CCN INSURANCE BROKER TENDER 2025

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## Section 1 Instructions to Suppliers

## **Introduction**

* 1. The enclosed provides information for consideration with respect to the College’s contract for the supply of insurance broker services.
  2. Suppliers are required to answer all applicable questions and include all documentation requested. The tender must be completed in English.
  3. Suppliers will need to register and complete all communications via the In-Tend portal see details below:

<https://in-tendhost.co.uk/educationportal/aspx/Home>

Potential bidders will need to register as a "Supplier" (by clicking on the "Register" tab) and then will need to express an interest in the tender opportunity (this allows them to view and download the tender document set and also allows them to upload their tender bids via the portal)

* 1. All information received in connection with this competition application will be treated in the strictest confidence.
  2. Submissions must be submitted in accordance with the following instructions. Any submission not complying fully with any of the instructions in this document may be rejected by the College, whose decision in the matter shall be final.

## **Site Visit Attendees**

* 1. A site visit has been arranged for **9am, 18 September 2025** with the schedule as follows:

|  |  |  |
| --- | --- | --- |
| **Time** | **Site** | **Address** |
| 9am | City College Norwich | Ipswich Road, Norwich, NR2 2LJ |
| 12pm | Easton College | Bawburgh Road, Norwich, NR9 5DU |
| 3pm | Paston College | Grammar School Road, North Walsham, NR28 9JL |

The purpose of the site visit is to provide all suppliers with the opportunity to view the premises prior to submitting a proposal.

* 1. The recipient of this competition is requested to advise who will be attending the site communicating this via:

In-Tend portal - <https://in-tendhost.co.uk/educationportal/aspx/Home>

* 1. Confirmation of the site visit attendees including their car registration numbers should be received by **3pm, 9 September 2025**.

## **Competition Return & Validity**

* 1. Tenders must be returned via the In-tend Portal. Please ensure you allow sufficient time to upload your Submission Documents prior to the deadline.
  2. Submissions must reach us via the In-Tend e-tendering portal by **3pm, 31 October 2025** which shall be the date fixed for submissions. Late responses will not be considered.
  3. The proposal shall be submitted on the basis that the offer in it shall remain in force for a minimum of six months from the date fixed for the submissions.
  4. In submitting the proposal, the supplier shall undertake that, in the event of the submission being accepted by the College, within fourteen days of being called upon to do so by the College, the supplier will execute a formal contract consisting of the contract documentation and until such date as the contract is executed this submission, together with the formal written acceptance of it by the Principal or Authorised Officer on behalf of the College, will form a binding agreement between City College Norwich, Paston College and Easton College and the supplier.
  5. Failure by the successful supplier to execute a formal contract within the time specified above will render the contract voidable at the option of the College at any time.

3.6 Proposals shall only be submitted on the basis that they are bona fide competitive submissions. It is therefore agreed that the College shall have the power to cancel the contract and to recover from the supplier the amount of any loss arising from the cancellation if either the supplier:

a) shall have offered or given or agreed to give any officer or member of the College staff any gift or consideration of any kind as an inducement or bribe to influence its decision in the competition procedure. The word "supplier" for these purposes shall be deemed to include any and all persons employed by the supplier, or who are purporting to act on the supplier’s behalf whether the supplier is aware of their acts or not, or

b) shall have communicated to any other person than the College the amount or approximate amount of the proposed submission other than in confidence in order to obtain quotations necessary for the preparation of the submission, or for insurance purposes, or

c) shall have entered into any agreement or arrangement with any person as to the amount of any proposed submission or that person shall refrain from submitting.

* 1. The College will exclude bidders at any time throughout the competition process should the grounds of exclusion pursuant to Procurement Act 2023be found to apply.

