

**LIVERPOOL VISION
INVITATION TO TENDER**

**for
AT Brand Creative Services**

(Co-financed with the support of the European Union ERDF - Atlantic Area Programme)

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Introduction

Background

It's Liverpool has been developed as the overarching brand proposition for the city, one that supports and unites public and private sector marketing activity to position Liverpool as a great place to live, study, visit and invest.

It's Liverpool is supported by many of the city's most recognised and successful brands. These include Liverpool Football Club, Everton Football Club, Liverpool One, Tate Liverpool, University of Liverpool, Liverpool John Moores University and Everyman Playhouse.

Marketing Liverpool is evolving the next phase of the creative development, which includes a new brand identity system and creative expressions.

AT Place Brand Project

It's Liverpool has been invited to participate in AT Place Brand Project, alongside eight European partners from Portugal, Spain, France, Wales and Ireland. This is recognition for Liverpool's innovative approach to place branding, particularly in digital and social media.

The AT Place Brand Project will capitalize on best practice in place branding and learn from past initiatives. This strong partnership of cities will develop a suite of concrete actions including:

- a cross-learning programme of progressive city-brand management
- innovative pilot actions at local level with high potential for transferability
- a web-based toolkit for the Atlantic brand, highlighting core brand messaging
- create a draft roadmap for co-branding the Atlantic area.

The Requirement

Marketing Liverpool is looking to commission a creative agency to deliver the **Pilot Project** as required within the AT Place Brand project activity. Marketing Liverpool is seeking to develop the **Pilot Project** focussed on two expressions of the It's Liverpool brand:

- **smartphone app** which will become an essential tool for visitors, and can be developed in the future for a range of target audiences including investors, students and residents.
- **urban intervention(s)** which connect people to and promotes the smartphone app (see appendix)

Structure of the Invitation to Tender

This Invitation to Tender ('ITT') is divided into a number of specific sections:

1. ITT Instructions.

These instructions should be followed to ensure that your response covers all areas and is in the correct format and structure. By submitting a response to the ITT you are declaring that you comply with all the relevant sections and stipulations.

2. Intention to bid

This section provides details of how you should respond to LV if you intend to submit a bid.

3. Service specific requirements

This section provides the details of LV's specific requirements and you should ensure that all relevant responses are provided in your submission.

4. General company information

This section requests certain general company information from you and all sections should be responded to.

5. Additional Information

This section provides you with an opportunity to submit additional information in support of your submission.

Appendix 1- Terms and Conditions
Appendix 2 – Legal comments table

1. ITT Instructions

Please note that by submitting a response to this ITT that you agree and comply with all parts of the ITT Instructions section.

1.1 General Instructions

1.1.1 This document is made available on the condition that the information contained within it is used solely in connection with the competitive process for this ITT and for no other purposes.

1.1.2 Whilst reasonable care has been taken in preparing this document, the information within it does not purport to be comprehensive or to have been independently verified. LV accepts no liability or responsibility for the adequacy, accuracy or completeness of any information stated. No representation or warranty, express or implied, is given by LV or any of its representatives with respect to the information contained herein or upon which this ITT is based. Any liability for such matters is expressly disclaimed.

1.1.3 LV reserves the right, without prior notice, to change, modify, or withdraw the basis of its request and/or to reject all proposals and terminate negotiations at any time. In no circumstance will LV incur any liability in respect of time, effort or costs incurred in regard to either discussions, meetings or time spent in respect of reviewing and/or responding to this document or any subsequent material.

1.1.4 This document is not intended to provide the basis for any investment decision. The recipients of this document must make their own independent assessment of the requirements after making such investigations and taking such professional advice as it deems necessary.

1.1.5 The information in this document shall be kept confidential by the Tenderer and may not be copied, reproduced, distributed or passed to any other persons, at any time, without the prior written authorisation of LV. Ownership in any response to this ITT shall be vested in LV upon delivery of the same and such response shall only be returned at the sole discretion of LV and at the recipient's cost.

1.1.6 This ITT is not a purchase order and does not constitute an offer capable of acceptance. This ITT does not commit LV or any official of it to any specific course of action. The issue of this ITT does not bind LV or any official of it to accept any proposal, in whole, or in part, whether it includes the lowest priced proposal, nor does it bind any officials of LV to provide any explanation or reason for its' decision to accept or reject any proposal. Moreover, while it is the intention of LV to enter contract negotiations with the selected Tenderer, the fact that LV has given acceptance to a specific Tenderer does not bind it or any official of it in any manner to the Tenderer.

1.1.7 Without prejudice to any prior obligations of confidentiality you may have, no publicity relating to this ITT or to the acceptance by LV of any ITT response or to the letting of any future contract shall be released by you without the prior written approval of LV.

