in relation to that economic operator.

- (3) A contracting authority may apply to the relevant competent authority to obtain further information regarding the economic operator and in particular details of convictions of the offences listed in paragraph (1) if it considers it needs such information to decide on any exclusion referred to in that paragraph.
- (4) A contracting authority may treat an economic operator as ineligible or decide not to select an economic operator in accordance with these Regulations on one or more of the following grounds, namely that the economic operator—
- (a) being an individual [is a person in respect of whom a debt relief order has been made or] is bankrupt or has had a receiving order or administration order or bankruptcy restrictions order [or a debt relief restrictions order] made against him or has made any composition or arrangement with or for the benefit of his creditors or has made any conveyance or assignment for the benefit of his creditors or appears unable to pay, or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state;
 - (b) being a partnership constituted under Scots law has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate;
 - (c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company's winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or has had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is the subject of the above procedures or is the subject of similar procedures under the law of any other state;
 - (d) has been convicted of a criminal offence relating to the conduct of his business or profession;
 - (e) has committed an act of grave misconduct in the course of his business or profession;
 - (f) has not fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
 - (g) has not fulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established;
 - (h) is guilty of serious misrepresentation in providing any information referred to within this regulation or regulation 24, 25, 26 or 27, or has not provided such information in response to a request by the contracting authority;]
 - (i) in relation to procedures for the award of a public services contract, is not licensed in the relevant State in which he is established or is not a member of an organisation in that relevant State when the law of that relevant State prohibits the provision of the services to be provided under the contract by a person who is not so licensed or who is not such a member; or
 - (j) subject to paragraphs [(7), (7A), (7B), (8), (8A), (8B) and (9)], is not registered on the professional or trade register of the relevant State specified in Schedule 6 in which he is established under conditions laid down by that State.
- (5) The contracting authority may require an economic operator to provide such information as it considers it needs to make the evaluation in accordance with paragraphs (1) and (4) except that it shall accept as conclusive evidence that an economic operator does not fall within the grounds specified in paragraphs (1) and (4) (a), (b), (c), (d), (f) or (g) if that economic operator provides to the contracting authority—
- (a) in relation to the grounds specified in paragraphs (1) and (4) (a), (b), (c) or (d)—
 - (i) an extract from the judicial record; or
 - (ii) in a relevant State which does not maintain such a judicial record, a document issued by the relevant judicial or administrative authority;
 - (b) in relation to the grounds specified in paragraphs (4) (f) or (g), a certificate issued by the relevant competent authority; and
 - (c) in a relevant State where the documentary evidence specified in paragraphs (5) (a) and (b) is not

issued in relation to one of the grounds specified in paragraphs (1), (4) (a), (b), (c), (d), (f) or (g), a declaration on oath made by the economic operator before the relevant judicial, administrative or competent authority or a relevant notary public or Commissioner for oaths.

- (6)** In this regulation, “relevant” in relation to a judicial, administrative or competent authority, notary public or Commissioner for oaths means an authority designated by, or a notary public or Commissioner for oaths in the relevant State in which the economic operator is established.
- (7)** An economic operator established in the United Kingdom or Ireland shall be treated as registered on the professional or trade register for the purposes of paragraph (4) (j) if the economic operator—
- (a) is established in Ireland and is certified as registered with the Registrar of Friendly Societies; or
 - (b) is established in either State and is either—
 - (i) certified as incorporated by their respective Registrar of Companies; or
 - (ii) is certified as having declared on oath that it is carrying on business in the trade in question in the State in which it is established at a specific place of business and under a specific trading name.
- (7A)** An economic operator established in Cyprus shall be treated as registered on the professional or trade register for the purposes of paragraph (4) (j) if—
- (a) in relation to procedures for the award of a public services contract or a public supply contract the economic operator is either—
 - (i) certified as incorporated by the Registrar of Companies and Official Receiver (Εφορος Εταιρειων και Επιστημος Παραληπτης); or
 - (ii) certified as having declared on oath that the economic operator is carrying on business in the trade in question in Cyprus at a specific place of business and under a specific trading name; or
 - (b) in relation to procedures for the award of a public works contract the economic operator is certified by the Council for the Registration and Audit of Civil Engineering and Building Contractors (Συμβουλιο Εγγραφης και Ελεγχου Εργοληπτων Οικοδομικων και Τεχνικων Εργων) according to the Registration and Audit of Civil Engineering and Building Contractors Law of Cyprus.
- (7B)** An economic operator established in Malta shall be treated as registered on the professional or trade register for the purposes of paragraph (4) (j) if—
- (a) the economic operator produces its “numru ta' registrazzjoni tat- Taxxa tal- Valur Mizjud (VAT) u n- numru tal-licenzja ta' kummerc”; and
 - (b) where the economic operator is a member of a partnership or is a company, it produces the relevant registration number issued by the Malta Financial Services Authority.
- (8)** In relation to procedures for the award of a public services contract, an economic operator established in Greece shall be treated as registered on the professional or trade register for the purposes of paragraph (4)(j)—
- (a) when the services to be provided under the contract are specified in category 8 of Schedule 3 and when Greek legislation requires persons who provide those services to be registered on the professional register (Μητρωο Μελετητων and Μητρωο Γραφειων Μελετων), if it is registered on that register; and
 - (b) in any other case, in accordance with paragraph (9).
- (8A)** In relation to procedures for the award of a public services contract, an economic operator established in Hungary shall be treated as registered on the professional or trade register for the purposes of paragraph (4)(j) if the economic operator is certified as being entitled to be engaged in the trade in question in Hungary.
- (8B)** In relation to procedures for the award of a public supply contract, an economic operator established in Spain shall be treated as registered on the professional or trade register for the purposes of paragraph (4) (j) if the economic operator is certified as having declared on oath that it is entitled to be engaged in the trade in question in Spain.]
- (9)** An economic operator established in a relevant State, other than the United Kingdom or Ireland, which either has an equivalent professional or trade register which is not listed in Schedule 6 or

