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|  | A red and blue logo  AI-generated content may be incorrect.Hillview School for GirlsICT Managed Service Partner ProcurementProcurement Specific Questionnaire |
|  | June 2025 |

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# PSQ Explainer (for suppliers)

In the explainer below, the contracting authority is Hillview School for Girls. Moxton Education are acting on behalf of the school in this procurement and should be considered part of the contracting authority.

Contact details for the School and Moxton Education are as follows:

**School**

Simone Jones – JonesS@hillview.kent.sch.uk

**Moxton Education**

Graham Thorpe – graham.thorpe@moxton-education.com

1. Public procurement is governed by regulations to ensure that procurement delivers value for money, competition, transparency and integrity.
2. The Procurement Specific Questionnaire (PSQ) has been designed to help the contracting authority ensure that suppliers share the right information when participating in a procurement. This is separate from the formal tender submission (on how the supplier proposes to meet the tender requirements). The PSQ consists of three parts:
3. **Part 1 - confirmation of core supplier information**: suppliers participating in procurements will now be expected to register on a central digital platform (CDP). Suppliers can submit their core supplier information and, where a procurement opportunity arises, share this information with the contracting authority via the CDP. It is free to use and will mean suppliers should no longer have to re-enter this information for each public procurement but simply ensure it is up to date and subsequently shared. The CDP is available at https://www.gov.uk/find-tender. Part 1 provides confirmation that suppliers have taken these steps.
4. **Part 2 - additional exclusions information**: procurement legislation provides for an ‘exclusion regime’ and a published ‘debarment’ list to safeguard procurement from suppliers who may pose a risk (for example, due to misconduct or poor performance). Suppliers must submit their own (and their connected persons[[1]](#footnote-1)) exclusions information via the CDP. This includes self-declarations as to whether any exclusion grounds apply to them and, if so, details about the event or conviction and what steps have been taken to prevent such circumstances from occurring again.
5. As part of a procurement, a supplier will need to also share additional exclusions information for any suppliers that they are relying on to meet the procurement’s conditions of participation. These could either be consortium members or key sub-contractors (but excludes any guarantors). These suppliers are ‘associated persons’ and their exclusions information must be shared with the contracting authority. We recommend this is done by ensuring that associated persons register, submit and share their information via the CDP (like the prime/main supplier).
6. In addition to the sub-contractors who are being relied on to meet the conditions of participation (who are associated persons), suppliers will need to share an exhaustive list of all their intended sub-contractors, which will be checked against the debarment list.
7. If a sub-contractor is unknown at the start of the procurement (or brought in during it), this should be made clear by the supplier and relevant details of the sub-contractor should be provided once their identity and role is confirmed. This information should be shared with the contracting authority as soon as possible and at least by final tenders.
8. **Part 3 - conditions of participation**: the contracting authority may set conditions of participation which a supplier must satisfy in order to be awarded a public contract. They can relate to the supplier’s legal and financial capacity or their technical ability.
9. Some of the information requested in the PSQ will be for information purposes only. Other information will be assessed by the contracting authority. This might include a pass or fail mechanism, or a threshold which the supplier must meet. Under certain procurement processes, a contracting authority might use the information shared via the PSQ as part of a selection process to limit the number of participating suppliers. For example, inviting the five suppliers that submitted the highest scoring responses. Where this is the case, the contracting authority will outline the maximum number of suppliers, and the criteria used to select the limited number of suppliers, in their tender notice (section 20(4)(a) of the Procurement Act and regulation 19(2)(d) of the Procurement Regulations 2024).
10. Suppliers should note that the contracting authority has legislative duties to publish certain information which relate to the supplier in their contract award notices. This information includes, but is not limited to:
* details of the winning supplier’s associated persons
* details of the winning supplier’s connected person information
* for certain procurements over £5 million, details of unsuccessful bidders
1. Freedom of Information and Procurement Act 2023
We have legal obligations under both the Freedom of Information Act 2000 and the Procurement Act 2023 (and all subsequent related Statutory Instruments and replacement legislation). Accordingly, any information submitted to us may need to be disclosed in accordance with these Acts (including for example, grounds for exclusion).

