

SELECTION QUESTIONNAIRE (SQ)

for the provision of

SAP Application Maintenance & Support (AMS)
Services

on behalf of

EP Kilroot Limited
Northern Ireland, UK

and

EP Ballylumford Limited
Northern Ireland, UK

July / August 2019

Upon downloading the Selection Questionnaire, Economic Operators must immediately provide a contact name, email address and telephone number for their organisation to andrew.jarvis@epuki.co.uk and ben.thomas@epuki.co.uk in order to receive clarification responses. It is the responsibility of each Economic Operator to register in this manner.

1. Introduction

EP Ballylumford Limited operates Ballylumford Power Station which is situated on the north western tip of Islandmagee in County Antrim, Northern Ireland, opposite the sea port of Larne. With an installed generating capacity of 1017 MW, it is the largest power station on the island of Ireland. The B Station consists of a 3-set 308 MW generating asset, commissioned in 1974 and converted to natural gas primary fuel firing in 1997. The C Station is a 593 MW Combined Cycle Gas Turbine plant which was commissioned in 2002. Two distillate fired aero-derivative gas turbine generators (OCGT) were commissioned in 1976 to provide additional capacity of 116 MW.

EP Kilroot Limited operates Kilroot Power Station which is situated on the north shore of Belfast Lough near Carrickfergus in County Antrim, Northern Ireland. Kilroot has an installed generating capacity of 560 MW from dual coal and oil fuelled generators, plus 142 MW from additional gas turbines.

The plant was commissioned in 1981 solely as an oil burning station. In 1989, the plant converted to dual fuel firing with coal. Flue Gas Desulphurisation equipment was installed in 2007 to meet the requirements of the EU Large Combustion Plant Directive.

2. Background to the requirement

2.1. Overview

EP Ballylumford Limited and EP Kilroot Limited, wholly-owned subsidiaries of EP UK Investments Limited (the **Clients or EP UKI**) are inviting tenders from qualified Economic Operators for the provision of SAP Application Maintenance & Support (AMS) services on behalf of their Kilroot and Ballylumford power stations.

The successful Economic Operator will be responsible for implementing the Clients' requirements, which are to maintain and support the SAP environment (within a cloud hosted environment), to ensure that the Client(s) can meet their contractual obligations to take on the 'carved out' SAP data under a Transfer Services Agreement (TSA) in place with the organisation that EP UKI have acquired the power stations from, namely AES (Global) Limited, a power generator operating mainly out of North America.

A further scope, which includes EP UKI's current SAP Hosting solution, is included for information at this stage; EP UKI MAY seek to consolidate these contracts in to one solution in 12-18 months time. It is important therefore that potential Economic Operators understand the full scope of requirements at this stage.

Further detail is contained in the Technical Specification to be issued to all Economic Operators shortlisted for tender stage.

It is anticipated that the contract awarded will commence during Q4 2019.

The contract will be a tri-partite agreement between the Clients and the successful Economic Operator.

The contract will be awarded for an initial period of two (2) years, with the potential option for the Clients to extend (at their sole discretion), for agreed & specified periods, up to a maximum of seven (7) years in total.

2.2. The procurement process

This procurement is being conducted in accordance with the negotiated procedure under the Utilities Contracts Regulations 2016 (**Regulations**). Economic Operators should complete and submit this Selection Questionnaire (**SQ**) in accordance with the instructions in this document prior to the return deadline of **2pm on Thursday 29th August 2019**.

Following submission and evaluation of SQ responses, the Clients envisage inviting the top four (4) ranked Economic Operators to the tender stage. If less than four (4) Economic Operators are shortlisted, the Clients reserve the right to continue by inviting all remaining eligible Economic Operators to participate in the tender stage.

All Economic Operators will be informed of the outcome of the evaluation of SQ responses and those Economic Operators shortlisted for tender stage will be provided with the tender documents and invited to complete and return their tender response in accordance with the Invitation to Tender (**ITT**).