1.1.8 You shall be deemed to have examined before the submission of your tender response, all the provisions in this ITT as well as regulations and other information relevant to your tender response, and to have fully considered the risks, contingencies, and other circumstances, which could affect the tender response. You shall be responsible for obtaining all information by the making of reasonable and prudent inquiries and, by prior arrangement.

1.1.9 By submitting a Tender Response the Tenderer represents that it has read and understood the ITT. The Tenderer will consider the contents of any submitted tender response as an offer to contract.

1.1.10 Any attempt by Tenderers or their advisors to influence the contract award process in any way may result in the Tenderer being disqualified. Specifically, Tenderers shall not directly or indirectly, at any time:

- (a) Revise or amend the content of their Tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner or supplier;
- (b) Enter into any agreement or arrangement with any other person as to the form or content of any other Tender, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Tender;
- (c) Enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Tender;
- (d) Canvass LV or any employees or agents of LV in relation to this procurement; or
- (e) Attempt to obtain information from any of the employees or agents of LV or its advisors concerning another Tenderer or Tender; or
- (f) Offer, pay, promise to pay, or authorize the giving of any financial or other benefit to any person for the purpose of obtaining an improper advantage, or otherwise conduct themselves in a manner contrary to any anti-bribery or anti-money laundering legislation and/or regulations in the broadest sense (whether issued by the EU, the US, the UN or any other body) or any other such rule or legislation that may apply from time to time.

1.1.11 Tenderers are responsible for ensuring that no conflicts of interest exist between the Tenderer and its advisors, and LV and its advisors and Partners. LV reserves the right to disqualify any Tenderer that is guilty of any misrepresentation in relation to its Tender or the tender process. Any Tenderer who fails to comply with the requirements of this clause may be disqualified from the procurement process at the discretion of LV.

1.1.12 Only information provided as a direct response to this ITT will be evaluated. Information and detail which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process. Marketing material should not be included with your tender response. Supplementary documentation may be attached where you have been directed to do so. Such material must be clearly marked with the name of the organisation and the section to which it relates. All sections must be answered unless advised otherwise.

1.1.13 Please note that we may require clarification of the answers provided or ask for additional information.

1.1.14 The response should be submitted by an individual of the organisation, company or partnership who has authority to answer on behalf of that organisation, company or partnership.

1.1.15 Should there be any obvious typographical errors or misunderstandings in the ITT documentation then clarification should be sought. However, if the response is found to misrepresent facts, the documents will be deemed void. In the case where the error or misrepresentation is not discovered until after the contract is awarded, we reserve the right to determine the contract and costs incurred by us as a result of the determination shall be recoverable from the Tenderer under the contract.

1.1.16 If applying on behalf of a **consortium**, please list the names and addresses of all other members of the consortium. Any contract will be entered into with the nominated lead organisation and all members of the consortium, who will in these circumstances each be required to execute said contract together with all ancillary documentation, evidencing their joint and several liability in respect of the obligations and liabilities of the contract. It will be for members of the consortium to resolve their respective duties and liabilities amongst each other. For administrative purposes, any associated documentation will be sent to the nominated lead organisation.

1.1.17 If sub-contractors are proposed to assist in the delivery of the service, please list the business names, registered offices, addresses and specific areas of service which they will deliver.

1.1.18 It is the responsibility of tenderers to ensure that their tender is delivered not later than the appointed time. LV does not undertake to consider tenders received after that time unless clear evidence of posting is available (i.e. a clear post mark and/or certificate of posting). It should be noted that mail is not delivered directly to the recipient but through a central post room. This may delay receipt of post, and allowances should be made.

1.1.19 Whilst LV is committed to selecting a supplier or suppliers, it reserves the right not to accept any proposals or award the contract.

1.1.20 LV does not bind itself to accept the lowest or any tender, and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise on his tender. The right is also reserved to award more than one contract.

1.2 Freedom of Information

1.2.1 LV is subject to The Freedom of Information Act 2000 ("Act") and The Environmental Information Regulations 2004 ("EIR").

1.2.2 As part of its duties under the Act or EIR, it may be required to disclose information concerning the procurement process or the contract to anyone who makes a request.

1.2.3 If the prospective Tenderer considers that any of the information provided in their response is commercially sensitive (meaning it could reasonably cause prejudice to the prospective Tenderer if disclosed to a third party)

then it should be clearly marked as "**Not for disclosure to third parties**" together with valid reasons in support of the information as being exempt from disclosure under the Act and the EIR.

1.2.4 LV will endeavour to consult with the prospective Tenderer and have regard to comments and any objections before it releases any information to a third party under the Act or the EIR. However LV shall be entitled to determine in its absolute discretion whether any information is exempt from the Act and/or the EIR, or is to be disclosed in response to a request of information. LV will make its decision on disclosure in accordance with the provisions of the Act or the EIR and will only withhold information if it is covered by an exemption from disclosure under the Act or the EIR.