# Notes for Completion

Should applicants have any questions regarding this pre-qualification process or the information provided please submit them to Mr Graham Thorpe via e-mail, graham.thorpe@moxton-education.com and cc JonesS@hillview.kent.sch.uk or by telephone 07540594557. The closing date for applicants to submit questions is Midday on the 30th of June 2025. The School will provide an electronic response to any questions by 5pm on the 3rd July **or before.**

Completed Qualification Questionnaires, with all relevant additional information, must be submitted to the School by **Midday on the 7th of July 2025**. Submissions received after this date and time may not be accepted.

Please make sure that the subject line used in your submission email is exactly as follows, but substituting your company name for [Company Name]. Moxton Education will send a confirmation email on receipt.

***HSG – MSP PSQ Submission for [Company Name]***

**Suppliers are advised that failure to respond to all the questions within the PSQ and / or failure to submit any necessary supporting documents and / or failure of referees to respond to reference requests may render their submission non-compliant and as such they may not be considered for inclusion in the shortlist to continue to the next stage.**

**The Contracting Authority will not contact Suppliers to provide missing information or corrections where there is an anomaly.**

# Background

## School

Based in Tonbridge, Kent, Hillview School for Girls is an 11 to 18 girls’ all-ability school with a thriving, mixed Sixth Form. We chose to become an academy in August 2011 and are one of the highest-achieving non-selective Schools in Kent.

We are a creative, inclusive school where all students flourish and make exceptional progress. Our dynamic Performing and Visual Arts specialisms have a profound impact upon learning and contribute to the purposeful, friendly and stimulating atmosphere that permeates the school. We foster self-esteem and high aspirations.

By encouraging a ‘can-do’ culture, our students become astute, ambitious and independent. Visitors often comment about how articulate and enthusiastic our students are.

Our rich, varied curriculum engages our students and equips them with the skills they need to make their way in the world. We help students develop a range of transferable skills from teamwork, leadership and independence through to communication, self-expression and time management.

Our strong pastoral system ensures that behaviour is excellent and there is a relaxed but purposeful atmosphere throughout the school where young people can thrive and feel supported.

We have a vibrant, mixed Sixth Form that provides a variety of pathways for students to extend their learning, gain work experience with one of our many industry partners and prepare for university or work.

Hillview value technology and look for positive and safe ways to support students in accessing software and digital systems. We aim to support students in experiencing and developing the technological skills they will need to engage in the workplace post education. As a school we seek to keep abreast of IT developments and upskill our employees.

The school is comfortable with where they are in terms of support and use of ICT – but they are ready to take the next step and see what else may be possible that will improve effectiveness, efficiency (both in the classroom and the supporting business functions) and as such also be more cost effective.

## Procurement

The ICT Support at the School is provided by a single outsourced support provider who provides a mix of scheduled onsite visits and remote support. The school is taking the opportunity to go to the market to identify the best innovative and forward-looking partner to support them in the delivery and development of their ICT provision over the next five years.

This procurement includes (but may not be limited to) the items listed below.

* A core managed service, management of all ICT against an agreed SLA
* A Service Desk, available 52 weeks a year including out of hours access
* Local staffing with a minimum of one full time (52 weeks) role, possibly supported by other on-site roles which suppliers deem necessary to deliver the service and meet the SLA requirements
* Strategic advice and direction to the School regarding ICT
* Responsibility for design, specification, installation, and management of all ICT infrastructure
* Supply of goods and services based on an agreed Best Value approach
* Management of 3rd parties where relevant to the ICT support
* Relevant monitoring, management, patching
* Regular performance reporting
* CPD and training – digital skills and curriculum as necessary
* There is an expectation that the provider will support and/or drive innovation
* Maintain technical documentation
* Maintain operational documentation, for example inventory management and risk registers
* Collective partnership targets aligned to the school’s objectives
* In school support for the integration and upgrade of the connectivity, communications and security infrastructure as required
* Suppliers may be required to deliver a range of technology and change management projects in addition to the providing the core managed service.

Suppliers should note the following:

* The school will provide a standard contract as part of the ITT Pack
* There is a requirement for TUPE from existing suppliers

The value of this procurement has been set with an upper limit of **£1.5M** over a maximum 60 month period.

To be clear, the upper limit noted above is a maximum value of the contract, not a budgetary figure. It includes

* The cost of the core managed service for the school
* An allowance for the life cycling of infrastructure and devices that may need replacing or refreshing over the course of the contract

In essence, this procurement is all about identifying a single supplier to provide a fully outsourced ICT managed service.

Further details regarding bid timescales are noted below but in terms of the managed service this is advertised as a 60 month contract with a maximum 5 year managed service with start and end dates as follows:

Service start date – 1st December 2025

Service end date – 30th November 2030

The school gives no guarantee of the volume of work to be awarded under the contract and reserves the right to carry out work in-house.

## Timescales

We expect the following timeframes to be adhered to following the submission of the Initial selection questions. These timeframes are provided as indication only to support bidder planning and cannot be guaranteed.

|  |  |
| --- | --- |
| Tender Notice Published | Monday, 9 June 2025 |
| PSQ clarifications open | Monday, 9 June 2025 |
| PSQ clarifications questions cutoff | Monday, 30 June 2025 |
| Last date for Clarification responses | Thursday, 3 July 2025 |
| PSQ Submission deadline | Monday, 7 July 2025 |
| ITT meeting for shortlisted bidders | Thursday, 17 July 2025 |
| Tender clarification open | Friday, 18 July 2025 |
| Tender Clarification Close | Friday, 22 August 2025 |
| Last Date for clarification responses | Tuesday, 26 August 2025 |
| Tender Submission deadline | Friday, 29 August 2025 |
| Bidders Presentations | Monday, 15 September 2025 |
| Award Decision - bidders notified | Tuesday, 16 September 2025 |
| Stand Still Start | Wednesday, 17 September 2025 |
| Stand Still End | Wednesday, 1 October 2025 |
| Contract preparation starts | Wednesday, 17 September 2025 |
| Contract Pack Issued | Wednesday, 8 October 2025 |
| Contract Signing complete by | Wednesday, 15 October 2025 |
| Contract Award Notice Published | Friday, 17 October 2025 |

# Conditions of Participation

The school intends to limit the number of participating suppliers that will be invited to continue to the next stage and submit a proposal.

The school will invite the top 5 scoring suppliers to continue to the next stage. These shortlisted suppliers will be invited to participate in a one-to-one online meeting with the school to discuss the procurement and the school’s requirement, following which an ITT pack containing detailed requirements, a draft contract pack and other information will be provided.

Preference will be given to companies who can provide information in their responses about and references from organisations of a similar context and size to the school.

These responses will be ranked by the school and a minimum of the top 5 companies shall form the basis of the shortlist of companies invited to tender for a 5-year School-wide Managed service, provided that they continue to express an interest to do so.

The objective of the PSQ process is to assess the responses to this questionnaire and select potential suppliers to proceed to the next stage of the procurement. Selection for inclusion in the next stage will be based on evaluation of the PSQ questions on the following criteria.

*Technical capacity*

* Evidence of at least 5 years’ experience in the provision of Managed Services to the Schools Education sector along with appropriate in-house systems, technical capability, and key personnel with good technical knowledge. This includes evidence of ability to deliver to contract standards drawn from references.

*Economic and financial standing*

* Evidence of economic and financial standing in respect of viability to perform the services. Suppliers must be in a sound financial position and able to demonstrate appropriate financial capacity to perform the service to participate in a procurement of this size.

The school will apply the following financial test to a bidder’s submission
- annual turnover must be at least 4 times the annual value of the contract (i.e. a total of £1.2M)
If a bidder does not meet this criterion, then (at the school’s discretion) they may not be shortlisted for inclusion in the next stage.

*Other criteria*

* Suitable insurance cover. Public Liability to a minimum of £5,000,000 per occurrence, Employer’s Liability to a minimum of £5,000,000 (or statements that these will be obtained if awarded the relevant contract(s).
* A sound record of and clear policies of quality standards including, health & safety
* e-safety and equality policies are not required at this stage, but Suppliers may need to confirm they are available if chosen to be preferred bidder.

