

# The Lambeth Business Questionnaire

Application for Inclusion in a Select List of Tenderers for

[Insert Name of Procurement Exercise Here]

General information about this contract:

[Insert information about this contract here]

[Instructions](#)

- A [Organisation Profile](#)
- B [Grounds for Exclusion](#)
- C [Insurance](#)
- D [Financial Information](#)
- E [Health & Safety](#)
- F [Equality & Diversity](#)
- G [Technical Capacity](#)
- H [References](#)
- I [Undertaking](#)
- J [Business Statistics](#)
- K [Banker's Reference Letter Template](#)

[Business Questionnaire Evaluation Form](#) (To be completed by Lambeth)

[Lambeth Business Questionnaire: Supplier Completion Guidance](#)

## Instructions

1. The information disclosed in this Business Questionnaire (BQ) will be used in the shortlisting of tenderers. However, any invitation to tender based on this Questionnaire does not imply any representation by Lambeth Council as to your company's financial stability, technical competence or ability in any way to carry out the services.
2. The Council will hold all information disclosed in this form in complete confidence unless it is already in the public domain.
3. Please note the term "Firm" refers to a sole proprietor, partnership, company or co-operative, or organisation or charity - as appropriate. The undertaking must be signed by the applicant, in his or her own name, and on behalf of the firm.
4. Unless you are specifically requested otherwise, please answer the questions specifically for your Firm, not for the group if you are part of a group of companies. Please note that where applications are received from more than one member of a group of companies, only one firm will be selected.
5. Please type your answers to each question on this form **directly onto the form**; the form or the tables in this form will expand as you type. If your response includes graphs or charts that cannot be typed onto the form, include continuation sheets and any supporting documents, marking clearly on all enclosures the name of your Firm and the letter and number of the question to which they refer.
6. All questions must be answered in English and if handwritten, black ink must be used.
7. Please complete the BQ in full and enter an answer to each question; blank spaces are not acceptable. However, if you consider that a question is not relevant or applicable to your firm, you should enter "N/A", "NO", "NONE" or "NOT APPLICABLE" along with the reason or reasons why. Please do not include promotional material, company annual reports or general marketing material for your Firm, either as answers to any of the following questions or for any other reason.
8. You are advised that the panel evaluating your submissions will not be able to make any assumptions on your behalf. It is therefore important that you ensure that you complete fully all sections appropriate to you and that you include all required supporting documentation. The undertaking at the end of the questionnaire must be completed.
9. The BQ has been provided in both electronic and hard copy formats. Responses are similarly to be both electronic and hard copy to assist in prompt consideration and decision-making.
10. Firms not currently operating in the UK should answer all questions, substituting where relevant the appropriate legislation/Codes of Practice etc. that are applicable within their domestic jurisdiction. Any financial information not in GBP will be converted at the rate applying on the first day of the month that this questionnaire is due to be returned.
11. One full set of completed, hard copy Business Questionnaire and attachments must be returned together with supporting documents no later than **[insert return time and date here]** in a package marked 'Strictly Confidential – addressee only' addressed to **[insert Lambeth contact name, address, phone number and e mail address here]**.
12. The electronic copy of the completed BQ and any attachments that are available in this format must be returned within the same deadline to **(insert e mail address here)** or on a CD ROM together with the hard copy.
13. Suppliers who have any questions about the Business Questionnaire, the evaluation process or the contract in general should contact: **[insert Lambeth contact name, address, phone number and e mail address here]**.
14. At the end of the BQ process, suppliers will be asked to complete a short survey on the Business Questionnaire process. This will be provided to suppliers by the Lambeth officer responsible for the exercise; officers can find the form [here](#) and suppliers can find it on the Lambeth website [here](#).

## A Organisation Profile

*Supplier Note: this section is required for information purposes only, but please be sure to complete all questions in full; if this section is incomplete your BQ may not be considered for this competition.*

A1 Firm name (or consortium name):

A2 Registered or trading name if different:

A3 Please indicate your business type(s):

<input type="checkbox"/> Sole trader	<input type="checkbox"/> Private Company	<input type="checkbox"/> Public limited company	<input type="checkbox"/> Partnership
<input type="checkbox"/> Social enterprise	<input type="checkbox"/> Registered Charity	<input type="checkbox"/> Company limited by guarantee	
<input type="checkbox"/> Voluntary sector business		<input type="checkbox"/> Other	
If Other, please give details:			

**When procuring consultants who operate as sole traders, officers must establish the nature of their engagement. This must be done in order for Lambeth to be assured that the tax status of sole trader consultants is recorded correctly. Her Majesty's Revenue & Customs (HMRC) recommend that officers use their online tool to determine the consultant's status; you can find it [here](#). Just follow the online instructions and click through the tool.**

A4 Registered address:

A5 Correspondence address if different from the above:

A6 Address from which the contract will be provided, if different from the above:

A7 Name of ultimate holding/parent company or subsidiary companies including addresses and an explanation of group structure and internal relationships:

A8 Company Registration Number of ultimate holding/parent company or subsidiary companies:

A9 Sole trader consultants only - please provide your firm's Unique Tax Number (UTR):

The Council will inform HMRC of any payments made to individuals employed as consultants, as and when required. Details on where this number can be located are in the completion guidance of this BQ.

A10 If you have included details of an ultimate holding/parent company above would this company be willing to guarantee your contract performance and enter into any requisite legal documentation?

A11 Indication of the principal areas of business activity of your firm:

A12 Information:

Contact name:	
Contact's position:	
Contact's telephone number:	
Contact's fax number:	
Contact's email address:	
Firm's registration number(s):	
Place of registration:	
Year established:	
VAT number:	

A13 Does your organisation (not individuals within it) have current membership of any trade associations, safety organisations, registration with or accreditation by any accrediting bodies, for example CHAS or equivalent?

Yes  No

If the answer is **yes**, provide details, using full names of associations, bodies and any applicable registration number. Please do not use abbreviations:

A14 How many persons does your organisation normally employ?