Following the evaluation of tender responses in accordance with the process outlined in the ITT, the Clients reserve the right to request Best and Final Offers (**BAFO**) from one, some or all remaining eligible Economic Operators as they determine appropriate, at their discretion. The Clients intend to award the contract to the Economic Operator submitting the most economically advantageous tender response (or BAFO, if requested).

2.3. Indicative Timetable

The proposed timetable for the procurement process is set out below. This represents a guide only and the Clients reserve the right to depart from the stated timescales at any time.

Date	Action
31 st July 2019	Issue OJEU Notice / SQ
12pm on 12 th August 2019	SQ Clarification Deadline
12pm on 29 th August 2019	SQ Return Deadline

3. Outline of the Requirement

Economic Operators must be able to provide all of the services listed above, more details of which are provided in Question 5 of the Selection Questionnaire. If an Economic Operator cannot provide any of the services listed against the stated high-level specification, the Economic Operator will be excluded from consideration for the award of the contract.

4. Instructions to Economic Operators

4.1. Consortia

Economic Operators may wish to form a consortium (i.e. a group of suppliers and/or sub-contractors) for this procurement process. Economic Operators wishing to apply in this way must complete the relevant sections of the SQ detailing the information required in relation to the consortium (as indicated within the SQ).

Each consortium member will be required to contract with the Clients on such basis as the Clients consider appropriate, having regard to the nature, size and complexity of the contract. In particular, the Clients may require:

- some or all consortium members to contract on the basis of joint and several liability;
- one consortium member to contract as the prime contractor (with other consortium members entering into direct agreements, collateral warranties or guarantees); or
- the consortium to form an incorporated, special purpose vehicle to contract with the Clients.

Failure to comply with any of the above requirements may result in the rejection of the Economic Operator from the procurement process.

4.2. Reliance on Third Parties

Economic Operators (including, for the avoidance of doubt, consortium members) may rely on the resources of third party entities, with which they are directly or indirectly linked, in order to meet the SQ requirements. The Clients reserve the right to require such assurances as considered necessary and/or the provision of a guarantee, performance bond, direct agreement or collateral warranty from the third party entities.

Where a third party entity is being relied on to support the obligations of the Economic Operator, the relevant information must be provided in the SQ, for example, in relation to economic and financial standing. It is important for Economic Operators to note that, if sufficient evidence is not provided, or the Clients do not deem it appropriate for the Economic Operator (or any consortium member) to rely on a third party's resources in the manner proposed, the Economic Operator (or consortium member as appropriate) will be evaluated on its own merits.

Failure to comply with any of the above requirements may result in the rejection of the Economic Operator from the procurement process.

4.3. Changes to information provided in SQ responses

Where information provided in an SQ response changes following submission, Economic Operators must notify the Clients as soon as possible, providing full details of, and reasons for, the changes. Failure to notify such changes may result in the rejection of the Economic Operator from the procurement process.

In particular, but without limitation, the Economic Operator must notify the Clients of:

- any proposed changes to consortium members or any third-party entities being relied on;
- any significant deterioration in the financial standing of the Economic Operator, or any consortium member or third-party entity being relied on; and
- if any of the grounds set out in Regulation 57 of the Public Contracts Regulations 2015 apply in respect of the Economic Operator, or any consortium member or third-party entity being relied on.

The Clients may require the Economic Operator to provide such further information as may be required to enable them to assess the Economic Operator's ability to continue participating in the procurement process. The Clients reserve the right, at their absolute discretion, to accept or reject any changes to an Economic Operator's structure and to reject an Economic Operator from the procurement process on this basis.

4.4. Clarifications

Economic Operators may seek clarification where they consider any part of the documentation or any other aspect of this procurement process is unclear. Requests for clarification in relation to the SQ must be sent via email to andrew.jarvis@epuki.co.uk, chris.woods@epuki.co.uk & ben.thomas@epuki.co.uk by no later than **12pm on 12th August 2019**.