The school reserves the right not to select a potential contractor who has been assessed as having material weaknesses in one particular area covered by these initial selection questions, notwithstanding acceptable or even strong responses in all other areas.

The information supplied by applicants will first be checked for completeness and compliance with eligibility/exclusion requirements before responses are evaluated.

## Evaluation Guide

**The school reserves the right to reject/disqualify any application that is incomplete or non-compliant.**

**It is becoming common to get a large number of suppliers expressing interest by submitting a PSQ. As such, completeness and compliance will be strictly enforced, and any omissions or unclear answers are likely to result in exclusion. Suppliers may *not* be contacted for missing information.**

### Preliminary Questions

There must be answers for each question in the Preliminary Questions.

### Part 1

There must be answers for each question in Part 1

### Part 2

There must be answers for each question in Part 2

### Part 3A

Question 13 is a pass/fail question and must be answered in the positive for a supplier to have a chance of being selected.

Question 14 is only needed if you are intending to use a guarantor. If this is the case, they must pass the same test detailed in Q13.

Questions 15-17 are pass/fail questions and must all be answered in the positive for a supplier to have a chance of being selected.

Is a supplier successfully passes all the above evaluation conditions then they will be eligible for scoring. Scoring will be carried out as described below.

#### Relevant Experience & Contract Examples

For Question 18, suppliers should provide contract examples (references)

* Contracts should have been performed during the past five years or be currently ongoing.
* The named contact provided should be prepared to provide written evidence to confirm the accuracy of the information provided. Please ensure you have gained their approval to put their organisation and name forward and please ensure your referees are aware they will be contacted by us
* References may not be taken up at PSQ stage, but the authority reserves the right to contract references at a later stage before any Preferred Bidder decision is made.
* Please provide references which are as similar in nature to the service which is being procured by the school. Please also ensure references are obtained from distinct organisations, i.e., not from under the same umbrella.
* References will be given a score from 0 to 5 based on their context in comparison to the school. i.e. References from organisations that are similar in size and makeup to the school will score higher that those that are different

Initial suitability of reference score

|  |  |
| --- | --- |
| Reference Organisation | Score |
| School of a similar type & size | 5 |
| Other School | 4 |
| Edu/not primary or sec | 1 |
| Commercial | 0 |

#### Worded responses (Questions 19a – 19e)

Each of these questions has a limit of 500 words. Images may NOT be used as part of the answer.

Please do not exceed the 500 word per section word limit – any answer exceeding 500 words or using images will be treated as non-compliant and will score 0.

The following scoring is applied for each question in this section:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Score** | **Summary**  | **Interpretation** |
| Excellent | 10 | Very strong evidence of appropriate knowledge, skills or experience. Have confidence in their ability to deliver the required service but also add significant value. | Demonstrate a deep understanding of the requirement. All experience offered is detailed and linked directly to service requirements and show how they will be delivered and the impact that they will have on other areas/stakeholders. Relevant examples and/or case studies from organisations similar to the school are provided to support the answer. |
| Good | 8 | Sufficient evidence provided of appropriate knowledge, skills or experience. Have confidence in their ability to deliver the required service | Demonstrate a good understanding of the requirement. Experience will have been provided to show not only what will be provided but will give some detail of how this will be achieved. Reference has been made to case studies, though they may not be similar organisation to the school |
| Acceptable | 6 | Reasonable evidence of appropriate knowledge, skills or experience. Demonstrates experience in many areas but not all. | Demonstrate a good understanding of the requirement but will lack some clarity or detail in how the proposed solutions will be achieved. Evidence provided, while giving generic or general statements, is not specifically directed toward the aims/objectives of this answer |
| Minor Reservation | 4 | Some evidence of appropriate knowledge, skills or experience. Demonstrates experience in many areas but with important omissions | Will reflect that the bidder has not provided sufficient evidence to demonstrate they have experience in this area. Answers will in parts be sketchy with little or no detail given of how they have experience in this area. Evidence provided is considered weak or inappropriate and is unclear on how this relates to the question. |
| Serious Reservations | 2 | Very little evidence of appropriate knowledge skills or experience | Will reflect that there are major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.  |
| Unacceptable | 0 | No evidence/response | Will result if no response is given and/or if the response is not acceptable and/or does not cover the required criteria. |

**Summary of Scoring Guide**

Maximum score overall = 65

All scores indicated are for guidance purposes.