## B Grounds for Exclusion

*Supplier Note: this section will be evaluated on a pass/fail basis. If suppliers cannot confirm that they have not committed any of the below offences, their Business Questionnaire will be excluded from further consideration.*

Please answer the questions below, confirming that, to the best of your knowledge, the organisation (or each member of a consortium) named in this BQ above is not in breach of the provisions of Regulation 23(1) of the Public Contracts Regulations 2006:

<b>B1</b>	Have you been convicted of conspiracy - within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B2</b>	Have you been convicted of corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B3</b>	Have you been convicted of the offence of bribery?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B4</b>	<p>Have you been convicted of fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:</p> <ul style="list-style-type: none"> <li>• The offence of cheating the Revenue, or</li> <li>• The offence of conspiracy to defraud, or</li> <li>• Fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978, or</li> <li>• Fraudulent trading within the meaning of section 458 of the Companies Act 1985, or</li> <li>• Defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994, or</li> <li>• An offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993, or</li> <li>• Destroying defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968</li> </ul>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B5</b>	Have you been convicted of money laundering within the meaning of the Money Laundering Regulations 2003?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B6</b>	<p>Have you been convicted of any other offence within the meaning of Article 45(1) of the Public Sector Directive? See below:</p> <ol style="list-style-type: none"> <li>1. No criminal record (article 45 item 1(a), 1(b), 1(c), 1(d)) - criminal organisation, guilty of corruption, fraud, money laundering (personal situation of the candidate or tenderer)</li> <li>2. Is bankrupt or is currently being placed into administration (article 45, item 2(a) and 2(b))</li> <li>3. Made serious misrepresentation in supplying information article 45, item 2(g))</li> </ol>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B7</b>	Have you been convicted of any offence under the Asylum and Nationality Act 2006?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Please respond to the following statements below, indicating your position by selecting one of the options below:

- Firm's directors
- Other employee of the firm who has powers of representation
- Other employee of the firm who has the authority to make decisions on behalf of the firm

<b>B8</b>	Are you a bankrupt? Have you had a receiving order or administration order or bankruptcy restrictions order made against you? Have you made any composition or arrangement with or for the benefit of your creditors? Have you made any conveyance or assignment for the benefit of your creditors? Are you unable to pay a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has not granted a trust deed for creditors or become otherwise apparently insolvent, or is not the subject of a petition presented for sequestration of his estate, or is not the subject of any similar procedure under the law of any other state?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B9</b>	Is your firm a partnership constituted under Scots law?  If yes, have you been granted a trust deed or become otherwise apparently insolvent, or are you the subject of a petition presented for sequestration of its estate?	Yes <input type="checkbox"/> No <input type="checkbox"/>  Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B10</b>	Being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002, is your firm the subject of an order by the court for the company's winding up - otherwise than for the purpose of bona fide reconstruction or amalgamation, or has not had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company's business or any part thereof or is not the subject of the above procedures or is not the subject of similar procedures under the law of any other state?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B11</b>	Has your organisation or any of its directors been convicted of a criminal offence relating to the conduct of this business or profession?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B12</b>	Has your organisation or any of its directors been convicted of an act of grave misconduct in the course of your business or profession?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B13</b>	Please confirm that you have fulfilled obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which the organisation is established.	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B14</b>	Does your firm have any unfulfilled obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which the economic operator is established?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B15</b>	Has your firm or any of its directors been convicted of serious misrepresentation in providing any information required of him under this regulation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B16</b>	For a service contract which by law requires your firm to be a member of an organisation or licensed to practice, is your organisation a member or licensed to provide the service requirements of this award?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B17</b>	Where applicable, is your firm registered with the appropriate trade or professional register(s) in the EU Member State where it is established (as set out in Annex IXB of Directive 2004/18/EC) under the conditions laid down by that Member State?	Yes <input type="checkbox"/> No <input type="checkbox"/>

## C Insurance

**Supplier Note: this section is will be evaluated on a pass/fail basis. If the supplier does not have the required insurance or if they are unwilling to purchase the required insurance upon award of contract, their firm will not be shortlisted.**

Please provide evidence (e.g. copy of broker's letter) that you have the following minimum levels of insurance. If No, indicate your willingness to purchase the required insurance if awarded the tender.

Type of Insurance	Confirmed
Public Liability at £10 million	Yes <input type="checkbox"/> No <input type="checkbox"/>
Employer's Liability at £10 million	Yes <input type="checkbox"/> No <input type="checkbox"/>
Professional Indemnity at [officer to insert £ value required for your contract]	Yes <input type="checkbox"/> No <input type="checkbox"/>
[Officer to insert name of other required] Insurance at [insert £ value]	Yes <input type="checkbox"/> No <input type="checkbox"/>
Where I have answered 'No' above, the current insurance is below the required level. I undertake to purchase the required level of insurance in the event that my firm is awarded the tender.	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>

**D Financial Information**

*Supplier Note: this section will be evaluated on a pass/fail basis. **If the supplier's relevant turnover value is not equal or in excess of 4 TIMES the total estimated value of the contract or if the questions following are not answered completely and positively, this BQ will be removed from further consideration.** Lambeth may seek evidence relating to the questions below, if required. Where the firm is a subsidiary of a group, all questions must be answered for both the subsidiary and the ultimate parent. Where this BQ is being submitted for a consortium, the information is required for each member organisation.*

**D1 Your average turnover over the past two years must be equal to or in excess of 4 TIMES the estimated value of the contract to be awarded.** This amount is [insert total estimated value £ amount]. What was your turnover in each of the last two years?

£ ..... for year ended: __ / __ / ____	£ ..... for year ended: __ / __ / ____
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**D2** Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?

Yes  No

If the answer to the above question is no, what were the reasons, and what has been done to put things right?

**D3** Has your organisation met all its obligations to pay its creditors and employees during the past year?

Yes  No

If the answer to the above question is **no**, please explain why not:

**D4** For contracts valued at £500,000 and greater, all suppliers submitting a BQ will have their credit assessed by an external credit checking agency. Failure to attain a positive credit score will mean the supplier will fail the financial section of the Business Questionnaire. Procurement officer: enter the credit check score in the box below:

**D5** Please confirm that you have enclosed the signed, original copy of your bank reference letter (see instructions) and included it with your Business Questionnaire submission:

Yes  No

**D6** What is the name and branch of your bankers who could provide a reference?

Name:	
Branch:	

Contact Details:	
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D7 The following **must** be provided with this Business Questionnaire:

- a. A copy of your most recent accounts, for the last two years
- b. Profit and loss account, balance sheet and cash flow forecast for the current year

For financial years starting on or after 6 April 2008 the Companies Act 2006 applies. A small company that does not exceed the audit threshold does not have to submit audited accounts under company law. A small company is one that meets two of the following three criteria:

1. Income not more than £6.5m per year
2. Gross assets not more than £3.26m
3. Their average number of employees for the year is not more than 50
4. If a self-employed consultant, suppliers must provide proof of self-employment along with their completed BQ. Acceptable proof is correspondence between the supplier and HMRC which contains their Unique Tax Reference Number

Where a firm does not submit audited accounts, they must still submit their accounts for purposes of the Business Questionnaire evaluation. These must be submitted with the BQ along with a signed covering letter from their firm's accountant or business manager.

Please confirm below that the above documents are enclosed:

Yes  No

If you are unable to attach any of the documents above, please explain why:

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**E Health & Safety**

E1 Your Commitment. Suppliers please note that E1 is required for information purposes only.