which does not have an equivalent professional or trade register shall be treated as registered on a professional or trade register for the purposes of paragraph (4)(j) on production of either a certificate that he is registered on the equivalent professional or trade register or where no such register exists, a declaration on oath, or in a relevant State which does not provide for a declaration on oath a solemn declaration, made by the economic operator before the relevant judicial, administrative or competent authority or a relevant notar.

Certificate of Satisfactory Completion (See Appendix A below)

You are required to arrange for 2 referees to provide certificates of satisfactory completion (or satisfactory completion to date) of your contracts for them.

A separate certificate of satisfactory completion of contract is enclosed under Appendix A at the end of this PQQ. Please extract Appendix A; it is your responsibility to forward this certificate in electronic format to each referee.

Completed certificates must be returned by the referees only to the following email address by the same deadline as the PQQ;

nonclinical@hertsprocurement.nhs.uk

Any certificates received in any other form will not be acceptable.

If no certificate or an unacceptable certificate is received back the Trust reserves the right to disqualify the bidder from the process.

Certificates will be scored on the following criteria:

Excellent	Acceptable	Unacceptable	Not Received
PASS	PASS	FAIL	FAIL

APPENDIX A

CERTIFICATE OF SATISFACTORY COMPLETION OF CONTRACT

Name of Referee organisation:	
Certificate provided for: (Bidder Organisation).	
Title of Contract:	
Date Reply Required by:	
Return Email Address:	nonclinical@hertsprocurement.nhs.uk

Referee Instructions:

The candidate has forwarded this document to you as part of a pre-qualification questionnaire that they are completing for Hertfordshire Partnership University NHS Foundation Trust.

Would you please complete this and return the completed reference form by email by 31st October 2014 to nonclinical@hertsprocurement.nhs.uk with the email subject heading; **Reference 9P7G-PZAH5G**

Thank you

1. What is your relationship with the applicant?

You are a

Current Purchaser	
Previous Purchaser	
Current Employer	
Previous Employer	
Current Supplier	
Previous Supplier	
<i>Please mark your answer with an X</i>	

Other – *please specify*

2. How long have you known the applicant?

Less than 1 year	
Between 1 and 2 years	
Between 2 and 5 years	
More than 5 years	
Please mark your answer with an X	

3. Throughout your relationship with the applicant, particularly in the past 12 months, have you, or your company, had cause to make a complaint?

Yes	
No	
Please mark your answer with an X	

4. If you have answered yes to question number 3, was the complaint(s), dealt with in a timely and efficient manner, with a satisfactory outcome?

Yes	
No	
Please mark your answer with an X	

If you have answered no, please state why

4. In your opinion, is the applicant reliable, efficient and effective in the service they perform and/or the goods they provide?

Yes	
No	
Please mark your answer with an X	

Please comment

5. In your opinion, does the applicant provide a good quality service and/or goods?

Yes	
No	
Please mark your answer with an X	

Please comment

6. If you have commissioned services/goods from the applicant either through a formal business contract, or employment contract arrangement, have you had cause to place the applicant in breach of their contract conditions through failure to perform/deliver services?

Yes	
No	
Not Applicable	
Please mark your answer with an X	

Please comment

Name:

Position:

Date: