

Text highlighted in **Blue** are instructions to the Procuring Officer and should be deleted from the final document.

Text highlighted in **Yellow** are sections which need to be completed by the Procuring Officer. Highlighting and background text should be removed from the final document.

## **Pre Qualification** **Questionnaire**

CONTRACT FOR **[CONTRACT TITLE]**  
COMMENCEMENT DATE: **[CONTRACT START DATE]**  
CONTRACT REFERENCE: **[REFERENCE NUMBER]**

DATE FOR RETURN OF THE QUESTIONNAIRE **[DEADLINE DATE]**

**[Insert Council address and contact details]**

## INTRODUCTION

### **Background Information:**

[Insert Background Information relevant to the contracting authority]

### **Scope of the Contract**

The Council wishes to award a contract for [description of the contract] to include:

[Brief summary of supplies / service / works required]

Further and more detailed information will be contained in the Invitation to Tender documentation, which will be issued subsequently to qualified applicants.

### **Aims and Objectives**

The objective of this pre-qualification questionnaire is to identify a group of qualified organisations with which to progress to the tender stage. The ultimate award decision will be based upon assessment of the most economically advantageous tender, which will take account of the price and quality of tender submissions. This will be evaluated against responses to questions detailed in the Invitation to Tender. *(Alternative wording if award will be on lowest price: The ultimate award decision will be based upon assessment of the lowest priced tender.)*

**GUIDANCE NOTES FOR COMPLETING THE QUESTIONNAIRE**  
**(PLEASE READ CAREFULLY)**

- (i) The purpose of this Questionnaire is to provide the Council with sufficient information about potential bidders to allow an assessment to be made of their capability and suitability to be included in a SINGLE shortlist of organisations who will be invited to tender for the contract.
- (ii) All questions should be answered in English. The questions require concise, honest and factual responses.
- (iii) **Each question must be answered in full using the same section and numbering format as appears in the Questionnaire. Failure to do so will result in the organisation's questionnaire not being considered. Even if you already provide similar services to the Council, you should still answer all questions fully.**
- |          |   |   |
|----------|---|---|
| Section  | 1 | Organisation Information/Structure            |
| Section  | 2 | Financial Information                         |
| Section  | 3 | Insurance Information                         |
| Section  | 4 | Equalities                                    |
| Section  | 5 | Health and Safety                             |
| Section  | 6 | Sustainable Development                       |
| Section  | 7 | Quality and General Technical Ability         |
| Annex    | A | Quality and General Technical Ability – Lot 1 |
| Annex    | B | Quality and General Technical Ability – Lot 2 |
| Appendix | 1 | Monitoring Equality In Procurement            |
- (Amend list of Sections and Annexes as required)*
- (iv) Should you have any queries regarding this Questionnaire or require any assistance please submit a question by the following means:
- [Insert details of how to submit questionnaires, to whom and by when]
- (v) For the purposes of this Questionnaire, all references to “the organisation” mean the organisation which is submitting the application. Where answers refer in whole or in part to parties other than ‘the organisation’, this must be stated. Unless stated otherwise when answering the questions, please give details which specifically relate to your organisation and not the whole group if your organisation forms part of a group. Applicants must provide details of the legal status of their organisation (e.g. limited company, partnership etc).
- (vi) **Format Of Questionnaire**
- Your answers should be inserted in the table in the space provided below each question.
  - Please ensure that each question is answered in full and in the order it appears in the Questionnaire. If the question is not applicable or relevant to your organisation please insert N/A.
  - Please ensure the responses and page number sequence e.g. page 1 of #, are clearly shown in your returned document.
  - Please ensure that the declaration is signed and dated by an authorised person of suitable seniority within the organisation.

- Please ensure that any supporting documents are clearly cross-referenced to the question number to which they relate.
- **Please ensure electronic documents are submitted in either Microsoft Word 2000, 2003, or PDF format. Your documents should not include embedded files. Each individual document must be less than 12Mb, and there is no requirement to zip files. (include if using an electronic tendering system)**

(vii) **Selection of the shortlist**

The selection process to draw up a shortlist will be conducted by representatives of the Council.

Each question indicates whether it is for information only (I), a threshold (T) or the number of marks available e.g.(10). All Thresholds must be met in order for the organisation to be shortlisted.

The appraisal of the Questionnaire will be based on the responses from the organisation with regard to their economic and financial standing, technical ability and previous experience. For the purpose of this contract, technical ability will be regarded as

- The ability to meet delivery requirements
- Customer service and support capabilities
- The ability to conduct e-commerce
- Previous experience of similar contracts [amend as necessary].

The Council will shortlist between 5 and 20 organisations who will be invited to tender. Where more than the required number meets the criteria outlined above, the number of organisations will be limited on the scoring of Section 7. *(Amend the number to be shortlisted to reflect the requirements of your contract. It is mandatory that a minimum of 5 must be shortlisted.)*

(xii) **WHERE POSSIBLE COMPLETED QUESTIONNAIRES SHOULD BE SUBMITTED ELECTRONICALLY TO:**

**[Insert Name and Address of e-tendering system]**

Suppliers should ensure that they allow enough time to submit their questionnaire response electronically and the Council will accept no responsibility for difficulties during the process of submission.

Alternatively, if you do not have internet access and wish to submit your questionnaire in hard copy format, it must be returned to:

**[Contact Name and address]**

**The envelope and its franking must not bear any indication of the organisation's identity and the envelope must only be marked "PQQ for [Name Of Contract]"**.

**QUESTIONNAIRES MUST BE RECEIVED NOT LATER THAN [DATE] 12 NOON (UK TIME). LATE SUBMISSIONS WILL NOT BE ACCEPTED.**

## DECLARATION

As set out in the Public Contract Regulations 2006 (SI 2006 No. 5), regulation 23, the Council shall comply with the following extract of requirements:

(1) Treat as ineligible and shall not select an economic operator in accordance with the 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 of the Criminal Law Act 1977(a) where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA(b);

(b) corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889(c) or section 1 of the Prevention of Corruption Act 1906(d);

(c) the offence of bribery;

(d) fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, 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(a) and the Theft Act 1978(b);

(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985(c);

(v) defrauding the Customs within the meaning of the Customs and Excise Management Act 1979(d) and the Value Added Tax Act 1994(e);

(vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993(f); or

(vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;

(e) money laundering within the meaning of the Money Laundering Regulations 2003(g); 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.

Furthermore, paragraph 4 of the Regulations state that;

(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 bankrupt or has had 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(h), or article 242 of the Insolvency (Northern Ireland) Order 1989(i), 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(a) 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 required of him under this regulation.

This summary is intended as a guide only and organisations should refer to the relevant statute for further guidance on ineligibility. The Council may request further information from the organisation or from competent authorities if such information is required to decide on any exclusion referred to above.

**I can confirm that the organisation is not ineligible to tender under the Public Contract Regulations 2006, regulation 23 and that I have checked that all questions have been answered where applicable and the supporting documents are enclosed as requested.**

Signed:

.....

Date:

.....

Name:  
(Capital letters)

.....

Position Held

.....

On behalf of  
(Name of organisation)

.....

Name and address of organisation

.....  
.....  
.....

Telephone No: .....

E:mail: .....

Fax No: .....

Please note that documents submitted electronically using the Council's e-Procurement system will, upon being submitted, be deemed to be signed as per the Electronic Communications Act 2000."

**SECTION 1: Organisation Information/Structure**

<b>Please provide the following:</b>		<b>Marks</b>
1.1.	Name of the organisation in whose name the tender would be submitted.	1
Answer		
1.2.	Name of person applying on behalf of the organisation and position in the organisation.	1
Answer		
1.3.	Who will be the contracting party/parties?	1
Answer		
1.4.	Main contact name and address for correspondence, telephone, fax numbers, e-mail and web site.	1
Answer		
1.5.	Registered office (if different from the above).	1
Answer		
1.6.	Nature of the organisation, e.g. private limited company, sole trader, partnership or other (please specify).	1
Answer		
1.7.	Date of establishment of organisation.	1
Answer		
1.8.	Primary areas of business.	1
Answer		
1.9.	Is your organisation associated with any other organisation? (If so, please provide details.)	1
Answer		
1.10.	Do any potential conflicts of interest exist between this work and any senior member of your organisation? (If yes, please provide details.)	1
Answer		
<b>Limited Companies must complete questions 1.11-1.13</b>		
1.11.	Date of Registration.	1
Answer		
1.12.	Registration Number of the Company.	1
Answer		
1.13.	Name and address of Holding Company/Parent Group (if	1

	applicable). Please clearly state relationship.	
Answer		
<b>Partnerships must complete questions 1.14-1.16</b>		
1.14.	Date the partnership was formed	I
Answer		
1.15.	Total number of partners.	I
Answer		
1.16.	Is the partnership a member of a group? (If 'yes', detail other relationships within the group and comment on the group structure.)	I
Answer		
<b>Charities and Housing Associations must complete question 1.17</b>		
1.17.	Charity, Housing Association or other registration number and the name of the registering body.	I
Answer		

**SECTION 2: Financial Information**

<b>NOTE TO ORGANISATIONS:</b> This section will be used to assess overall financial stability of the organisation. Financial References and Credit Checks will be followed up for shortlisted suppliers before Tender documents are issued. Depending on timescales, further financial checks may be carried out between receipt of tenders and contract award.		<b>Marks</b>
<b>2. Please provide the following:</b>		
2.1.	The name, address and contact details of the organisation's banker and confirmation that the Council can approach them for a financial reference.	T
Answer		
2.2.	Organisation's VAT registration number.	I
Answer		
2.3.	Your turnover in the last 2 years.	T
Answer	Year ended [date]                      Year ended [date]	
2.4.	Details of any outstanding claim or litigation against the organisation, which could affect its financial stability. (If none write N/A.)	
Answer		
2.5.	Has your organisation met the terms of its banking facilities and loan agreements during the last year?	
Answer	Yes / No	
2.6.	If no, what were the reasons and what has been done to put this right?	
Answer		
2.7.	Has your organisation met all its obligations to pay its creditors and staff during the last year?	
Answer	Yes / No	
2.8.	If no, explain why?	
Answer		
2.9.	If asked, would you be able to provide at least one of the following (please indicate which)? <ul style="list-style-type: none"> <li>• A copy of your most recent audited accounts.</li> <li>• A statement of your turnover, profit and loss account and cash flow for the most recent year of trading.</li> <li>• A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</li> </ul>	
Answer		

**SECTION 3: Insurance Information**

<b>3. Please provide the following:</b>		<b>Marks</b>
<b>NB:</b>	<i>Consider the appropriate levels and types of insurance in relation to the value of the contract and type of supplies/service to be provided. Check with Insurance and Risk Management.(Delete this paragraph from the final document)</i>	
3.1.	Details of the organisation's Public Liability Insurance: - minimum of £5m  Value of Cover: Expiry Date:	I
3.2.	Details of the organisation's Employer's Liability Insurance: - minimum of £10m  Value of Cover: Expiry Date:	I
3.3.	Details of organisation's Professional Indemnity Insurance:  Value of Cover: Expiry Date:	I
3.4.	If your current cover is less than the minimum indicated above, CONFIRM you would be prepared to increase your level of cover accordingly if awarded the contract	T

**SECTION 4: Equalities**

<b>4. Please provide the following:</b>		<b>Marks</b>
Your organisation will be evaluated for equality in employment on the basis of your answers to these questions. Please ensure that you answer them all and supply evidence for your answers to question 4.7 if applicable. Please provide sufficient information to enable the Council to make a fair and accurate assessment of how, as an employer and/or service provider, you have dealt with equality issues.		
NB: You should also complete the Monitoring Equality in Procurement questions at Appendix 1.		
4.1.	Does your organisation have a written equal opportunities policy, to avoid discrimination? (If not, please explain why.)	T
Answer	Yes / No	
4.2.	Please confirm that it is your organisation's policy as an employer to comply with your statutory obligations under the following legislation (or European equivalents)? <ul style="list-style-type: none"> <li>• Equal Pay Act 1970</li> <li>• Sex Discrimination Act 1975</li> <li>• Race Relations Act 1976</li> <li>• Disability Discrimination Act 1995</li> <li>• Sex Discrimination (Gender Reassignment) Regulations 1999</li> <li>• Employment Act 2002</li> <li>• Race Relations Act (Amendment) Regulations 2003</li> <li>• Employment Equality (Religion or Belief) Regulations 2003</li> <li>• Employment Equality (Sexual Orientation) Regulations 2003</li> <li>• Employment Equality (Age) Regulations 2006</li> <li>• Equality Act 2006</li> </ul>	T
Answer	Yes / No	
4.3.	Please confirm that it is your practice not to treat one group or individual less favourably than others because of their age, sex, colour, race, nationality, ethnic origin, disability, religious beliefs or sexual orientation on any decision relating to recruitment, training or promotion of employees in your organisation. Also, please confirm that you similarly apply this approach in the services you provide in respect of the provision of education, housing, supplies, facilities or services or other public functions.	T
Answer	Yes / No	
4.4.	In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal or in comparable proceedings in any other jurisdiction?	I
Answer	Yes / No	
4.5.	In the last three years has your organisation been the subject of a	I

	formal investigation by an external body on grounds of alleged unlawful discrimination?	
Answer	Yes / No	
4.6.	In the last three years, has any contract with your organisation been terminated on grounds of your failure to comply with: i) legislation prohibiting discrimination; or ii) contract conditions relating to equal opportunities in the provision of services?	I
Answer	Yes / No	
4.7.	If the answer to question 4.4, 4.5 and/or 4.6 is “Yes”, what steps did your organisation take as a result of the finding, investigation or termination of contract?	T
Answer		
<i>The following questions will only need to be included in the PQQ if the contract is considered to be a high equalities risk. (Delete this paragraph from the final document.)</i>		
4.8.	Are your policies on equality and diversity set out:  i) in instructions to those concerned with recruitment, selection, remuneration, training and promotion; ii) in documents available to employees, recognised trade unions or other representative groups of employees; iii) in recruitment advertisements or other literature; iv) in relation to the provision of education, housing, supplies, facilities or services or other public functions?  If your answer to question 4.10 i), ii), iii) or iv) is ‘No’, can you provide other evidence to show that you promote the elimination of discrimination in employment and the provision of services?	I  I  I  I  T
Answer		
<b>Please supply evidence to support your answers to the next questions. Such evidence may be examples or copies of documents such as your equality and diversity in employment (equal opportunities) policy or statement, documents outlining arrangements for recruitment, training and promotion, and copies of recruitment advertisements or other organisation literature which includes a commitment to equal opportunities.</b>		
4.9.	Are staff who have managerial responsibilities required to receive training on equal opportunities?	T
Answer	Yes / No	
4.10.	Do you observe as far as possible the relevant codes of practice (including the Commission for Racial Equality’s Code of Practice in employment, as approved by Parliament in 2006, or a comparable statutory code, which gives practical guidance to employers and others on the elimination of discrimination and the promotion of equality of opportunity in employment, including monitoring of workforce matters and steps that can be taken to encourage people	T

	from minority groups to apply for jobs or take up training opportunities)?	
Answer	Yes / No	
4.11.	In any previous or current contracts for supplies and/or services similar to those in the proposed contract did you:  i) apply a race equality or equal opportunities policy for access to those services by different racial or other groups? ii) provide supplies or services appropriate to the special needs of any particular group?	I
Answer		
4.12.	If you are not currently subject to UK legislation, please supply details of your experience in complying with equivalent legislation that is designed to eliminate discrimination and to promote equality of opportunity.	T
Answer		

**SECTION 5: Health & Safety**

5. Please provide the following:	Marks
<p><i>Note: a risk assessment of the contract must be undertaken for this section. Consider the guidance in the procurement manual and consult your health and safety risk manager if necessary before deciding which questions to include in this section. (once risk level established delete this paragraph from the final document)</i></p>	
<p><b>Low risk</b> contracts need only utilise the text in 5.1 below for Section 5. (delete this paragraph along with questions 5.2 to 5.15 (high risk contract questions) from the final document).</p>	
5.1.	<p><b>Please confirm that your organisation’s commitment to Health and Safety is:</b></p> <ul style="list-style-type: none"> <li>• To provide adequate control of the health, safety and welfare risks arising from our work activities which may affect employees or others</li> <li>• To consult with our employees on matters affecting health and safety</li> <li>• To provide and maintain safe plant and equipment</li> <li>• To ensure safe handling and use of substances</li> <li>• To provide information, instruction and supervision for employees</li> <li>• To ensure all employees are competent to do their tasks, and to give them adequate training</li> <li>• To prevent accidents and cases of work related ill health</li> <li>• To maintain safe and healthy working conditions</li> <li>• To ensure sufficient funds are available to implement this statement; and</li> <li>• To review and revise this statement as necessary at regular intervals not exceeding 12 months.</li> </ul> <p>You agree to ensure that all your employees will comply with all relevant health and safety legislation, as well as any instructions from the Council’s Supervising/Safety Officers, whilst your organisation undertakes any work on behalf of the Council.</p>
Answer	Confirmed Yes / No

T

	<b>High risk contracts must utilise questions 5.2 to 5.15 (below) for Section 5. Involve your Health and Safety Risk Manager in the evaluation process (delete this paragraph and everything preceding it from the final document)</b>	
5.2.	Please state the name and position of the person with overall responsibility for health and safety in your organisation together with details of experience and any relevant qualifications.	I
Answer		
5.3.	Please state the name and position of the person (if different to above) appointed to provide health and safety advice as required by Regulation 7 of the Management of Health & Safety Work Regulations 1999, together with details of experience and any relevant qualifications.	I
Answer		
5.4.	Does your organisation (not individuals within it) have current membership of any trade associations, safety organisations, registration with or accreditation by any accrediting bodies, for example CHAS or equivalent? Current accepted equivalents to CHAS are: <ul style="list-style-type: none"> <li>• Safecontractor</li> <li>• Achilles UVDB Verify</li> <li>• The NHBC Safety Scheme</li> <li>• SAFE-T-CERT</li> <li>• EXOR</li> </ul> (If the answer is yes, provide details, using full names of associations, bodies and any applicable registration number. Please do not use abbreviations.)	I
Answer		
<p><b>NOTE TO ORGANISATIONS</b> (include if your organisation supports the CHAS scheme):</p> <p>Organisations are informed that the Council operates a policy that if a organisation has current membership to the Contractor Health and Safety Assessment Scheme (CHAS) or the equivalents mentioned above, then the organisation will automatically pass all the remainder of the Council's SECTION 5 Health and Safety requirements.</p> <p>Organisations that <b>do not</b> have a current membership for CHAS or the equivalents are required to complete the remainder of the Health and Safety section, questions below.</p>		
5.5.	Does your organisation have a written Health and Safety Policy (covering General Policy, Organisation and Arrangement) as required by Section 2(3) of the Health and Safety at Work etc Act 1974 and issue any codes of safe working practices to employees? (If the answer is <b>yes</b> please enclose a copy of the policy. If your organisation <b>does not</b> have a written Health and Safety Policy please give the reason why.)	T

Answer		
5.6.	Please state how health and safety policies and procedures are communicated to your employees and administered within your organisation?	T
Answer		
5.7.	Does your organisation have a procedure for the reporting and recording of accidents and dangerous occurrences in accordance with RIDDOR? (If the answer is <b>yes</b> , please enclose a copy.)	T
Answer	Yes / No	
5.8.	Please complete the following table in respect of accidents and dangerous occurrences in the last 3 years as set out below.	I

Year	Fatal	Major Injury or "Over 3-Day"	Non-Reportable	Dangerous Occurrences	Reportable ill-health	Near Misses
Last 12 months						
Year 2						
Year3						

5.9.	If your organisation has experienced any of the above occurrences during the last 3 years, or your organisation has been subject to formal enforcement (e.g. Prosecution, Prohibition Notice or Improvement Notice) for contravention of the Health and Safety at Work etc Act 1974, or equivalent legislation arising from your conduct of activities similar to those covered by this contract during the last five years, please provide full details and explain corrective action taken to prevent re-occurrence. (If none, write N/A.)	T
Answer		
5.10.	Does your organisation have Risk Assessment Procedures in place for all work activities as required by the Management of Health and Safety at Work Regulations 1999 and associated legislation? (If the answer is <b>yes</b> , please supply 2 examples of risk assessments and safety method statements for work activity undertaken within the last 12 months. This should include manual handling, COSHH or others that are relevant to your work activities.)	T
Answer		
5.11.	Does your organisation have a health and safety training programme for your employees to ensure that they are competent for their duties? (If the answer is <b>yes</b> , please enclose brief details of training courses or programmes undertaken by managers and employees.)	T
Answer		

5.12.	Does your organisation have arrangements in place for consultation with employees on health and safety matters?	T
Answer	Yes / No	
5.13.	Where appropriate, does your organisation undertake health monitoring of employees? (If the answer is <b>yes</b> , please provide details.)	T
Answer		
5.14.	If your organisation uses sub-contractors, do you have a system in place for assessing their competence and the ongoing monitoring and review of their Health and Safety performance? (If the answer is <b>yes</b> , please provide details.)	T
Answer		
5.15.	Does your organisation have a system in place for monitoring Health and Safety arrangements including auditing them at periodic intervals and for reviewing them on an ongoing basis? (If the answer is <b>yes</b> , please provide details including examples.)	T
Answer		

**SECTION 6: Sustainable Development**

<b>6. Please provide the following:</b>		<b>Marks</b>
The Council is committed to working towards the objectives of sustainable development through its own actions and its influence over others. This includes through its procurement processes. <b>Further sustainability questions will be included in the tender document.</b>		
6.1.	Does your organisation have an environmental policy? If so, please enclose a copy or provide details.	I
Answer		
6.2.	Does your organisation have an externally validated environmental management system such as EMAS or ISO 14001 or does your organisation adhere to any environmental standards or accreditations? (If so, please provide details.)	I
Answer		
6.3.	Has your organisation been investigated or prosecuted or is currently being investigated for a breach of any Environmental Legislation or regulation? (If so, please provide details.)	T
Answer		

## SECTION 7: Quality and General Technical Ability

*Consider the minimum quality and technical competencies you will expect from contractors and adapt the questions and available marks in this section accordingly. (Delete this paragraph from the final document.)*

<b>7. Please provide the following:</b>		<b>Marks</b>
7.1.	Does your organisation have a written customer care policy? Please provide details of: i) Your customer service team including how they are contacted ii) Your organisation's complaints procedure including escalation procedure iii) Your returns policy iv) How specific customer order /delivery problems are handled	5  2 3 2 3
Answer		
7.2.	Has your organisation obtained, or is working towards accreditation for any quality assurance scheme (e.g. ISO 9000/2)? If yes, please provide full details including how long the scheme has been in place and how the scheme is audited. If no accreditation is held, please give details of your organisation's quality assurance policy.	10
Answer		
7.3.	Please provide:  i) An organisational chart showing the organisation's national, regional and local organisation management structure together with locations of any offices.  ii) How many staff are employed by the organisation (including part-time, trainees and apprentices) including, where relevant, numbers, levels and qualifications.	6  4
Answer		
7.4.	Details of the organisation's membership of, or affiliation to any relevant professional/technical body, association or institute. Does this membership require the organisation to follow a code of practice? If so, please provide a copy.	5
Answer		
7.5.	How does your organisation assess suitability of staff for employment?	5
Answer		
7.6.	Has your organisation ever suffered a deduction for liquidated damages or other 'penalties' in respect of any contract within the last 3 years, or ever not had a contract renewed for failure to perform the terms of the contract? If so, please give details.	-10
Answer		