**THIS IS MY ORGANISATION'S COMMITMENT TO HEALTH AND SAFETY**

- To provide adequate control of the health, safety and welfare risks arising from our work activities which may affect workforce or others
- To consult with our workforce on matters affecting health and safety
- To provide and maintain safe plant and equipment
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for workforce
- To ensure all workforce are competent to do their tasks, and to give them adequate training
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To ensure sufficient funds are available to implement this statement; and
- To review and revise this statement as necessary at regular intervals not exceeding 12 months

You agree to ensure that your entire workforce will comply with all relevant health and safety legislation, as well as any instructions from the Council's Supervising/Safety Officers, whilst your organisation undertakes any work on behalf of the Council.

Signed

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Name

---

Position

in

Organisation

---

Date

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If you are returning this BQ by e mail, please indicate below that you agree to the above and should you be awarded this contract you will sign the hard copy of this form before work commences.

Yes

No

## Responsibility & Structure

*Supplier Note: all further questions in this section will be evaluated on a pass/fail basis.*

E2 Please state the name and position of the person with overall responsibility for health and safety in your organisation together with details of experience and any relevant qualifications:

Name:	
Position in Organisation:	
Experience:	
Qualifications:	

E3 Please state the name and position of the person (if different to above) appointed to provide health and safety advice as required by Regulation 7 of the Management of Health & Safety Work Regulations 1999, together with details of experience and any relevant qualifications.

Name:	
Position in Organisation:	
Experience:	
Qualifications:	

E4 Is your firm currently a member of CHAS?

Yes  No

If not would your firm be prepared to join if awarded this contract?

Yes  No

## Policies & Procedures

*Supplier Note: The Council operates a policy that a firm will pass the Council's Health and Safety requirements on the basis that they are fully registered in the relevant Contractor Health and Safety Assessment Scheme (CHAS). Firms that are members of CHAS do not have to complete questions E5 through E17 Firms that do not participate in the Scheme must complete questions E5 through E17 below.*

E5 Does your firm have a written Health and Safety Policy (covering General Policy, Organisation and Arrangement) as required by Section 2(3) of the Health and Safety at Work etc Act 1974 and issue any codes of safe working practices to workforce?

Yes  No

If the answer is yes, please enclose a copy of the policy.

E6 Are your firm's health and safety policies and procedures communicated to your workforce and administered within your organisation?

Yes  No

E7 Does your organisation have a procedure for the reporting and recording of accidents and dangerous occurrences in accordance with RIDDOR?

Yes  No

E8 Have you enclosed a copy of your procedure for accident reporting, recording and investigation?

Yes  No

E9 Please complete the following table in respect of accidents and dangerous occurrences as set out below.

YEAR	Fatal	Major Injury or "Over 3-Days"	Non-Reportable	Dangerous Occurrences	Reportable ill-health	Near Misses
<b>This year</b>						
<b>Last year</b>						
<b>Year before last</b>						

E10 During the last five years, has the organisation been subject to formal enforcement (e.g. Prosecution, Prohibition Notice or Improvement Notice) for contravention of the Health and Safety at Work etc Act 1974, or equivalent legislation arising from your conduct of activities similar to those covered by this contract?

Yes  No

E11 Does your organisation have Risk Assessment Procedures in place for all work activities as required by the Management of Health and Safety at Work Regulations 1999 and associated legislation?

Yes  No

If the answer is **yes**, please supply 2 examples of risk assessments and safety method statements for work activity undertaken within the last 12 months. This should include manual handling, COSHH or others that are relevant to your work activities. Confirm below that these are included with this Business Questionnaire:

Yes  No

E12 Does your organisation have a health and safety training programme for your workforce to ensure that they are competent for their duties?

Yes  No

E13 Does your organisation have arrangements in place for consultation with workforce on health and safety matters?

Yes  No

E14 Does your organisation undertake health monitoring of workforce?

Yes  No

E15 If your organisation uses sub-contractors, do you have a system in place for assessing their competence and the ongoing monitoring and review of their Health and Safety performance?

Yes  No  No, we do not use sub-contractors

E16 Do you have a system in place for monitoring your Health and Safety arrangements including auditing them at periodic intervals and for reviewing them on an ongoing basis?

Yes  No

E17 Please complete the table below. *Suppliers please note that this is not marked and for convenience of evaluation only.*

Name of Person completing this form:	
Position in Organisation:	
Contact Phone:	
Email Address:	
Date:	
Signature	

## F Equality & Diversity

*Supplier Note: this section will be evaluated on a pass/fail basis. If required we will seek evidence relating to the questions below. You must also keep up to date with relevant changes in legislation.*

F1 Does your organisation comply with its legal obligations relating to the following?

Race	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Sexual Orientation	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Disability	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Age	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Religion or Belief	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Gender	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Human Rights	Yes <input type="checkbox"/>	No <input type="checkbox"/>

F2 In the last three years has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal?

Yes  No

F3 In the last three years has your organisation been the subject of a formal investigation on grounds of alleged unlawful discrimination by, for example, the Commission for Racial Equality (CRE), Disability Rights Commission (DRC), Equal Opportunities Commission (EOC) or Equality and Human Rights Commission (EHRC)?

Yes  No

F4 If the answer to either of the last two questions above was yes, what actions were you required to take as a result of that finding or investigation?

## G Technical Capacity

*Supplier Note: Section G is a numerically weighted and scored section. The Lambeth procurement officer will delete the questions that are not relevant to the project.*

**Also note that several questions require the return of documentation with your Business Questionnaire. Please do not ignore this as it will affect your score for those questions.**

*Weightings are assigned in values from 1-5; 1 being low and 5 being high. Each question will be scored from 0-5 and the final score is determined by multiplying the weight by the score; see the scoring guidance [here](#).*

**[Note for project officer: these weightings are for guidance only. The officer should review each weighting and amend as appropriate.]**

### GW Construction & Works

Gw1 Please provide details of works completed of a similar in size and nature to those required under this contract over the past 5 years. Include details of when and where the works were carried out, the client, the total contract value, and the proportion of the value related to the type of work required. ***This question carries a weighting of 5.***

Gw2 Please provide a statement of the technicians and technical services available to you including a statement of your average annual staffing and number of managerial staff over the past three years broken down according to discipline where relevant. ***This question carries a weighting of 5.***

Gw3 Please confirm that any sub-contractor you have identified or intend to identify will comply with the standards set out in this BQ. Please note that the Council reserves the right at any time in the procurement process to seek evidence of this. ***This question carries a weighting of 3.***

Gw4 Please provide details of your measures for ensuring quality, details of your quality attestation registrations (if any) for example under ISO9001 or equivalent, details of your approach to contract and project management, service delivery and complaints. Please also provide details of the person who is responsible for quality standards. ***This question carries a weighting of 3.***

Gw5 Has your firm had a contract terminated within the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gw6 Has your firm ever **NOT** had a contract renewed for failure to perform to the terms of the contract? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gw7 Has your organisation withdrawn from a contract prematurely within the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gw8 Has your organisation any outstanding claims or had any litigation against it in the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is **yes**, please provide full details:

***Evaluation Table – Total score to be carried forward to Final Evaluation Table (below)***

Question	Weighting (W) 1 - 5	Score (S) 0 - 5	Total (W x S)
Gw1	5		
Gw2	5		
Gw3	3		
Gw4	3		
Gw5	2		
Gw6	2		
Gw7	2		
Gw8	2		
<b>TOTAL Gw Score</b>			

**Gp Products & Supplies**

Gp1 Please provide details of goods similar in size and nature to those required under this contract over the past 3 years. Include details of when the goods were sold, to whom and the total contract value. ***This question carries a weighting of 5.***

Gp2 Please provide details of your measures for ensuring quality, details of your quality attestation registrations (if any) for example under ISO9001 or equivalent, details of your approach to contract and project management, service delivery and complaints. Please also provide details of the person who is responsible for quality standards. ***This question carries a weighting of 3.***

Gp3 Please provide any descriptions, catalogues or photographs of the goods including necessary certification of authenticity. Confirm below that these have been included with your BQ submission. ***This question carries a weighting of 3.***

Gp4 Please confirm whether your organisation has ever had a contract terminated within the last 3 years. ***This question carries a weighting of 2***

Yes  No

If the answer is yes, please provide full details:

Gp5 Please confirm whether your organisation has ever **NOT** had a contract renewed for failure to perform to the terms of the contract? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gp6 Please confirm whether your organisation has withdrawn from a contract prematurely within the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is **yes**, please provide full details.

Gp7 Please confirm whether your organisation has any outstanding claims or had litigation against it in the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details.

***Evaluation Table – Total score to be carried forward to Final Evaluation Table (below)***

Question	Weighting (W) 1 - 5	Score (S) 0 - 5	Total (W x S)
Gp1	5		
Gp2	3		
Gp3	3		
Gp4	2		
Gp5	2		
Gp6	2		
Gp7	2		
<b>TOTAL Gp Score</b>			

**Services & Consultancy**

Gs1 Please provide details of services similar in size and nature to those required under this Contract over the past three years including details of when the services were provided, to whom and the total contract value. ***This question carries a weighting of 2.***

Gs2 Please provide a statement of the technicians and technical services available to you including a statement of your average annual staffing. Include the number of managerial staff over the past 3 years broken down according to discipline where relevant. ***This question carries a weighting of 5.***

Gs3 Please provide details of the ICT systems tools, machinery, supplies, resources and technical equipment available for performing the contract. ***This question carries a weighting of 3.***

Gs4 Please provide a statement of any of the services which you intend to sub-contract to another person identifying the sub-contractor and the relevant services to be sub-contracted expressed both by value and proportion of contract sum, or proposed proportion (%). ***This question carries a weighting of 3.***

Gs5 Please confirm that any sub-contractor you have identified or intend to identify will comply with the standards set out in this BQ. Please note that the Council reserves the right at any time in the procurement process to seek evidence of this. ***This question carries a weighting of 2.***

Gs6 Please provide details of your measures for ensuring quality, details of your quality attestation registrations (if any) for example under ISO9001 or equivalent, details of your approach to contract and project management, service delivery and complaints. Please also provide details of the experience of the person who is responsible for quality standards. ***This question carries a weighting of 3.***

Gs7 Please provide the educational and professional qualifications of managerial staff indicating the person(s) who would be responsible for providing the services. ***This question carries a weighting of 3.***

Gs8 Please confirm whether your organisation has ever had a contract terminated within the last 3 years. ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gs9 Please confirm whether your organisation has ever **NOT** had a contract renewed for failure to perform to the terms of the contract. ***This question carries a weighting of 2.***

Yes  No

If the answer is **yes**, please provide full details.

Gs10 Please confirm whether your organisation has ever withdrawn from a contract prematurely. ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

Gs11 Please confirm whether your organisation has any outstanding claims or had litigation against it in the last 3 years? ***This question carries a weighting of 2.***

Yes  No

If the answer is yes, please provide full details:

***Evaluation Table – Total score to be carried forward to Final Evaluation Table (below)***

Question	Weighting (W) 1 - 5	Score (S) 0 - 5	Total (W x S)
Gs1	2		
Gs2	5		
Gs3	3		
Gs4	3		
Gs5	2		
Gs6	3		
Gs7	3		
Gs8	2		
Gs9	2		
Gs10	2		
Gs11	2		
<b>TOTAL Gs Score</b>			

## H References

*Supplier Note: Section H is a weighted and scored section. See the guidance notes [here](#) for more information.*

Please provide details of all contracts that you have held over the last three years. Provide each supplier's name, title, business address, phone number and email address. Also indicate if the contract was with a Lambeth department. The first 4 rows of reference information are below; add additional rows for each additional supplier reference. If you are providing reference information as separate attachments, please indicate below and remember attach to this Business Questionnaire upon submission.

Contract details are included as a separate attachment to this BQ

### References

<b>Supplier 1</b>	
Name of Firm	
Contact Name	
Business Address	
Phone Number	
E Mail Address	
Lambeth Contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Supplier 2</b>	
Name of Firm	
Contact Name	
Business Address	
Phone Number	
E Mail Address	
Lambeth Contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Supplier 3</b>	
Name of Firm	
Contact Name	
Business Address	
Phone Number	
E Mail Address	
Lambeth Contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No

*Insert more lines as necessary*

Lambeth will select 4 references to check, based upon similar value and similar type of contract. Officers will contact selected referees and request the information below:

1. When and where the works were carried out
2. The total contract value
3. Plus the referee's opinion based on the referee's chart as set out in the Guidance Pack.

## I Undertaking

When you have completed the Lambeth Business Questionnaire, please ensure that:

1. You have answered all the questions in full
2. You have provided all documents requested
3. You have appropriately numbered any continuation sheets
4. You have read and signed the undertaking below

I declare that to the best of my knowledge the answers submitted in this Questionnaire (and any supporting documentation) are correct. I understand that the information will be checked against other information held by Lambeth and be validated by checking with other organisations.

I am aware that Lambeth is under a duty to protect the public funds it administers, and to this end may use the information I have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

I certify that the Firm listed below is interested in carrying out works for the London Borough of Lambeth. I accept the conditions and undertakings requested in the Business Questionnaire. I understand and accept that false information could result in rejection of the application to be selected to take part in the tender process.

I also understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. I also understand that any such action will result in rejection of this application to take part in the tender procedure and empowers the Council to cancel any contract with the firm currently in force.

I understand and agree to the conditions set out in the Freedom of Information Act 2000:

<http://www.lambeth.gov.uk/Services/CouncilDemocracy/DataProtectionFOI/FreedomOfInformation.htm>

NB This undertaking is to be signed by a Partner, Director or authorised representative i.e. in their name on behalf of the Organisation.