## **Acceptance of Submission**

* 1. The College shall not be under any obligation to accept any proposal.
  2. The College shall not be under any obligation to accept the lowest proposal.
  3. The College reserves the right to cancel the entire or parts of the competition, without such an action conferring any right to compensation on the suppliers.
  4. All communication to do with this tender should be conducted via the In-Tend portal

[https://in-tendhost.co.uk/educationportal/aspx/Home](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fin-tendhost.co.uk%2Feducationportal%2Faspx%2FHome&data=05%7C02%7Cshane.smith%40ccn.ac.uk%7C4efc2a722d814d1c7f5708ddceb6b30b%7C1db1f922ffde405abaf6c0e4a24552a9%7C0%7C0%7C638894006298176570%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=UeSOyoLpWc150aPlvoZrJcLymp%2F2bUnfUUUrKVyT114%3D&reserved=0)

* 1. The College has no liability to settle any cost incurred by the supplier as a result of the competition procedure.
  2. The submission must be based upon the terms, conditions and specification(s) set out in these documents, otherwise it may be rejected on the basis of being unsuitable and non-compliant. The Form of Tender may not be modified in anyway.
  3. Suppliers will be notified of the outcome of their submission at the earliest possible time.
  4. No submission will be deemed to have been accepted unless such acceptance has been notified to the supplier in writing.
  5. In case a submission appears to be abnormally low in relation to the services to be provided, City College Norwich, Paston College and Easton College will request a clarification in writing and/or explanation concerning its elements. City College Norwich, Paston College and Easton College reserves the right to exclude a submission, if after a verification process based on the explanations and evidence received it concludes that the submission is abnormally low.

## **Pricing**

5.1 Prices shall be submitted in accordance with the Schedule of Prices.

5.2 Unit rates and prices must be quoted in pounds sterling. Proposals should be submitted exclusive of Value Added Tax (VAT).

5.4 If City College Norwich, Paston College and Easton College suspects that there has been an error in pricing of the proposal, City College Norwich, Paston College and Easton College reserves the right to seek clarification as it considers necessary from that supplier only.

## **Duration**

6.1 The supplier shall be prepared to commence the service on **1 February 2026,** being the commencement date referred to in the contract conditions of the contract documentation. The duration of the contract will initially be for a period of 3 years with an option to extend the contract for an additional 2 x 12 months as a maximum.

## **Submission of Proposals**

7.1 In completing the submission documentation, the supplier shall prepare and submit its proposal giving due consideration to the entire submission package. The requirements for submission of proposals are that the supplier shall:

1. Complete, sign and return the FORM OF TENDER (See Appendix A).
2. Complete and return the SCHEDULE OF PRICES (See Appendix B).
3. Complete and return the TENDER RESPONSE FORM (See Appendix C).
4. Complete and return the CERTIFICATE OF NON-COLLUSION AND NON CANVASSING (See Appendix D);
5. Complete and return the CONFLICT OF INTEREST DECLARATION FORM (See Appendix E)

7.2 Any further supporting information you wish to provide should be provided in separate sections or appendices along with the following;

1. Copy insurance documentation demonstrating at least:
   * 1. Employers Liability cover - £10m per claim
     2. Public Liability cover - £10m per occurrence and in the aggregate (annual total of all losses)
     3. Professional Indemnity cover - £10m

## **Amendments to the Submission Documents**

* 1. The College reserves the right to make changes of a minor drafting nature to the contract documentation.
  2. The College reserves the right to make changes to the award criteria stated in point 12 below. Suppliers will be informed of any changes.

## **Queries Arising**

* 1. Where suppliers have any queries about the submission documentation which may have a bearing on the offer to be made, these should be raised, as soon as possible via the In-Tend portal and in any case not later than ten days before the due date for return of submissions. Where any such enquiry has been made, the college will circulate to all suppliers a copy of the enquiry and the written reply, although anonymity will be preserved.

<https://in-tendhost.co.uk/educationportal/aspx/Home>

* 1. Where suppliers have any queries or concerns with any specific condition of the terms and conditions of the contract, these **should be raised**, as soon as possible via the In-Tend portal and in any case no later than ten days prior to the deadline for submission of proposals. Please ensure the specific condition(s) and proposed amendment(s) are provided. These will be reviewed by the College on a case-by-case basis, and, *if* accepted, revised terms and conditions will be issued to all suppliers. Failure to accept the terms and conditions of the contract may result in the submission being rejected by City College Norwich, Paston College and Easton College.