Clarification requests and responses will be circulated to all Economic Operators and shall form part of the procurement process. It is the responsibility of Economic Operators to monitor and take into consideration all clarification responses issued. Where an Economic Operator considers a clarification to be confidential in nature, this should be clearly stated on the request. In all circumstances, the Clients reserve the right to communicate clarification responses to all Economic Operators, at any stage, at their sole discretion.

4.5. Submission of SQ responses

Economic Operators must complete all questions in the SQ in full, in the format requested, and return the completed SQ response via email to andrew.jarvis@epuki.co.uk & ben.thomas@epuki.co.uk by no later than **12pm on 29th August 2019**.

Economic Operators should note that late responses will not be accepted.

4.6. Evaluation of SQ responses

The evaluation of SQ responses will be carried out by a single evaluation panel from EP UKI on behalf of the Clients.

Completeness and Compliance Check

SQ responses will be subject to a completeness and compliance check to ensure that the SQ response is fully compliant with the requirements of this document.

Evaluation

Each question within the SQ response will then be evaluated in accordance with the evaluation criteria stipulated within the question. Any Economic Operator that fails any question within the SQ will be rejected from the procurement process.

Question 1 is for information only, however Economic Operators must provide all information requested. Economic Operators that pass all of Questions 2, 3, 4 and 5.1 to 5.3 will proceed to have their responses to Questions 5.4 to 5.7 evaluated.

Questions 5.4 to 5.7 have the following weightings, as set out in further detail within the scoring indicators for the questions:

Question	Weighting
Question 5.4	25%
Question 5.5	10%
Question 5.6	25%
Question 5.7	40%

The Clients reserve the right to contact any named customer contact in Question 5.7 of the SQ in order to verify the information provided by the Economic Operator.

Following the conclusion of the evaluation of all SQ responses, the Clients will aggregate the scores for each Economic Operator in Questions 5.4 to 5.7 and rank Economic Operators in order.

As outlined above, the Clients envisage (subject to a sufficient number of satisfactory responses being received) inviting the top four (4) ranked Economic Operators to submit tender responses. All Economic Operators will be informed of the outcome of the evaluation of SQ responses and the successful Economic Operators will be invited to submit tender responses. In the event that there is a tie for fourth (4th) place, all Economic Operators ranked in fourth (4th) place will be invited to tender.

Clarification

Where an SQ response is not complete/compliant with the instructions set out in this document, the Clients reserve the right, at their absolute discretion and subject to the Regulations, to:

- Reject the SQ response as non-compliant;
- Without prejudice to the above, to:
 - Seek clarification or supplementary information from the Economic Operator(s);
 - To request the Economic Operator(s) to provide information or items which have been provided in an incorrect format; and
 - To waive a requirement which, in the opinion of the Clients, is minor and/or procedural.

For the avoidance of doubt, whilst the Clients reserve the right to carry out the above action, they shall not be obliged to do so.

Economic Operators must comply with and facilitate any requests in this regard within such timeline as the Clients may, at their discretion, stipulate. The Clients' decision in relation to the compliance of any SQ response shall be final.

4.7. Disclaimers

- The advertisement of this opportunity in no way commits the Clients' to appoint an Economic Operator to provide the services described in this document and the Clients reserve the right to terminate this procurement process at any time.
- The Clients are under no obligation to proceed with the contract and may, at their absolute discretion, withdraw, change, vary or suspend this procurement process. Nothing in this document constitutes an agreement or representation that an Economic Operator will be awarded a contract.
- Economic Operators are requested to consider if any information supplied in their SQ response should not be disclosed because of sensitivity. If so, this should be expressly identified by the Economic Operator within the SQ response.
- In providing any information in connection with this procurement process, whether in this SQ or otherwise, the Clients make no representation, and accept no responsibility for, the accuracy, comprehensiveness or adequacy of the information provided.
- The costs of participating in this procurement process shall be borne by each Economic Operator.