**SIGNED FOR AND ON BEHALF OF (INSERT SUPPLIER NAME)**

Name:

---

Title:

---

Signature:

---

Date:

---

Suppliers: If you are returning this BQ by e mail, complete all the information above except the signature. Please indicate below that you agree to the above and should you be awarded this contract you will sign the hard copy of this form before work commences.

Yes

No

**J Business Statistics**

**London Borough of Lambeth seeks to ensure that all sections of the community have access to our services. We also wish businesses from all sections of the community to have an equal chance to trade with us. The information requested below will enable us to monitor our achievement of this objective.**

1. Is your company? (please tick appropriate box):

- Public Limited Company (if PLC please ignore the following questions)
- Partnership
- Sole Proprietor
- Other (please specify) \_\_\_\_\_

2. How would you classify the overall majority ownership of your firm? (please tick appropriate box):

**Ethnic Origin**

**White**

- British
  - Irish
  - Portuguese
  - Any other White background (please write in)
- 

**Mixed**

- White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed background (please write in)
- 

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background (please write in) \_\_\_\_\_

**Black or Black British**

- Caribbean
- African
- Any other Black background (please write in) \_\_\_\_\_

**Chinese or other ethnic group**

- Chinese

Any other (please write in)

---

## K Banker's Reference Letter Template

*Supplier Note: The letter below is a template for submission to your bank manager to provide the Council with a banking reference; the Authority may use this letter to obtain a reference from the supplier's bank, if required. Complete this letter on your firm's headed notepaper, sign it and submit the hard copy along with your hard copy of this BQ.*

Date

Supplier's Bank Address  
Supplier's Bank Address  
Supplier's Bank Address  
Supplier's Bank Address

### Re: Bankers Reference

Dear Sir / Madam:

I confirm that, by authority of this letter, I give permission for:

The London Borough of Lambeth  
Lambeth Town Hall  
Brixton Hill  
London  
SW2 1RW

To be supplied with a current bank reference in respect of:

Account Name:	Supplier Name
Account Number:	12345678
Sort Code:	(99-99-99)
Branch:	Branch Address

Yours faithfully,

(Signature)  
Name and Title of person authorised to sign this letter

## Business Questionnaire Evaluation Form

(To be completed by Lambeth)

Procurement Exercise: {Insert name of procurement exercise here}

Evaluation Date	
Supplier Name	
Evaluator's Name(s)	
Evaluator's Name(s)	
Evaluator's Name(s)	

### Final Evaluation Table

Description	Section	Scoring Criteria	Weight (1-5)	Score	Final Score: Weight X Score	Comments
Organisation Profile	A	For Information	Not Applicable	Not Applicable		
Grounds For Exclusion	B	Pass or Fail				
<b>Sections A &amp; B must be completed in full. If not, the BQ will not be evaluated further</b>						
Insurance	C	Pass or Fail				
Financial Information	D	Pass or Fail				
Health & Safety	E	Pass or Fail				
Equality & Diversity	F	Pass or Fail				
Technical Capacity	G	Final Score only	Not Applicable	Not Applicable		
References	H	Weighted & Scored	4			
Undertaking	I	Pass or Fail				
Business Statistics	J	For Information	Not Applicable	Not Applicable		
Banker's Reference Letter Template	K	Pass or Fail				
<b>TOTALS</b>						

# The Lambeth Business Questionnaire

## Supplier Completion Guidance

### Contents

#### [Introduction](#)

[The Lambeth Business Questionnaire](#)

[Pass or Fail](#)

[Weighted and Scored](#)

[Debriefing](#)

[Points to Remember](#)

#### [Detailed Guidance for Completing the Lambeth Business Questionnaire](#)

[Section A: Organisation Profile](#)

[Section B: Grounds for Exclusion](#)

[Section C: Insurance](#)

[Section D: Financial Information](#)

[Section E: Health & Safety](#)

[Section F: Equality & Diversity](#)

[Section G: Technical Capability](#)

[Section H: References](#)

[Section I: Undertaking](#)

[Section J: Business Statistics](#)

[Section K: The Banker's Reference Letter](#)

## Business Questionnaire Evaluation Form

### Introduction

When purchasing products and services for use by our customers, the London Borough of Lambeth always seeks to select the most suitable contractors for the works being advertised. All Lambeth procurement officers follow the European Union principles of openness, transparency and equality when selecting contractors for work so it is not permitted to favour local or any particular contractor. Within these principles procurement officers at Lambeth adopt a common sense approach to minimise the bureaucracy involved in supplier selection; that process begins with suppliers successfully completing a Lambeth Business Questionnaire, BQ. This can also be called a “job application” for purchasing and measures, among other things whether your firm has the technical capacity, financial standing, vires and legal ability to provide the work we require.

Whilst successfully completing a Lambeth Business Questionnaire is not meant to be exhaustive, suppliers must be aware that it does take time to prepare. The more BQs a supplier fills out, the better they can become at it but Lambeth Corporate Procurement also believes that a comprehensive set of guidance notes on how to complete a BQ can greatly assist all suppliers; this is the purpose of this pack. Enclosed you will find this introduction, including guidance on the BQ itself, the scoring methodologies employed and some Points to remember. Detailed guidance is provided on the BQ questions – laid out in a question-by-question format. The blank BQ form follows that, along with the score sheet that will be used to score the Business Questionnaire.

### The Lambeth Business Questionnaire

In public sector procurement the main purpose of the Business Questionnaire (BQ) is to establish a supplier's business capability in carrying out services or providing products to the public body. In a Lambeth procurement exercise the BQ is sent out to all suppliers to respond to an Expressions of Interest advertisement for the placement of a contract for products or services required by the Council. In order to aid in the completion of their BQ, suppliers are also sent guidance notes and a copy of the evaluation details – as they can see exactly how they are to be evaluated, suppliers can prepare their best possible Business Questionnaire.

Upon return, all BQs are evaluated consistently and objectively according to a defined model that has been finalised prior to opening and commencing the evaluation of submitted questionnaires. To ensure consistency in evaluation and scoring the project team in charge of the procurement exercise will review all BQs as a team. The evaluation model that Lambeth uses is a combination of “Pass or Fail” and “Weighted and Scored” criteria - see below.