7.7.	Please provide a general statement as to how your organisation would approach the implementation, development and management of the Contract including; <b>(amend as appropriate to include questions which are specific to your contract)</b>	
	i) details of how the account would be managed, whether there would be a nominated account manager and how progress would be reported to the Council	6
	ii) details of how the contract would be resourced, the distribution network which will be used, the team which will be allocated to the contract	5
	iii) whether sub-contractors will be used to delivery any part of the contract.	7
	iv) details of monitoring and evaluation of the contract including provision of management information and adherence to KPI's if appropriate.	7
	v) How information on future developments will be provided.	5
Answer		
7.8.	Is your organisation able to conduct e-commerce?  If so, please provide details of your system, ease of use, how you conduct e-ordering, e-invoicing, on-line order tracking etc.	10
Answer		
7.9.	Details of up to three contracts you have been awarded within the last five years that are relevant to the Council's requirements (please confirm that the Council may contact these organisations to provide a reference): <ul style="list-style-type: none"> <li>• Client Name and Address;</li> <li>• Contract Name;</li> <li>• Date of award;</li> <li>• Contract duration;</li> <li>• Approximate annual contract value;</li> <li>• Type of Contract and description of work;</li> <li>• Two contacts names, their position and telephone numbers.</li> </ul>	T  10
Answer		
	<b>TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006)</b> <b>(include if relevant - these are sample questions – amend as necessary)</b>	
7.10.	It is considered likely that TUPE may apply to this contract. What experience do you have of TUPE transfers?	20
Answer		
7.11.	Please confirm that you will accept a transfer of relevant staff under TUPE.	T
Answer		

**ANNEX A: Quality and General Technical Ability Lot 1 [Title]**

*(If your contract is split in to lots, use the Annexes to ask technical questions which only apply to each individual Lot. Questions which apply to all Lots should be included in Section 8. Add further Annexes as required. [Delete this paragraph from the final document])*

<b>8. Please provide the following:</b>		<b>Marks</b>
8.1.		
8.2.		
8.3.		

**ANNEX B: Quality and General Technical Ability Lot 2 [Title]**

<b>9. Please provide the following:</b>		<b>Marks</b>
9.1.		
9.2.		
9.3.		

## APPENDIX 1. Monitoring Equality In Procurement

We seek to ensure that all sections of the community have access to our services. We also wish businesses from all sections of the community to have a fair chance to do business with us. The following information will be used for monitoring and statistical purposes only. Any information provided will not be taken into account in evaluating firms/organisations for either entry onto an approved list or in the process of contract award.

How would you classify the overall majority ownership or control of your firm/organisation (please tick appropriate box).

MALE

FEMALE

**Please tick the circles as appropriate (or delete other options)**

- 1. Ethnic Group** *Ethnic groups are not about nationality, place of birth or citizenship. They are about colour and cultural background.*

**White**

British

Irish

Any other white background

**Mixed**

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

**Asian or Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian background

**Black or Black British**

- Caribbean
- African
- Any other black background

**Chinese**

- Chinese

**Other ethnic group**

- Any other group

**2. Age:**

- 16-19
- 20-24
- 25-59
- 60-64
- 65 and above

**3. Do any of your employees have a disability?**

- Yes  No

**. If they do, what is the nature of their disability?**

- Difficulty getting around
- Hearing difficulty
- Difficulty seeing
- Learning difficulty
- Mental health problems
- Other

**NOTE:** if you do not currently collect and monitor ethnic origin as per the ethnic codes identified in the latest census, please would you provide the information as you have it, or outline when you will have the information available.