<https://in-tendhost.co.uk/educationportal/aspx/Home>

## **Use of Submission Documents**

* 1. Invitations to submit a proposal must be treated as private and confidential. Suppliers must not disclose that they have been invited to submit a proposal or release details of the submission documents, other than on an “in confidence” basis to those who have a legitimate need to know, or to those professional advisers whom the supplier needs to consult for the purposes of preparing the submission.
  2. Any information given to the supplier by way of guide quantities and any plan, drawing or report in the attached appendices is only given as a guide. The supplier warrants that it has ascertained for itself the accuracy of the information. No claim against City College Norwich, Paston College and Easton College shall be allowed whether in contract or in tort or under the Misrepresentation Act 1967 or otherwise on the ground of inaccuracy.

## **Freedom of Information**

Suppliers are requested to specify with reasons if any information contained in its submission is confidential, City College Norwich, Paston College and Easton College will use reasonable endeavours to keep such information confidential but does not guarantee to do so if it is obliged to disclose such information pursuant to its duties under the Freedom of Information Act 2000.

## **Award Criteria and Evaluation Methodology**

The Contract will be awarded to the most advantageous proposal applying the award criteria and evaluation methodology detailed below.

**12.1 Non-Pricing**

Other than in the case of scores for pricing, scores under each Award Criterion will be awarded on the following basis:

|  |  |
| --- | --- |
| **Assessment of Response** | **Score** |
| **Excellent**: Meets all expectations / Demonstrates complete understanding of all the requirements of this particular specification / No reservations. | 4 |
| **Good**: Meets most expectations / Demonstrates good understanding of most of the requirements of this particular specification / No reservations. | 3 |
| **Marginal**: Meets some expectations / Response is standardised with no apparent understanding of the requirements of this particular specification / Minor reservations. | 2 |
| **Poor**: Does not meet expectations / Response is weak & does not adequately address the specification / Significant reservations. | 1 |
| **Unacceptable**: Response is missing / Response is very weak and does not address the specification / Major reservations. | 0 |

**12.2. Pricing**

Scores will be awarded for price on the following basis:

The lowest Contract Price submitted in accordance with the Schedule of Prices will be awarded the highest score and all other suppliers will be awarded pro rata scores on the relative competitiveness of their Contract Price compared to the lowest Contract Price e.g. (Contract Price – Lowest Contract Price / Lowest Contract Price \* 100) = X%. This percentage will be deducted from the total score available for Contract Price.

**12.3. Award Criteria & Weightings**

The Proposal Response submitted by suppliers will be evaluated on the following award criteria and weightings:

|  |  |  |  |
| --- | --- | --- | --- |
| **Quality / Technical Criteria** | **Minimum Requirement** | **Sub-Criteria** | **Question Weighting (%)** |
| 1. **Contract Financials**   **(35%)** | Contract price based on the 3-year duration. | | 100 |
|  | | | |
| 1. **Customer Care**   **(15%)** | Cover levels | **PRESENTATION QUESTION – PLEASE DO NOT ANSWER IN THE TENDER**   * How will you determine and advise CCN that we have the correct levels of cover in place? | 40 |
| Auditing | * Frequency of quality audits incl annual checks. * Personnel involved in the auditing process. * Auditing process fully detailed. * Audit software to deliver audit information. | 20 |
| Organisation structure and Senior management involvement | * Levels of supervision. * Supervisory structure. * Senior management involvement. | 10 |
| Staff recruitment process | * Full vetting and security processes including ‘Right to Work’. * Verification of documents. | 10 |
| Staff absence procedures for both immediate absence and longer-term absence | * Immediate absence resources specific to this contract. * Longer term absence resources specific to this contract. | 10 |
| KPIs to be implemented | * What KPI’s would you suggest? | 10 |
|  | | | |
| 1. **Account Management and Technical Support (15%)** | Mobilisation | **PRESENTATION QUESTION – PLEASE DO NOT ANSWER IN THE TENDER**   * Please walk through how you plan to mobilise the contract and ensure collaborative working with all three parties? | 40 |
| **TO BE ANSWERED IN THE TENDER**   * Contract specific mobilisation plan incl dates. * Mobilisation team and manager | 20 |
| Claims Process | * Response time * Process * Tracking | 40 |
|  | | | |
| 1. **Accreditations**   **(10%)** | Environmental management system and processes | * Environmental management system and processes to improve carbon footprint and sustainability. | 40 |
| Training | * How training is delivered to staff. * Training timescales. * Training levels including qualifications. | 60 |
|  | | | |
| 1. **Crisis Management**   **(5%)** | Future crisis management | * Approach for the management of any future crisis, e.g., Covid-19 breakout, which impacts the education sector. * Sustainability considerations during crisis management. * Provision of a Business Continuity Plan, if available. | 100 |
|  | | | |
| 1. **Social Value**   **(10%)** | Community investment | * Community investment and the form(s) of investment that you propose to offer on this contract, e.g. donation, staff time, gifts in kind, management time. | 50 |
| Ways of working | * Describe how you will meet the College’s 5 Ways of Working (refer to leaflet ‘STAFF 5 Ways of Working Leaflet July 2024) | 50 |
|  | | | |
| 1. **Innovation**   **(10%)** | Other innovative practices and suggestions | * Please demonstrate innovative practices that have been successfully implemented within education or public sector establishments, including examples of cost savings achieved at other similar contracts. * Contract specific innovative suggestions to achieve cost reductions over the life of the contract. | 60 |
| Digital innovation | * Contract specific digital innovation ideas to achieve efficiency and/or cost reductions over the life of the contract. | 40 |
|  | | | |
| **Total (100%)** | | | |