The officers on the procurement project team will total up all the BQ scores and from the highest scored they select a number of the best BQs, as communicated in the initial contract notice published in the Official Journal of the European Union and/or Expressions of Interest advertisement. These best BQs become a shortlist and these suppliers are invited to Tender for the contract to be awarded. **The higher the score on a supplier's BQ increases the chances that they will be invited to Tender. The contract notice and/or the Expressions of Interest advertisement shall set out the minimum and maximum number of tenderers to be short listed where appropriate**

**Once the contract is awarded to a supplier, it is important to note that their Business Questionnaire becomes part of their contract with Lambeth. Therefore all suppliers are strongly urged to answer all BQ questions fully, clearly and honestly.**

### Pass or Fail

It is not appropriate to score every part of the BQ response on a numerical basis; some elements of the BQ will be assessed on a Pass or Fail basis. These areas are important sections where a supplier must answer all questions and include all required documentation with their BQ submission. The most important Pass or Fail section is Section B, Grounds for Exclusion. **If the supplier answers any of these questions negatively or not at all their Business Questionnaire will not be**

considered further for the competition at hand. In the remaining Pass or Fail sections of the BQ, where a Pass has been delivered to a supplier, they will be given 5 points; if a supplier Fails any subsequent section, they will be given a 0 and their BQ will be removed from further consideration. However, the BQ will continue to be assessed and the supplier will be provided with debriefing information – see below.

These rating scores of 5 and 0 are considered along with the Weighted and Scored sections in a Business Questionnaire; all scores are added together to reach a final BQ score.

**Weighted and Scored**

The scoring approach for Section G Technical Capacity and Section H References is based on the Weighted and Scored approach, in which the procurement officer first assigns weightings to questions reflecting their importance to the project. Each question is then scored on the merit of the supplier’s submission, from a low score of 0 through to a high score of 5. The final scores are the result of multiplying the weight by the score. Weighted and Scored sections are then added to the Pass or Fail scores in order to reach a final BQ score.

**Weighting**

The Weighted and Scored section of the BQ will be given a weighting number dependant upon the importance to the contract.

The definitions of the weightings are below:

- 1 Low Importance**
- 2 Not Very Important**
- 3 Important**
- 4 Very Important**
- 5 Extremely Important**

Where an aspect of the contract is of less importance, it would carry a lower weighting and if an aspect were of greater importance the weighting would be higher – financial aspects may have a weighting of 4 or 5 for example. Example weightings have been added to the BQ form (highlighted in yellow) and officers must think carefully about their contract at hand before changing these weightings.

**Scoring**

Procurement officers will score a supplier’s BQ submission on a scale of 0 – 5; 0 being lowest and 5 being highest. The supplier’s submission is reviewed upon the quality and amount of relevant information submitted and the officer scores using the matrix below:

<b>0</b>	Failed to address the question/issue.
<b>1</b>	An unfavourable response/answer/solution – limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available.
<b>2</b>	Less than acceptable – response/answer/solution/information lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available.
<b>3</b>	Acceptable response/answer/solution/information to the particular aspect of the requirement; evidence given of skill/experience sought.
<b>4</b>	Above acceptable – response/answer/solution/information demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply).
<b>5</b>	Excellent – response/answer/solution provides real confidence based on experience of the

service or supply provision required. Response indicates that the supplier will add real value to the organisation with excellent skills and a deep understanding of the service or supply.
---

## Debriefing

When the officer has completed the scoring of the Business Questionnaires, they will inform all suppliers of their scores and if they have been placed on a shortlist for Tender; they will also provide details of where their BQ was not selected and how the supplier can make improvements in future. If a supplier does not hear from the officer they should contact the officer themselves and seek the debriefing information regarding their BQ.

## Points to Remember

- When all BQs have been assessed, all suppliers will be contacted to inform them of their score and if they will be asked to submit a Tender. If suppliers do not hear from the procurement officer as scheduled, they should contact the procurement officer responsible for the procurement exercise at hand
- Suppliers are strongly advised to follow all instructions as indicated in the Instructions section of this pack
- Suppliers should answer all questions in full and attach all documentation as requested. If questions are left blank or if documents are not included the officer has nothing to assess and the score will inevitably be 0
- If suppliers have questions about any of the BQ questions they must seek advice from the procurement officer responsible for the procurement exercise at hand
- The procurement officer will advise the supplier of what action will be taken if Business Questionnaires are returned late. This can be in the initial cover letter or e mail but suppliers will be told that late BQs will not be accepted or if late, what the supplier should do

## Detailed Guidance for Completing the Lambeth Business Questionnaire

These pages consist of section-by-section guidance on how suppliers should approach each section of the BQ, along with information on what business information is required.

The BQ is made up of the following sections:

- A Organisation Profile**
- B Grounds for Exclusion**
- C Insurance**
- D Financial Information**
- E Health & Safety**
- F Equality & Diversity**
- G Technical Capacity**
- H References**
- I Undertaking**
- J Business Statistics**
- K Banker's Reference Letter**

**Evaluation Form** (to be completed by Lambeth)

## Section A: Organisation Profile

This section of the BQ allows the procurement officer to gather some basic contact details about each supplier. All sections should be completed and if not, the officer will contact the supplier for details.

For registered companies, the officer may wish to confirm company identity and basic details with Companies House - basic company details can be accessed on-line and without charge at <http://www.companieshouse.gov.uk/info/>. The same applies to charities registered with the Charity Commission at <http://www.charity-commission.gov.uk/registeredcharities/first.asp>, and social landlords registered with the Housing Corporation at <http://www.housingcorp.gov.uk/resources/register/select.htm>.

**This section of the Business Questionnaire is required for information purposes only and will not be scored but it must be completed in full. If the supplier returns this section incomplete the remaining sections of the BQ will not be evaluated.**

The BQ asks the supplier to state what their firm DOES – what type of service do they perform or what type of product do they produce. If a consultant, suppliers must indicate what type of consultancy services are provided.

For sole trader consultants, question A9 asks these suppliers to provide the Council with their Unique Tax Reference Number (UTRN). The UTRN is the ten-digit unique reference number given to all taxpayers by HMRC; it can be found on a business' tax returns, notice to complete tax return, Statement of Account to HMRC or other correspondence with HMRC. These days, virtually all bona-fide entities and consultants have an HMRC-issued UTRN. If a supplier does not have one, they must obtain one from their local tax office.

**When procuring consultants who operate as sole traders, officers are responsible for establishing the nature of their engagement. This must be done in order for Lambeth to be assured that the tax status of sole trader consultants is recorded correctly. Her Majesty's Revenue & Customs (HMRC) recommend that officers use their online tool to determine the consultant's status; you can find it [here](#). Just follow the online instructions and click through the tool.**

**Please note that the Council will inform HMRC of any payments made to individuals employed as consultants, as and when required.**

### Scoring

This section of the Business Questionnaire is required for information purposes only and will not be scored but it must be completed in full. If the supplier returns this section incomplete the remaining sections of the BQ will not be evaluated.

### Section B: Grounds for Exclusion

This section asks the supplier to provide information about their firm regarding convictions, conflict of interest, complaints and professional negligence. Officers will check that the supplier has provided all the information requested and that the information supplied is acceptable. This section is a very important section in the Lambeth BQ as all suppliers must be in the position to respond to these questions favourably. **If they cannot, their Business Questionnaire cannot be considered further on this occasion and their BQ will be excluded from competition immediately.**

### Scoring

As the information requested in this section is informational and should be easily completed it is appropriate to assign a Pass or Fail scoring to this section. All suppliers who Pass will go forward in the BQ assessment and tender competition but will not receive a numerical score. Suppliers who fail this section by answering any of the questions unfavourably will have their Business Questionnaire excluded from this competition immediately.