Evaluators will be free to apply intermediate scoring for any of the evaluation criteria

**For the avoidance of doubt, Questions 20 and 21 are not scored.**

# Procurement Specific Questions

|  |  |
| --- | --- |
| **No.** | **Question** |
| Preliminary questions |
|  | What is your name? (supplier name) |
| **[Insert name]** |
|  | *You must be registered on the central digital platform (CDP).*What is your central digital platform unique identifier? |
| **[Insert unique identifier]** |
|  | Please confirm if you are bidding as a single supplier (with or without sub-contractors) or as part of a group or consortium.If you are bidding as part of a group or consortium (including where you intend to establish a legal entity to deliver the contract), please provide: 1. the name of the group/consortium
2. the proposed structure of the group/consortium, including the legal structure where applicable
3. the name of the lead member in the group/consortium
4. your role in the group/consortium (e.g. lead member, consortium member, sub-contractor)
 |
| **[Insert information]** |
|  | **[Where applicable]** Please confirm which lot(s) you wish to bid for? |
| **N/A – there are no lots in this contract.**  |
|  | Are you on the debarment list? |
| **[Insert Yes or No]****[If yes, insert details]** |

|  |
| --- |
| Part 1 – confirmation of core supplier information |
|  | You must submit up-to-date core supplier information on the CDP and share this with information with us via the CDP (either a share code or PDF download).This includes:1. basic information
2. economic and financial standing information
3. connected person information (these are persons with the right to exercise, or who actually exercise, significant influence or control over the supplier, or over whom the supplier has the right to exercise, or actually exercises, significant influence or control over, for example: directors, majority shareholders and parent and subsidiary companies)
4. exclusion grounds information

Please confirm you have shared this information with us. |
| **[Insert reference / file name]** |
| Part 2 – additional exclusions information  |
| Part 2A – associated persons |
|  | Are you relying on any associated persons to satisfy the conditions of participation? (these are other suppliers who might be sub-contractors or consortium members but not a guarantor).[The conditions of participation are outlined in Part 3]If so, please complete **Q8, Q9 & Q10** (otherwise **Q8, Q9 & Q10** are not applicable). |
| **[Insert Yes or No]** |
|  | For each supplier/associated person, please confirm which condition(s) of participation you are relying on them to satisfy. |
| **[Insert name of supplier & brief description]****[Insert name of supplier & brief description]** |
|  | For each associated person, you must confirm they are registered on the CDP and have shared with us their information (either a share code or PDF download):1. basic information
2. economic and financial standing information (if they are being relied upon to meet conditions of participation regarding financial capacity)
3. connected person information
4. exclusion grounds information
 |
| **[Insert name of supplier and reference / file name]** |
|  | Are any of your associated persons on the debarment list? |
| **[Insert Yes or No]****[If yes, insert details]** |
| Part 2B – list of all intended sub-contractors |
|  | Please provide: 1. a list of all suppliers who you intend to sub-contract the performance of all or part of the contract to (either directly or in your wider supply chain)
2. their unique identifier (if they are registered on the CDP), or otherwise, a Companies House number charity number, VAT registration number, or equivalent
3. a brief description of their intended role in the performance of the contract

If you are not intending to sub-contract the performance of all or part of the contract, then this **question and Q12** are not applicable.If a sub-contractor is unknown at the start of the procurement (or brought in during it), this should be made clear by the supplier and relevant details of the sub-contractor should be provided once their identity and role is confirmed. This information should be shared with the contracting authority as soon as possible and at least by final tenders. |
| **[Insert name of supplier – unique identifier – brief description]****[Insert name of supplier – unique identifier – brief description]** |
|  | Please confirm if any intended sub-contractor is on the debarment list.The debarment list can be found here [insert link] |
| **[Insert Yes or No]****[If yes, insert sub-contractor(s) name and provide details]** |