## **Indicative Timetable for Submission and Award of Contract**

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Pre Market Engagement activity - completed | May 2025 |
| Invitation to Tender Issued | 27 August 2025 |
| Site Visit | 18 September 2025 |
| Last date for receipt of tenders | 3pm, 31 October 2025 |
| Suppliers informed of presentation invite or if they have not been shortlisted (Maximum of 4 suppliers, decided by tender response grading) | 3pm, 20 November 2025 |
| Presentations at City College Norwich | 3 December 2025 |
| Preferred service provider to be selected/appointed and unsuccessful companies notified | 12 December 2025 |
| Regulatory Standstill Period (8 working Days) | 12 – 23 December 2025 |
| Contract to be issued and Contract Award Notice posted to FTS | 7 January 2026 |
| Contract Start Date | 1 February 2026 |

## Section 2 Background Information on the College

**City College Norwich**

City College Norwich has two campuses based in Norwich, the main campus on Ipswich Road and the Norfolk House campus based on Exchange Street which is the School of Higher Education and home to the Degree and Higher Education students.

There are approximately 6,000 students and 850 staff at this location. All students are aged 16+.

City College Norwich City College Norwich

Ipswich Road Norfolk House

Norwich Exchange Street

NR2 1DD NR2 1DD

[Home | City College Norwich](https://www.ccn.ac.uk/)

[City College Norwich Campus](https://www.ccn.ac.uk/our-college/city-college-norwich-campus/)

**Easton College**

Set in over 200 hectares of countryside, the College is made up of several buildings and includes a working farm offering a broad range of great facilities, Easton attracts students from across Norfolk and beyond with residential accommodation on offer.

From our stunning Equestrian Centre to our engineering training workshops our facilities provide a professional learning environment and help prepare students for a broad range of careers in the land-based sectors and beyond. We offer courses for students at all levels including degrees awarded by the University of East Anglia.

There are approximately 1,200 students and 300 staff at this location. This site also has 40 residential students’ term-time and 100 students non-term time. All students are aged 16+.

Easton College

Bawburgh Road

Norwich

NR9 5DU

[Home | Easton College](https://www.easton.ac.uk/)

[Easton College Campus](https://www.easton.ac.uk/our-college/our-campus/)

**Paston College**

Paston College is based in the heart of the historic market town of North Walsham with outstanding facilities that allow our students to expand their interests and prepare for life after college. On the campus there are modern science labs, stunning art studios, a live theatre, sports facilities and specialist technical equipment.

The College is spread across two sites that are a short walk away from each other:

* The Griffons Site, based on Grammar School Road and is home to the newly refurbished Griffon Studio and Griffon Theatre. It is also the original Paston site which dates back to 1606 and is home to the historic Nelson Room where Lord Nelson studied before he joined the Royal Navy in 1771.
* The Lawns Site, based around the corner from The Griffons site on Park Lane, The Lawns is home to the newly refurbished Scarburgh Science Centre, Student Services Centre and Starbucks Café.