- The tender documents contain information that is proprietary and confidential to the Clients. Any dissemination, distribution, reproduction or disclosure of any content of this document is forbidden, without obtaining the prior written consent of the Clients. By receiving the information contained in this document and any associated documents, the Economic Operator agrees to keep confidential the information contained in these documents and/or any further information made available in connection with any further enquiries regarding the contract. This document, and any associated documents, may only be made available to the Economic Operator's employees or professional advisors directly involved in the appraisal of such information on the same confidential basis and the Economic Operator shall be responsible for ensuring that such employers and professional advisors maintain the confidentiality of information disclosed by or on behalf of the Clients.
- If it is necessary for the Clients to amend this documentation in any way, prior to the receipt of responses, all Economic Operators shall be notified in writing simultaneously. If appropriate, the deadline for responses may be extended.
- Any Economic Operator who, directly or indirectly, canvasses any representative of the Clients concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from such representative concerning the proposed or any other response will be disqualified.
- The Clients reserve the right to request further information from an Economic Operator in relation to any response provided to this SQ, in particular to seek evidence, including supporting documents, to support any statement or confirmation given.

SELECTION QUESTIONNAIRE

Question 1: Potential supplier Information (Information only)

All Economic Operators, or in the case of a consortium the lead Economic Operator, must complete the questions in Question 1. Responses to Question 1 are provided for information only and do not form part of the scored evaluation of SQ responses. However, Economic Operators must provide a full response to each question (unless not applicable, in which case Economic Operators must enter "N/A").

Do not leave the answer to any question blank.

Question 1	Potential supplier information	
Question number	Question	Response
1.1(a)	Please enter the full name of the Economic Operator submitting the information	
1.1(b) – (i)	Please enter the Economic Operator's registered office address	
1.1(b) – (ii)	Please enter the Economic Operator's registered website address (if applicable)	
1.1(c)	Please state the Economic Operator's trading status: a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify)	
1.1(d)	Please enter date of registration in country of origin	
1.1(e)	Please enter company registration number	
1.1(f)	Please enter registered VAT number	
1.1(g) - (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
1.1(g) - (ii)	If you responded yes to 1.1(g) - (i), please provide the relevant details, including the registration number(s).	
1.1(h) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>

1.1(h) - (ii)	If you responded yes to 1.1(h) - (i), please provide additional details of what is required and confirmation that you have complied with this.	
1.1(j)	Details of immediate parent company: (Please enter N/A if not applicable) - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable)	
1.1(k)	Details of ultimate parent company: (Please enter N/A if not applicable) - Full name of the ultimate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable)	

Question 1	Bidding model	
Question number	Question	Response
1.2(a) - (i)	<p>To be completed by the lead Economic Operator:</p> <p>Are you bidding as the lead contact for a consortium?</p> <p>If 'Yes', please complete the details requested in the remainder of this question 1.2 and then complete the remainder of the SQ (as applicable). If 'No', please complete questions 1.2(b) – (i) and 1.2(b) – (ii) and then complete the remainder of the SQ (as applicable).</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
If you are bidding as the lead Economic Operator for a consortium please provide the following details:		
1.2(a) - (ii)	Name of consortium (if applicable)	
1.2(a) - (iii)	Proposed legal structure if the consortium intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b) – (i)	Are you relying on other third-party entities (i.e. parent companies,	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>

	affiliates, associates or essential sub-contractors) to meet the selection criteria?	
1.2(b) – (ii) (Cont)	If you answered 'Yes' to the above question each third-party entity must complete and attach the relevant section(s) of the SQ as indicated below.	

Question 2: Grounds for mandatory exclusion (Pass/Fail)

All Economic Operators, consortium members and any third party entities being relied on by the Economic Operator (or its consortium members), e.g. sub-contractors, must complete Question 2.