### Section C: Insurance

All suppliers who work for Lambeth are required to carry the appropriate level of insurance for the contract they are applying for, and this must be maintained during the term of the contract; if a supplier does not have the minimum requirement for insurance they may represent a risk to the Council when

performing the contract in question. Public Liability & Employer's Liability insurance are always required and Lambeth has guidance levels of insurance for both: Public Liability at £10 million and Employer's Liability £10 million. Public Indemnity insurance is not always required but will be with all consultants, most trainers and other communications' suppliers; the Lambeth guidance level for Indemnity insurance is £5 million but this amount will be reviewed by the procurement project officer after they carry out a risk assessment; if required, at the BQ stage suppliers will be advised at what level of Indemnity insurance will be required.

Of course, the level of cover considered appropriate will be commensurate with Lambeth's minimum requirement and higher values may be required for higher risk contracts. However, officers will exercise judgement, especially with very low risk contracts.

## Scoring

The insurance section will be evaluated on a Pass or Fail basis. If the supplier has the required insurance and submits the appropriate supporting documentation with their BQ, they will Pass and will receive 5 points on their Evaluation Form. If the supplier does not have the required insurance or if they are unwilling to purchase the required insurance upon award of contract, their BQ will Fail this section and 0 points will be awarded. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

## Section D: Financial Information

A supplier's financial standing is important to Lambeth and this section is intended to gain a basic indication that the supplier is not in financial trouble; financial failure of the supplier during the contract would adversely impact the operations of the Council. It should be borne in mind that full evaluation of a supplier's financial position requires analysis of full accounts by suitably trained staff – officers should seek advice from your department's finance manager. However, this section should give an indication of whether there are potential concerns over the financial standing of a supplier.

A supplier's annual turnover, when compared to the total value of the contract they are competing for, is an indicator of how they will perform in a contract. **A supplier's average turnover over the past two years must be equal to or in excess of 4 TIMES the estimated value of the contract to be awarded.** If a supplier meets this criteria it shows that taking on the Lambeth contract will not be too great a burden on their business.

A supplier's turnover should be checked to ensure that there hasn't been a drastic fall in the past 2 years. Turnover should be checked to ensure that it doesn't appear inconsistent with the value and importance of the proposed contract. The supplier should have submitted signed copies of their accounts for the past 2 years. If not submitted it suggests that the supplier could lack effective financial controls or information; as such the supplier might be at financial risk and therefore represent a risk to contract delivery as a potential contractor. Procurement will clarify the situation with the supplier if this information was not sent as an oversight, and score accordingly.

For financial years starting on or after 6 April 2008 the Companies Act 2006 applies. A small company that does not exceed the audit threshold does not have to submit audited accounts under company law. A small company is one that meets two of the following three criteria:

1. Income not more than £6.5m per year
2. Gross assets not more than £3.26m
3. Their average number of employees for the year is not more than 50

If a firm does not meet two of these criteria, audited accounts must be submitted. Where a firm does not submit audited accounts, they must still submit their accounts for purposes of the Business Questionnaire evaluation. These must be submitted with the BQ along with a signed covering letter from their firm's accountant or business manager.

The supplier's business should preferably have been profitable for each of the past two years, and the profit margin should not have fallen substantially. Ideally the supplier's business should have a positive net worth in both the last two years, and this should have increased in the most recent year.

Ideally, the supplier should also have a positive cash balance, or at least the credit facility should be significantly greater than the overdraft.

If there are issues about the financial stability of the supplier, but it has a parent company that is financially sound, it may be appropriate to seek the supplier's preparedness to secure a formal guarantee from that parent company at Tender stage. Lambeth may seek evidence relating to the questions below, if required. Where the firm is a subsidiary of a group of companies, all questions must be answered for the company applying to Tender for the contract at hand. Where this BQ is being submitted for a consortium, the information is required for each member of that consortium.

Lambeth requires self-employed consultants to provide proof of self-employment along with their completed BQ. Acceptable proof is correspondence between the supplier and HMRC which contains their Unique Tax Reference Number; see question D7.

**For contracts valued at £500,000 and greater, all suppliers submitting a BQ will have their credit assessed by an external credit checking agency. Failure to attain a positive credit score will mean the supplier will fail the financial section of the Business Questionnaire.**

### Scoring

This section will be evaluated on a Pass or Fail basis:

- In D1, if the supplier's relevant turnover value is equal to or exceeds 25% of the estimated value of the contract to be awarded, they will Pass this question; if their turnover does not meet this criteria they Fail.
- In D2 and D3, both questions must be answered favourably. If the supplier has good reasons for an unfavourable response, this must be detailed in the text section provided. Where the reasons provided are acceptable Suppliers will pass these sections.
- D4 and D5 must be completed or submitted in full. If so, these questions will Pass; if not, these questions will be marked as Fail.
- In D6, all the documentation must be submitted in order for the supplier to Pass. If all documentation requested is not submitted, they will Fail. However, if the supplier is unable to submit all documentation and their explanation is plausible, they will Pass.

If the supplier has Passed the majority of the section questions and submits the appropriate supporting documentation with their BQ, they will Pass and will receive 5 points on their Evaluation Form. If the supplier does not answer all questions favourably or if they do not include the required documentation with their BQ (without an acceptable reason), their BQ will Fail this section and 0 points will be awarded. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

### Section E: Health & Safety

Suppliers that employ five or more staff are legally required to have a written health and safety policy. If the supplier employs fewer than 5 staff members and do not have a written health and safety policy, Lambeth will expect to see copies of relevant risk assessments required under the Management of Health and Safety at Work Regulations 1999. If the supplier does not have health and safety procedures in place, there may be doubts about their commitment and ability to meet health and safety requirements; it is therefore critical that all suppliers complete this section fully and submit all required documentation.

This section is made up of an information section (E1) and a Pass or Fail section. If suppliers are currently a member of CHAS or if not they would be prepared to join if awarded this contract, they only need answer questions E1 – E4. Otherwise suppliers must complete section E in its entirety.

### Scoring

This section will be evaluated on a Pass or Fail basis:

- Though E1 is for information only and will not be scored, it must be completed and signed. If a supplier is able to sign the page, scan it in and attach to a soft copy of their BQ, that would be ideal. However, if this is not possible, suppliers should check the box at the end of E1, indicating that they agree to the above and should they be awarded this contract they will sign the hard copy before work commences.
- Questions E2 – E8, E10 & E12 – E16 must all be completed in full, answered yes and all documentation requested must be submitted with the BQ in order to Pass.
- E9 & E11 will be assessed by the procurement officer(s) reviewing the BQ and the supplier responses must be favourable regarding the number of accidents and the quality of the risk assessments submitted must be robust.
- E17 is for information only but must be completed in full.