There are approximately 500 students and 100 staff at this location. All students are aged 16+.

Paston College

Grammar School Road

North Walsham

NR28 9HL

[Home | Paston College](https://www.paston.ac.uk/), [Paston College Campus](https://www.paston.ac.uk/our-college/paston-college-campus/)

|  |  |
| --- | --- |
| **Building** | **Square Metres** |
| City College Norwich, Ipswich Road | 32,882 |
| City College Norwich, Norfolk House | 2,317 |
| Easton College | 28,360 |
| Paston College | 6,507 |
| **TOTAL** | **70,066** |

**Documents included as part of the tender pack**

* Competition document
* CCN, Easton and Paston Campus maps
* CCN Strategic plan 2024 to 2028
* Claims record from the last 5 years
* Insurance broker purchasing agreement
* List of current policies
* Risk presentation

**Useful Links**

[Start your journey at City College Norwich](https://www.ccn.ac.uk/)

[City College Norwich Strategic Plan](https://www.ccn.ac.uk/our-college/city-college-norwich-strategic-plan/)

[CCN-Strategic-Plan-2024-2028-Reduced-Size-v3.pdf](https://www.ccn.ac.uk/assets/page-downloads/CCN-Strategic-Plan-2024-2028-Reduced-Size-v3.pdf)

[STAFF-5-Ways-of-Working-Leaflet-July-2024.pdf](https://www.ccn.ac.uk/assets/HE/STAFF-5-Ways-of-Working-Leaflet-July-2024.pdf)

[People-Strategy.pdf](https://www.ccn.ac.uk/assets/page-downloads/People-Strategy.pdf)

[SUSTAINABILITY & ENVIRONMENT FRAMEWORK and ACTION PLAN](https://www.ccn.ac.uk/assets/page-downloads/Sustainability-and-Environment-Framework-and-Action-Plan-2025-2030.pdf)

[City College Norwich Policies and Procedures](https://www.ccn.ac.uk/our-college/city-college-norwich-corporation-and-governance/city-college-norwich-corporation-documents/policies-and-procedures/)

**In-Tend portal**

<https://in-tendhost.co.uk/educationportal/aspx/Home>

Potential bidders will need to register as a "Supplier" (by clicking on the "Register" tab) and then will need to express an interest in the tender opportunity (this allows them to view and download the tender document set and also allows them to upload their tender bids via the portal)

## Section 3 Specification for Insurance Broker Services

**Introduction**

This specification outlines the requirements for the provision of insurance broker services to support CCN in managing its insurance portfolio, ensuring adequate coverage, competitive premiums, and compliance with all relevant regulations.

**Objectives**

* To secure comprehensive and cost-effective insurance coverage.
* To receive expert advice on risk management and insurance strategy.
* To ensure timely and efficient claims handling and support.
* To maintain compliance with legal and regulatory obligations.

**Scope of Services**

The appointed insurance broker will be expected to provide the following services:

**Insurance Programme Management**

* Review and assess current insurance arrangements.
* Advise on appropriate levels and types of cover.
* Design and structure insurance programmes tailored to the organization’s risk profile.

**Market Engagement**

* Prepare and issue market tenders for insurance policies.
* Negotiate with insurers to obtain competitive terms.
* Provide a summary of quotations and recommendations.

**Policy Administration**

* Arrange placement and renewal of insurance policies.
* Provide policy documentation and schedules.
* Monitor policy performance and ensure accuracy of coverage.

**Claims Management**

* Assist with the notification, negotiation, and settlement of claims.
* Provide regular updates on claims status.
* Support in dispute resolution where necessary.

**Risk Management Support**

* Advise on risk mitigation strategies.
* Conduct risk assessments and insurance gap analysis.
* Provide training or workshops if required.

**Reporting and Communication**

* Provide regular reports on insurance coverage, claims, and market trends.
* Attend review meetings as required.
* Maintain clear and timely communication with stakeholders.