Any Economic Operator, consortium member or third party entity being relied that answers “yes” to any part of Question 2 must provide sufficient information in relation to the circumstances and evidence of any remedial action taken in order to demonstrate self-cleaning, in accordance with Regulation 57(5) and (13) - (17) of the Public Contracts Regulations 2015 (as amended). If the Clients consider the information provided is sufficient, the Economic Operator will be permitted to continue in the procurement process.

An SQ response will be marked as a “fail” and excluded from the procurement process where an Economic Operator, consortium member or third party entity being relied on responds “yes” to any part of Question 2 and fails to provide a sufficient explanation (in Question 2.2 or 2.3(b)) to the Clients’ satisfaction in accordance with the self-cleaning measures outlined in Regulation 57(5) and (13) - (17) of the Public Contracts Regulations 2015 (as amended).

Question 2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	The detailed grounds for mandatory exclusion of an Economic Operator are set out in Regulation 57(1) and 57(2) of the Public Contracts Regulations 2015 (as amended). Please indicate if your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences contained within Regulation 57(1):	
2.1(a)(i)	Participation in a criminal organisation If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.1(a)(ii)	Corruption If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.1(a)(iii)	Fraud If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.1(a)(iv)	Terrorist offences or offences linked to terrorist activities If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.1(a)(v)	Money laundering or terrorist financing If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>
2.1(a)(vi)	Child labour and other forms of trafficking in human beings If ‘Yes’, please provide details at 2.1(b)	Yes <input type="checkbox"/> No <input type="checkbox"/>

2.1(b)	<p>If you have answered yes to question 2.1(a), please provide the following details:</p> <ul style="list-style-type: none"> ▪ Date of conviction ▪ Specify which of the grounds listed the conviction was for, and the reasons for conviction ▪ Identity of who has been convicted <p>If the relevant documentation is available electronically, please provide the web address, issuing authority, precise reference of the documents.</p>	
2.2	<p>If you have answered “Yes” to any of the points above, explain what measures have been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion (i.e. self-cleaning)?</p>	
2.3(a)	<p>Regulation 57(3) Has it been established, for your organisation, by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
2.3(b)	<p>If you have answered “yes” to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p>	

Question 3: Grounds for discretionary exclusion (Pass/Fail)

All Economic Operators, consortium members and any third party entities being relied on by the Economic Operator (or its consortium members) e.g. sub-contractors, must complete Question 3.

Any Economic Operator, consortium member or third party entity being relied that answers “yes” to any part of Question 3 must provide sufficient information in relation to the circumstances and evidence of any remedial action taken in order to demonstrate self-cleaning, in accordance with Regulation 57(13) – (17) of the Public Contracts Regulations 2015 (as amended). If the Clients consider the information provided is sufficient, the Economic Operator will be permitted to continue in the procurement process.

An SQ response will be marked as a “fail” and excluded from the procurement process where an Economic Operator, consortium member or third party entity being relied on responds “yes” to any part of Question 3.1 and fails to provide a sufficient explanation (in Question 3.2) to the Clients’ satisfaction in accordance with the self-cleaning measures outlined in Regulation 57(13) - (17) of the Public Contracts Regulations 2015 (as amended).

Question 3	Grounds for discretionary exclusion	
	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an Economic Operator are set out in Regulation 57(8) of the Public Contracts Regulations 2015 (as amended). Please indicate if your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences contained within Regulation 57(8) for:	
3.1(a)	Breach of environmental obligations If ‘Yes’, please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1 (b)	Breach of social obligations If ‘Yes’, please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1 (c)	Breach of labour law obligations If ‘Yes’, please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State	Yes <input type="checkbox"/> No <input type="checkbox"/>

	If 'Yes', please provide details at 3.2	
3.1(e)	Guilty of grave professional misconduct If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(f)	Entered into agreements with other Economic Operators aimed at distorting competition If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(g)	Aware of any conflict of interest within the meaning of Regulation 42 due to the participation in the procurement procedure If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(h)	Been involved in the preparation of the procurement procedure If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(j)	Please answer the following statements:	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(j) - (ii)	The organisation has withheld such information. If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under Regulation 59 of the Public Contracts Regulations 2015. If 'Yes', please provide details at 3.2	Yes <input type="checkbox"/> No <input type="checkbox"/>
3.1(j)-(iv)	The organisation has influenced the decision-making process of the Clients to obtain confidential information that may	Yes <input type="checkbox"/> No <input type="checkbox"/>