If the supplier has Passed the majority of the section questions and submits the appropriate supporting documentation with their BQ, they will Pass and will receive 5 points on their Evaluation Form. If the supplier does not answer all questions favourably or if they do not include the required documentation with their BQ (without an acceptable reason), their BQ will Fail this section and 0 points will be awarded. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

### **Section F: Equality & Diversity**

The support of equalities and diversity is at the heart of everything Lambeth does, including commissioning, procurement and contract management. It is important that all suppliers working for Lambeth have clear and robust equalities policies and practices in place – for both the Council and to meet the supplier's legal responsibilities. In order to demonstrate that equal opportunities are provided to all staff and discrimination is combated within their organisation, suppliers are asked to state whether they maintain a written equal opportunities policy. If the supplier does not have a written equal opportunities policy, there may be doubts about its commitment and ability to fairly and equally manage its workforce.

Suppliers are advised that Lambeth may seek further evidence relating to the questions below and should always endeavour to keep their documentation and their business practices up to date with relevant changes in legislation.

#### **Scoring**

This section will be evaluated on a Pass or Fail basis. All questions must be answered favourably and F3 must include the supplier's actions taken or not taken, where relevant.

If the supplier has Passed the majority of the section questions and submits the appropriate supporting documentation with their BQ, they will Pass and will receive 5 points on their Evaluation Form. If the supplier does not answer all questions favourably or if they do not include the required documentation with their BQ (without an acceptable reason), their BQ will Fail this section and 0 points will be awarded. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

### **Section G: Technical Capability**

Procurement officers will need to establish that a supplier has experience and expertise in the field that is the subject of the proposed contract and that the work required would not be a new, unsupported departure for them. Officers will check the information provided in this section against the necessary levels of experience and expertise required to deliver the contract.

At this early stage, suppliers are required to exhibit their technical capability for carrying out their business practices. The supplier should endeavour to show the Authority that they have the skill, knowledge and experience required to deliver their service or product.

#### **Scoring**

Section G is a numerically [Weighted and Scored](#) section; as many of these questions are reliant upon experience and knowledge in a field of work, the Pass or Fail system of evaluation does not apply. Depending on what type of work is being Tendered, the officer will indicate on the form which section the supplier needs to complete. The officer will either use the preset weightings for each question on the form or make changes as required, in values from 1-5; 1 being low and 5 being high. Questions with higher weightings (of say, 4 or 5) mean they are more important than questions with weightings of 1 or 2. Each question will be scored on their merit, on a scale of 0-5 and a final score is determined by multiplying the weight by the score. All the scores are then added together and the composite score is then added to the evaluation form.

## Section H: References

The purpose of checking references is to provide the Authority with an opportunity to find out about past clients' experiences in working with your business. Suppliers must submit a list of all their contract references and the Lambeth officer will choose 4 to take up, using a reference template.

A supplier's list of references must include each Referee's name, title, business address, phone number and email address. It must also be indicated if the referee is a Lambeth reference.

## Scoring

Section H References are scored using a Weighted and Scored methodology but the scoring is done in a slightly different way. Officers will take up 4 references from the supplier's list and the score for each reference will be determined by the Referee's response. Once all the scores have been compiled they will be added together and then divided by the number of references received to give an average score.

Example: Supplier A scores 3 and Supplier B scores 2 (Total Scores received = 5). A final evaluation score is reached by adding the two scores (3+2=5) and then 5 divided by 2 (total number of responses received) = 2.5 (Average Score). The average score will be added to the Business Questionnaire Evaluation Form and multiplied by the weighting for a final score for references.

Using the information returned, officer will score the letters using the table below.

### Referee's Chart

Score	Description	Referees Comment - Referee to indicate which score most closely meets the description of the Contractor's performance and give reasons for their decision.
0	No reference received	N/A
1	Contractor's performance is unacceptable as the contractor failed to deliver the contract	
2	Contractor's performance almost met requirements – for example lacks: <ul style="list-style-type: none"> <li>• skill/experience</li> <li>• resources</li> <li>• understanding of contracts requirements</li> </ul>	
3	Contractor's performance is satisfactory <ul style="list-style-type: none"> <li>• Delivered the basic outputs of the contract</li> <li>• Delivered on time, on budget</li> </ul>	

<b>4</b>	Contractor's performance exceeds contract requirements – <ul style="list-style-type: none"> <li>• Performance demonstrates real understanding of the requirements</li> <li>• Commits resources to meet outputs</li> <li>• Early delivery of project</li> <li>• Reduced costs</li> </ul>	
<b>5</b>	Contractor's performance significant exceeded requirements – As 4 above plus delivered added value	

### Section I: Undertaking

This is the supplier's confirmation to the buyer supplier that the information provided is valid and correct and is the final section of the BQ with the exception of explanatory notes. If a supplier is returning this BQ by e mail, all the information in the signature lines must be completed, except for the signature. Suppliers need to indicate (by checking the boxes provided) on the form that they agree to the form's terms and should they be awarded this contract they will sign the hard copy of before work commences.

### Scoring

This section will be scored on a Pass or Fail basis. As the BQs will become part of any contract awarded by Lambeth, it must be signed as a testament to its validity. Completed and signed forms will be awarded a Pass and 5 points; those that are not completed and signed will Fail with a score of 0. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

### Section J: Business Statistics

London Borough of Lambeth seeks to ensure that all sections of the community have access to services and products provided. Lambeth also encourages businesses from all sections of the community to have an equal chance to trade with us and the information requested in this section will enable Lambeth to monitor the achievement of this objective.

### Scoring

This section will be scored on a Pass or Fail basis. Completed forms will be awarded a Pass and 5 points; those that are not completed and signed will Fail with a score of 0. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.

### Section K: The Banker's Reference Letter Template

The supplier must provide bank account information in the form of a reference letter template. The Authority may use this letter to obtain a reference form the supplier's bank, if required. The information on the template must be submitted in full (on the supplier's letterhead) along with the rest of the Business Questionnaire; an electronic copy and a hard copy must be submitted. Details must include:

<b>Account Name:</b>	<b>Supplier Name</b>
<b>Account Number:</b>	<b>12345678</b>
<b>Sort Code:</b>	<b>(99-99-99)</b>
<b>Branch:</b>	<b>Branch Address</b>

### Scoring

This section will be scored on a Pass or Fail basis. Completed bank reference letter templates will be awarded a Pass and 5 points; those that are not completed or not sent in at all will Fail with a score of 0. The BQ will be removed from the competition but it will continue to be assessed for business purposes and the supplier will be provided with debriefing information at the end of the exercise.