**Service Standards**

* Responsiveness: Acknowledge queries within 1 business day and provide substantive responses within 3 business days.
* Availability: Provide a dedicated account manager and access to specialist advisors.
* Compliance: Adhere to all applicable FCA regulations and industry best practices.

**Confidentiality and Data Protection**

* The broker must comply with all relevant data protection legislation, including the UK GDPR and Data Protection Act 2018.

## Section 4 Submission Checklist

Suppliers should ensure that all the requested information is to be provided as part of their Submission. Failure to provide the requested information may be detrimental to your submission evaluation score and may result in a Submission not being evaluated.

This checklist is provided for the convenience of Suppliers, there is no requirement to include it with your Submission.

Each Submission should include:

1. A completed and signed FORM OF TENDER (See Appendix A of the Mini Competition).
   * Has the Form of Tender been signed? Electronic signatures are accepted.
2. A completed SCHEDULE OF PRICES (See Appendix B of the Mini Competition).
   * Have you read the instructions for completing the Schedule of Prices?
   * Has the Schedule of Prices been checked for mathematical accuracy?
   * Note: If possible, please return the completed Schedule of Prices in the same format e.g. Excel or Word rather than pdf.
3. A completed TENDER RESPONSE FORM (See Appendix C of the Mini Competition).
   * Has the Tender Response Form provided with the Mini Competition been used to submit your proposal response?
   * Have you tailored your response to the published award criteria?
   * Have you provided all of the information requested in the award criteria?
   * Have you provided all of the information requested in the Tender Response Form?
4. A completed and signed CERTIFICATE OF NON-COLLUSION AND NON CANVASSING (See Appendix D of the ITT).
   * Has the certificate been signed? Electronic signatures are accepted.
5. A completed and signed CONFLICT OF INTEREST DECLARATION FORM (See Appendix E of the ITT).
   * Has the certificate been signed? Electronic signatures are accepted.
6. A completed and signed FREEDOM OF INFORMATION (See Appendix F of the ITT).
   * Has the certificate been signed? Electronic signatures are accepted.
7. Copy insurance documentation demonstrating at least:
8. Employers Liability cover - £10m per claim
9. Public Liability cover - £10m per occurrence and in the aggregate (annual total of all losses)
10. Professional Indemnity cover - £10m

## Appendix A Form of Tender

1 I/We the undersigned acknowledge receipt of the following contract documentation:

a) Competition and its enclosures

b) Specification

c) Terms and Conditions of Contract

2. I/We hereby offer to provide the services set out therein and perform, fulfil and keep all the obligations of the contractor in accordance with the provisions of the contract conditions, and the specification, all for the sums properly due under the contract as calculated in accordance with the price schedules submitted.

3. I/We confirm that I/We are fully conversant with all the contract documentation, and that this proposal is submitted strictly in accordance with that contract documentation and that the insertion by me/us of any conditions qualifying this submission or any unauthorised alteration to any of the Submission documents may cause the Submission to be rejected.

4. In the event that this Submission is accepted, I/We undertake to execute a formal contract with the College embodying all of the terms and conditions contained within the contract documentation. Unless and until a formal agreement is executed, this Submission together with the College’s written acceptance shall constitute a binding Contract between us.

5. I/We understand that the College is not bound to accept the lowest or any submission it may receive, and that the College reserves the right to discontinue the award procedure in the event of irregular submissions or in the absence of appropriate submissions.

6. I/We agree to bear all costs incurred by me/us in connection with the preparation and submission of this Proposal and to bear any further costs incurred by me/us prior to the award of any contract.

7. I/We confirm that the person whose signature is appended to this Submission is a duly authorised signatory of our Company and has full and legal authority to sign this Submission on behalf of our Company.

**Signed for and on behalf of the Supplier:**

Signed:

Position/Status:

Company Name:

Address:

Date Signed:

## Appendix B Schedule of Prices

**INSTRUCTIONS FOR COMPLETION**

Please provide detailed breakdown of your brokerage fees and any associated costs for delivering insurance brokerage services as per the requirements detailed in this tender document. This should include, but not be limited to:

* your annual fee or commission structure, including percentage rates and how they are applied to different types of insurance policies, our preference is for an annual fee however we are happy to receive alternative proposals.
* any fixed fees, administrative charges, or additional costs that may be incurred by our organisation.
* any rebates, discounts, or other financial arrangements that may impact the overall cost; and
* details of any third-party fees or charges that may be applicable.