	<p>confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.</p> <p>If 'Yes', please provide details at 3.2</p>	
3.2	<p>If you have answered 'Yes' to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion (i.e. self-cleaning)?</p>	

Question 4: Economic and Financial Standing (Pass/Fail)

All of the following must each complete the questions in Question 4:

- Economic Operators
- Consortium members
- Third party entities being relied on by the Economic Operator to satisfy the economic and financial standing requirements in the SQ (where relevant)

An SQ response will be marked as a “fail” and excluded from the procurement process where the Economic Operator does not demonstrate that it meets the turnover requirement specified in Question 4.1 below and/or responds no to Question 4.1, 4.2, 4.3 and/or 4.4.

Question 4 Financial Information		
Question		Response
4.1	<p>Economic Operators are required to demonstrate an annual turnover of at least £3,000,000 in each of the previous three (3) years.</p> <p>Economic Operators must provide a copy of their full¹ audited accounts² for each of the last three (3) years in order to demonstrate that they meet this requirement.</p> <p>Please confirm that your organisation meets the financial threshold specified and the required evidence has been provided:</p>	Yes / No
4.2	<p>Please confirm that you are NOT in a state of bankruptcy, insolvency, compulsory winding up, administration, receivership, composition with creditors or in any analogous state or subject to relevant proceedings:</p>	Yes / No
4.3	<p>Please confirm that you have fulfilled all obligations relating to the payment of taxes</p>	Yes / No
4.4	<p>Economic Operators are required to confirm that they have in place or have the ability to obtain³ (and maintain for the duration of the Contract, if successful) insurance at the following levels:</p> <ul style="list-style-type: none">▪ Professional Indemnity Insurance - £5 million for each and every claim▪ Public Liability Insurance - £10 million for each and every claim▪ Employers Liability Insurance - £10 million for each and every claim	Yes / No

¹ Including profit and loss, balance sheet, directors and (as appropriate) auditor's reports.

² If audited accounts are not a legal requirement for your organisation, please provide signed accounts as prepared by a recognised firm of accountants.

³ Only the successful Economic Operator will be required to provide evidence of current insurance cover in each of the above areas as a pre-condition to award of the Contract.

Section 5: Technical and Professional Ability (Pass/Fail and Scored)

Economic Operators (where appropriate, as lead Economic Operator on behalf of all consortium members and third parties being relied upon) must complete Section 5.

Questions 5.1 to 5.3 inclusive – Commercial mandatory elements (Pass/Fail)

An SQ response will be marked as a “fail” and excluded from the procurement process where the Economic Operator does not demonstrate that it meets the requirements specified in Questions 5.1 to 5.3 (inclusive) below and / or responds ‘No’ to any one question.

High Level Specification		
Question		Response
5.1	<p>Economic Operators are required to confirm that they can deliver a service that confirms to the specification stated below: -</p> <p><u>Initial Technologies / SAP integrations</u></p> <ul style="list-style-type: none"> ▪ SAP S4 (FICO,SCM,PLM,ABAP,PI, HR, BW, BPC, Fiori) ▪ Basis, Security ▪ BODS ▪ Business Apps ▪ Portal ▪ HPSM ▪ Prometheus ▪ SAP BW ▪ NiSoft ▪ Eclipse ▪ Concur <p><u>Potential Future technologies / SAP integrations (12-18 months time – separate contract</u></p> <ul style="list-style-type: none"> ▪ SAP ECC (EHP 7) - MM, FI, CO, IM, PS, QM, PM, TPM, PS ▪ Winshuttle – Scripter & Runner – 3 users ▪ Zoption (GLSU) – Financial Journals – 6 users <p><u>Time Coverage</u></p> <p>At the ITT phase, pricing will be requested for the options below. Therefore, please ensure that these service options are available from your organisation: -</p> <ul style="list-style-type: none"> ▪ 7x5 ▪ 5x24 – Routine operational support ▪ 7x24 – On call for P1 & month end closure activities <p>UK Office hours (8am to 5pm) Supported Languages: English</p> <p><u>Service Levels (see table below)</u></p>	Yes/No