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| Part 3 – questions relating to conditions of participation |
| Part 3A – standard questions |
| Financial capacity |
|  | Suppliers should have an annual turnover at least four times (4x) greater than the annual value of this contract as described earlier in this PSQ.Is your annual turnover greater than £1.2M? |
| **[Insert Yes or No]** |
|  | Are you relying on another supplier to act as a guarantor?If so, please provide their name and evidence of their economic and financial standing. |
| **[Insert Yes or No]****[If yes, insert reference / file name]** |
|  | Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below:1. Employer’s (Compulsory) Liability Insurance\* = £5,000,000
2. Public Liability Insurance = £5,000,000
3. Professional Indemnity Insurance = £2,000,000
4. Product Liability Insurance = £2,000,000
5. Cyber Liability Insurance = £2,000,000

There is a legal requirement for certain employers to hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information: [www.hse.gov.uk/pubns/hse39.pdf](http://www.hse.gov.uk/pubns/hse39.pdf). |
| **[Insert Yes or No]****[Insert details of your insurances already in place]****[Insert details of your insurances which would be obtained following contract award (including information on how you will obtain this insurance – e.g. a quote)]** |
|  | Please confirm that you have in place, or that you will have in place by the award of the contract, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulation and to ensure the protection of the rights of data subjects.Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with UK data protection law and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:* to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services
* to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data
* to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable
* to ensure legal safeguards are in place to legitimise transfers of personal data outside the UK (if such transfers will take place)
* to maintain records of personal data processing activities
* to regularly test, assess and evaluate the effectiveness of the above measures
 |
| **[Insert Yes or No]****[Insert information]** |
| Organisational Standards |
|  | **Organisational standards**Where conditions of participation have specified organisational qualifications or standards, please provide details of how these are met, or other equivalent standards that equal or exceed what has been requested.  |
|  | 17a That you have systems in place to acquire **Enhanced** DBS clearance checks (including Barred List checks) for your personnel and that you would be confident at completing the safeguarding checklist (see Annex A) for each individual **prior to contract commencement date** – staff will not be allowed on site without the correct documentation being sent to sites beforehand |
|  | **[Insert Yes or No]** |
|  | 17bThat you have a means to provide your personnel with company logo’s **photo id** badges to be worn at all times whilst on education site(s) and that these badges incorporate a DBS clearance number and date this was issued  |
|  | **[Insert Yes or No]** |
|  | 17cThat your organisation has one of the following accreditations: |
|  | ISO 27001**[Insert Yes or No]**Cyber Essentials**[Insert Yes or No]**Cyber Essentials Plus**[Insert Yes or No]** |
| Technical ability |
|  | **Relevant experience and contract examples**Please provide details of three contracts to meet conditions of participation relating to technical ability set out in the relevant notice or procurement documents.The examples must be from the past three years and should be from similar organisations to the contacting authority. (Please refer to the guidance notes above)The named contact provided should be prepared to provide written evidence to confirm the accuracy of the information provided.For consortium bids, or where you have indicated that you are relying on an associated person to meet the technical ability, you should provide relevant examples of where the associated person has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed, or a special purpose vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or members of the special purpose vehicle or sub-contractors (three examples are not required from each member).If you cannot provide at least one example of previous contracts, please provide an explanation for this and how you meet the conditions of participation relating to technical ability. |
| **Contract 1**

|  |  |
| --- | --- |
| **Name of customer organisation who signed the contract** | **[Insert information]** |
| **Name of supplier who signed the contract** | **[Insert information]** |
| **Point of contact in the customer’s organisation** | **[Insert information]** |
| **Position in the customer’s organisation** | **[Insert information]** |
| **Email address** | **[Insert information]** |
| **Description of contract** |
| **[Insert information]** |
| **Contract start date** | **[Insert information]** |
| **Contract completion date** | **[Insert information]** |
| **Estimated contract value** | **[Insert information]** |