Please present this information in a clear and transparent format, specifying whether fees are fixed or variable and outlining any potential cost fluctuations over the contract period.

Any projected price increases for years 2 and 3 should be clearly stated in your tender.

No separate inflationary price increases will be accepted once the contract is in force.

When completing the Price Schedule please ensure that:

* All prices are quoted in Sterling and exclude VAT.
* The prices quoted are inclusive of all costs and expenses, such as labour, materials, management and use of equipment etc.
* Any assumptions you have made in arriving at your tendered price are stated.

Please submit only one bid as additional bids will not be evaluated at this stage.

## Appendix C Response Form

**Name of Supplier:**

|  |
| --- |
|  |

**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

**1.** **Contract Price (35%)**

Please complete the Schedule of Prices found in Appendix B which will form part of your tender submission. The Schedule of Prices MUST NOT be altered in any way. Please include any explanatory notes in relation to the contract price below:

**Response:** (please limit any response to the price only, there is no need to provide a summary of your response)

|  |
| --- |
|  |

**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Customer Care (15%)**

Please provide details below of the customer care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

**Cover levels -** **PRESENTATION QUESTION: Please do not provide a written response.**

* How will you determine and advise CCN that we have the correct levels of cover in place?

Tender Questions (750-word limit for each question):

Auditing

* Frequency of quality audits including annual checks
* Personnel involved in the auditing process
* Auditing process fully detailed
* Audit software package to deliver audit information

Organisation structure and senior management involvement

* Levels of daily supervision
* Supervisory structure
* Senior management involvement

Staff Recruitment Process

* Full vetting and security processes including right to work
* Verification of documents

Staff Absence Procedures for Both Immediate Absence and Longer-Term Absence

* Immediate absence resources specific to this contract
* Longer term absence resources specific to this contract

KPI’s to be Implemented on the Contract

* Contract-specific KPIs to be implemented

**Response:** (please use as many pages as necessary)

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**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Account Management & Technical Support (15%)**

Please provide details below of the customer care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

**Mobilisation - PRESENTATION QUESTION Please do not provide a written response**

Please walk through how you plan to mobilise the contract and ensure collaborative working with all three parties CCN, yourself and the insurer(s)?

**Tender Questions** (750-word limit for each question)**:**

Mobilisation:

* Contract-specific mobilisation plan including dates
* Mobilisation team
* Mobilisation manager

Claims Process:

* Response time
* Process
* Tracking

**Response:** (please use as many pages as necessary)

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**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Accreditations (10%)**

Please provide details below of the customer care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

**Tender Questions** (750-word limit for each question)**:**

Environmental management system and processes

* Environmental management system and processes to improve carbon footprint and sustainability

Training

* How training is delivered to staff
* Training timescales
* Training levels including qualifications

**Response:** (please use as many pages as necessary)

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**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

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**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Crisis Management (5%)**

Please provide details below of the customer care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

**Tender Questions** (750-word limit for each question)**:**

Future crisis management

* Approach for the management of any future crisis, e.g., Covid-19 breakout, which impacts the education sector
* Sustainability considerations during crisis management
* Provision of a Business Continuity Plan if available **(No word limit)**

**Response:** (please use as many pages as necessary)

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**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Social Value**

**Tender Questions** (750-word limit for each question)**:**

Community Investment

* Community investment and the form(s) of investment that you propose to offer on this contract (e.g. donation, staff time, gifts in kind, management time)

Ways of Working

* Describe how you will meet the College’s 5 Ways of Working (refer to leaflet ‘STAFF 5 Ways of Working Leaflet July 2024)

**Response:** (please use as many pages as necessary)

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**Tenderers are required to respond to each of the items below, by inserting their response to the question within the box provided on this Tender Response Form. The College may only score the information provided within the Tender Response Form.**

**Tenderers may attach additional documentation as separate appendices, in support of the response provided in the Tender Response Form such as diagrams, certificates or spreadsheets, although this should be clearly referenced.**

**Please ensure all sub criteria points are split out and clearly headed. Failure to do so may result in marks being reduced.**

1. **Innovation**

Please provide details below of the customer care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

**Tender Questions** (750-word limit for each question)**:**

Innovative practices & suggestions

* Innovative practices that have been successfully implemented within education establishments, including examples of cost savings achieved at other, similar contracts
* Contract specific innovative suggestions to achieve cost reductions over the life of the contract.