The SLA is based on ticket Priority:		
Priority	Activity	Target Time
1	Log Issue	Immediate (Automated)*
	Call back to Client	4 hours
	Fix problem or supply workaround	8 hours
2	Log Issue	Immediate (Automated)*
	Call back to Client	4 hours
	Fix problem or supply workaround	24 hours
3	Log Issue	Immediate (Automated)*
	Call back to Client	8 hours
	Fix problem or supply workaround	40 hours
4	Log Issue	Immediate (Automated)*
	Call back to Client	8 hours
	Fix problem or supply workaround	As agreed with customer

Additional Service offerings		
Question	Response	
5.2	<p>Economic Operators are required to confirm that they can also deliver a 'Service Partner' approach to the specification detailed above, including support with: -</p> <ul style="list-style-type: none"> Incidents Service Requests Any further projects / developments / 'ad-hoc' requests as may be made by the Client from time to time 	Yes/No

Scale of Service Requirement		
Question	Response	
5.3	<p>Economic Operators are required to confirm that they can deliver a service for the Client across a user estate of approximately 150 people initially (potential for an additional 200 people on a different SAP instance within 12-18 months):</p> <ul style="list-style-type: none"> Level 1 & 2 Help Desk and standard Help Desk activities Level 2 AS&M Services Level 2 Operational Support Level 3 Application Development and enhancements services Level 3 Architecture/System Management advise regarding the functional architecture, not technical. 	Yes/No

	<ul style="list-style-type: none"> ▪ Application Disaster Recovery Services, excluding SAP Basis related services. <p>This is to include the capability to develop the SAP application, from configuration to customisations and management of the different components as elements of a project such as testing, training etc.</p>	
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Question 5.4 – Health and Safety Management (25%)

Responses to Question 5.4 will be marked based on the scoring indicators below. An SQ response will be marked as a “fail” and excluded from the procurement process where the Economic Operator does not achieve a score of at least 15%.

Weighted Score	Indicator
25%	The Economic Operator has in place a health and safety management system which is accredited to OHSAS 18001 or ISO 45001 standard and the required evidence has been provided.
15%	The Economic Operator has in place a health and safety management system which conforms to OHSAS 18001 or ISO 45001 standard and the required evidence has been provided.
0%	The Economic Operator does not have in place a health and safety management system which is accredited or conforms to OHSAS 18001 or ISO 45001 standard and/or the required evidence has not been provided.

Health and safety management		
Question		Response
5.4	Economic Operators are required to demonstrate their approach to health and safety management by responding to the following questions:	
	Does your organisation have a health and safety management system in place which conforms to OHSAS 18001 or ISO 45001 standard? If so, please provide a copy of your health and safety policy.	Yes/No
	Does your organisation have a health and safety management system in place which is accredited to OHSAS 18001 or ISO 45001 standard? If so, please provide a copy of your current certificate.	Yes/No

Question 5.5 – Environmental Management (10%)

Responses to Question 5.5 will be marked based on the scoring indicators below.

Score	Indicator
10%	The Economic Operator has in place an environmental management system which is accredited to ISO 14001 standard and the required evidence has been provided.
5%	The Economic Operator has in place an environmental management system which conforms to ISO 14001 standard and the required evidence has been provided.
0%	The Economic Operator does not have in place an environmental management system which is accredited or conforms to ISO 14001 standard and/or the required evidence has not been provided.