**Contract 2**

|  |  |
| --- | --- |
| **Name of customer organisation who signed the contract** | **[Insert information]** |
| **Name of supplier who signed the contract** | **[Insert information]** |
| **Point of contact in the customer’s organisation** | **[Insert information]** |
| **Position in the customer’s organisation** | **[Insert information]** |
| **Email address** | **[Insert information]** |
| **Description of contract** |
| **[Insert information]** |
| **Contract start date** | **[Insert information]** |
| **Contract completion date** | **[Insert information]** |
| **Estimated contract value** | **[Insert information]** |

**Contract 3**

|  |  |
| --- | --- |
| **Name of customer organisation who signed the contract** | **[Insert information]** |
| **Name of supplier who signed the contract** | **[Insert information]** |
| **Point of contact in the customer’s organisation** | **[Insert information]** |
| **Position in the customer’s organisation** | **[Insert information]** |
| **Email address** | **[Insert information]** |
| **Description of contract** |
| **[Insert information]** |
| **Contract start date** | **[Insert information]** |
| **Contract completion date** | **[Insert information]** |
| **Estimated contract value** | **[Insert information]** |

|  |
| --- |
| **[If you cannot provide at least one example of previous contracts that are relevant to the requirement, in no more than 500 words please provide an explanation for this and how you meet the conditions of participation relating to technical ability – e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.]** |

 |
| 19 | **Supplier Experience.**Please confirm each of the following by providing the required information in the boxes below each question. There is a maximum of 500 words for each individual answer. Images or links to web pages/external information may NOT be used in the answers.Any answers over 500 words or using images will be non-compliant and will score 0. |
| 19aThat your organisation has recent experience of delivering a Schools Managed Service  |
| **[Insert information]** |
| 19b That your organisation has recent experience in a school’s context with moving from a local per school server to one which is predominantly serverless in a multi-site environment |
| **[Insert information]** |
| 19cThat your organisation has recent experience in implementing transformative projects such as implementing a cloud based collaboration and teaching & learning environment.  |
| **[Insert information]** |
| 19dThat your organisation has experience of working with Schools at a strategic level to deliver a technical solution that meets and adapts to the needs of a schools in relation elements including (but not limited to) Teaching & Learning strategies, pedagogical approaches, curriculum delivery and safeguarding strategy. |
| **[Insert information]** |
| 19eThat your organisation has experience managing formal contracts with educational organisations, including service reporting, project planning and programme management holistically across multiple workstreams and sites. |
| **[Insert information]**  |
| 20. | **Experience of sub-contractor management**Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s) (which may be the intended sub-contractor(s) for this procurement, or any others used previously).The description should include the procedures you use to ensure performance of the contract. |
| **[Insert information]** |
|  |
|
| 21. | **Health and safety**Please describe the arrangements you have in place to manage health and safety effectively and control significant risks relevant to the contract (including risks from the use of contractors, where relevant). |
|  | **[Insert information]** |
| Confirmations |
| 22.  | I confirm that:* to the best of my knowledge the answers submitted, and information contained in this document are complete, accurate and not misleading
* upon request and without delay I will provide any additional information requested of us
* I understand that the response to this questionnaire will be used to assess whether our organisation is entitled to participate in, or continue to participate in, this procurement
* I understand that our organisation may be excluded from the procurement if requested information has not been provided, if any of this response or any follow up responses are incomplete, inaccurate or misleading, if confidential information has been accessed or if we have unduly influenced your decision-making in this procurement
 |
| **[Insert Yes or No]** |

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| --- | --- |
| **Signed** |  |

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| --- | --- |
| **Date** |  |

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| **Name** |  |

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| **Role** |  |

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| **Phone number** |  |

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| **Email** |  |

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| --- | --- |
| **Postal address** |  |

Please note that we will use the above name and contact details for all correspondence.

1. Connected persons are persons who exercise (or have a right to exercise) significant influence or control over the supplier and those over which the supplier exercises (or has the right to exercise) significant influence or control. This includes majority shareholders, directors and shadow directors, parent and subsidiary companies and predecessor companies. The majority of the exclusion grounds state that they apply to the supplier or a connected person of the supplier. [↑](#footnote-ref-1)