Digital Innovation

* Contract specific digital innovation ideas to achieve efficiency and/or cost reductions over the life of the contract.

**Response:** (please use as many pages as necessary)

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## Appendix D Certificate of Non-Collusion and Non-Canvassing

1. We certify that this is a bona fide tender, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done, and we undertake that we will not do at any time before the hour and date specified for the return of this tender any of the following acts:

a) Communicate to a person other than the person calling for those tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender.

b) Enter into any agreement or arrangement with any other person that they shall refrain from tendering or as to the amount of any tender to be submitted.

c) Offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to any other tender or proposed tender for the said work any act or thing of the sort described above.

2. We further certify that the principles described in paragraph 1 above have been, or will be, brought to the attention of all sub-contractors, suppliers and associate companies providing services or materials connected with the tender, and any contract entered into with the sub-contractors, suppliers or associated companies will be made on the basis of compliance with the above principles by all parties.

3. We further certify that no attempt has been made directly or indirectly to canvass or solicit any member, officer or employee of the College concerning the award of the contract which is the subject of this Invitation to Tender.

4. In this certificate, the word “person” includes any persons and anybody or association, corporate or otherwise; and “any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

5. I confirm that I accept any breach of the conditions of this Declaration of Bona Fide Tender will inevitably lead to the termination of the Contract.

Signed:

Position/Status:

Company Name:

Address:

Date Signed:

## Appendix E Conflict of Interest Declaration

I/We warrant that:

* 1. There **would be no** conflict or perceived conflict of interest in relation to the personnel or type of work involved in this contract.

Signed:

Position/Status:

Company Name:

Address:

Date Signed:

I / We warrant that:

* 1. There could be a possible conflict or perceived conflict of interest in relation to the personnel or type of work involved in this contract.

Please explain what the possible conflict or perceived conflict of interest may be and who it relates to and how it could have an adverse effect on this contract.

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Signed:

Position/Status:

Company Name:

Address:

Date Signed:

## Appendix F Freedom of Information Act Declaration

City College Norwich, Paston College and Easton College adhere to the Government’s Code of Practice on Access to Government Information, commonly known as Open Government. Under the Code of Practice, City College Norwich, Paston College and Easton College are obliged to provide details, upon request, regarding the expenditure of public money.

This may include, amongst other things, the disclosure of a winning Tender price, the nature of the goods or services provided, standards of service or performance and the Tender evaluation criteria.

If you wish your Tender proposal details to remain confidential, please sign below and detail the reasons (noting the section applicable within the ACT and Notes 2, 3 & 5) and return this page with your Tender proposal submission. (The details provided to an FOI request will be subject to the public interest test).

For further information on the Freedom of Information Act 2000 please refer to the following guidance notes issued by the Information Commissioner [ICO website](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2F&data=05%7C01%7CRaymond.Wiffen%40tenetservices.com%7C48e869863b394dfa1f0108db18aa5f9b%7C6c9b99942d984e2c84521288f5cc4f3a%7C0%7C0%7C638130892247587686%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=qjeMe3pCpW4mVv493Fl0wMJ8vd9gnM1WWPULjzDf4Wo%3D&reserved=0)

FOIA Guidance Note 2 – Information provided in confidence.

FOIA Guidance Note 3 – The Public Interest Test

FOIA Guidance Note 5 – Commercial

I/we hereby request that our tender submission is kept Confidential unless, City College Norwich, Paston College and Easton College are required to disclose information in accordance with the above

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Position/Status: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Email/Tel No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Notes the reasons in the box below:**

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| FOIA Guidance Note 2 – Information provided in confidence: |  |
| FOIA Guidance Note 3 – The Public Interest Test: |  |
| FOIA Guidance Note 5 – Commercial: |  |