Environmental management		
Question		Response
5.5	Economic Operators are required to demonstrate their approach to environmental management by responding to the following questions:	
	Does your organisation have an environmental management system in place which conforms to ISO 14001 standard? If so, please provide a copy of your environmental policy.	Yes/No
	Does your organisation have an environmental management system in place which is accredited to ISO 14001 standard? If so, please provide a copy of your current certificate.	Yes/No

Question 5.6 – Quality Management in IT service provision (25%)

Responses to Question 5.6 will be marked based on the scoring indicators below. An SQ response will be marked as a “fail” and excluded from the procurement process where the Economic Operator does not achieve a score of at least 15%.

25%	The Economic Operator has in place a quality management system within their IT function which is accredited to the following standards: ISO 27001 & BS7858 and the required evidence has been provided.
15%	The Economic Operator has in place a quality management system which conforms to the following standards: ISO 27001 & BS7858 and the required evidence has been provided.
0%	The Economic Operator does not have in place a quality management system which is accredited or conforms to ISO 27001 & BS7858 standard and/or the required evidence has not been provided.

Quality management in IT Service provision	
Question	Response

5.6	Economic Operators are required to demonstrate their approach to quality management in hosting services by responding to the following questions:	
	Does your organisation have a system in place which conforms to any/all of the following standards? <ul style="list-style-type: none"> ▪ ISO 27001 ▪ BS7858 If so, please provide a copy of the relevant policy(ies).	Yes/No If yes, please specify which standard(s):
	Does your organisation have a system in place which is accredited to any/all of the following standards? <ul style="list-style-type: none"> ▪ ISO 27001 ▪ BS7858 If so, please provide a copy of your current certificate(s).	Yes/No If yes, please specify which standard(s):

Question 5.7 – Experience (40%)

Responses to Question 5.7 will be marked based on the scoring indicators below. An SQ response will be marked as a “fail” and excluded from the procurement process where the Economic Operator does not achieve a score of at least 24%.

Score	Indicator
40%	Excellent – response gives real confidence that the Economic Operator has the capability to deliver the requirements and at least two examples demonstrate experience of delivering the services at Centre for the Protection of National Infrastructure sites (or equivalent).
32%	Above acceptable – response demonstrates good capability to meet the requirement and at least one example demonstrates experience of delivering the services at Centre for the Protection of National Infrastructure sites (or equivalent).
24%	Acceptable – response provided indicates that the Economic Operator has adequate capability to deliver a contract of this size and evidence of skill/experience sought has been provided.
16%	Less than acceptable – response lacks convincing evidence of skills/experience sought, medium risk that relevant skills are not available.
8%	A poor response/answer/solution – limited or poor evidence of experience or skills sought, high risk that relevant skills are not available.
0%	Failed to address the question.

5 Relevant experience and contract examples

5.7	Please provide three (3) examples of your experience, within the three (3) years prior to the date of this SQ, of delivering SAP AMS services of similar scope to that described in this SQ on a large industrial site. Economic Operators should note that they will be marked higher for demonstrating experience of delivering the services at Centre for the Protection of National Infrastructure sites (or equivalent).
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	<p>Details provided for each example should include: client name; address; contact name and telephone number; start and finish dates of the contract and a brief description of the Economic Operator's role.</p> <p>Economic Operators should ensure that clients listed, if required, would be willing to provide a reference for them and would be willing to discuss with the Clients the Economic Operator's performance.</p> <p>The Clients reserve the right to contact all or any companies for a reference and may wish to visit the Client's premises.</p>
Enter your response below:	

Section 6: Declaration

Contact details and declaration

By submitting an SQ response:

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement process.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Completed by:

Contact name	
Name of organisation	
Role in organisation	
Phone number	
E-mail address	
Postal address	
Signature (electronic is acceptable)	
Date	

SQ - Appendices

Economic Operators should complete the tables below to indicate any appendices included within their SQ response (if more than one Appendix is used, please copy and paste the table below to create as many additional Appendix tables as are required).

SQ – Appendix 1
SQ section –
Question number –