1.3 Responding to the ITT

1.3.1 All responses should be sent in a sealed envelope titled "ITT Response for AT Brand Creative Services" to Tony Mitchell, Purchasing and Contracts Manager, Liverpool Vision, 10th Floor, The Capital, Old Hall Street, Liverpool L3 9PP.

Please provide **2** printed responses, together with an electronic copy contained on a memory device.

We appreciate the environmental impact and request therefore that where practical duplex printing on environmentally friendly paper is utilised and that additional materials not directly related are **not** included.

If delivering by hand, please be advised that because of a barrier system in a shared building, you will need to ask reception in the Capital Building to phone Liverpool Vision (0151) 600 2900 that your submission has arrived for collection.

Envelopes must not indicate the identity of your organisation.

1.3.2 In responding to this ITT you specifically agree the following:

1.3.2.1 Having examined all parts of the ITT that the supply of the Goods and/or Services to LV will be at the rates/prices as provided. All prices must be quoted on the basis indicated in the accompanying documents, except where the tenderer proposes alternative priced procedures, and should **exclude VAT**. Discounts for prompt payment should be stated. The basis of the price shall be inclusive of all costs and delivery to LV.

1.3.2.2 That any other terms or conditions or any general reservations which may be printed on any correspondence emanating from the tenderer in connection with this tender or with any contract resulting from this tender, shall not be applicable to the on-going relationship between LV and the selected supplier(s).

1.3.2.3 That any contract whatsoever that may result from this tender shall be subject to the laws of England and Wales as interpreted in an English Court.

1.3.2.4 The prices quoted and all other information supplied in this tender are valid and open to acceptance by LV for a period of 90 days from the tender return date specified in the ITT

1.3.2.5 The essence of competitive tendering is that LV shall receive bona fide competitive tenders from all companies tendering. In recognition of this principle, any response is declared to be a bona fide tender, intended to be competitive and that you have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

1.3.2.6 You declare that you have not done and undertake that you will not do any of the following acts:-

- (a) communicate with a person, other than the person calling for this tender, the amount or approximate amount of the proposed tender.
- (b) enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted.
- (c) offer to pay or give, or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the requirement any act or thing of the sort described above.

In this declaration the word "persons" includes any person and anybody or association, corporate or incorporate. The words "agreement or arrangement" include any such transaction, formal or informal, whether legally binding or not.

1.4 Indicative Timetable

This timetable is indicative only and LV reserves the right to change it at its absolute discretion.

Activity	Date Due (strict deadline in bold)	Time Due
Issue of ITT	21 st March 2014	n/a
Opportunity to raise items for clarification ends	2nd April 2014	Midday
LV respond to clarification questions	3 rd April 2014	4.00pm
Return of completed response to ITT	7th April 2014	2.00pm
Presentation of submission to LV (if required)	w/c 7 th April 2014	n/a
Indicative award	w/c 7 th April 2014	n/a
Contract date(s)	To be completed by end July 2014	n/a

There is an opportunity to ask LV for further information to assist you in the preparation of your responses during the Items for Clarification period. If you have an Item for Clarification please e-mail Tony Mitchell (tmitchell@liverpoolvision.co.uk) during the opportunity period. Please note that responses to these Items for Clarification from LV may be posted on the LV website rather than a response via e-mail. It is your responsibility to make regular checks of the LV website for updates on these.

1.5 Evaluation

Tenders will be evaluated using the following criteria:

Approach	33%
Experience	33%
Value for Money	33%

Successful tenderers will also be expected to have suitable financial stability to undertake these pieces of work and to have insurances and policies in place that are adequate to undertaking payment from public funds (as detailed in the general organisation requirements in Section 3.5 and Section 4 of this ITT). These requirements are mandatory and, if not satisfied, then LV reserves the right at its absolute discretion not to award a contract irrespective of how the supplier has scored using the evaluation criteria.

More specifically, the response will be judged according to the following criteria. Relative order of the sub criteria is not intended to convey importance in evaluation:

A. Approach 33%

- Timeline and project plan
- Details of how you will meet the brief
- Sample materials/visuals
- Details of how the account would be managed
- Details of any sub-contractors
- Understanding and interpretation of requirements
- Flexible approach
- Quality of rationale for approach
- Methodology and approach used to meet requirements
- Sustainability / CSR / Equal Opportunities
- Ability to operate within project structure and governance arrangements

B. Experience, Capability and Capacity 33%

- Information on the project team including CVs/references
- Appropriate skills and knowledge of the Tenderer
- Appropriate skills and knowledge of the staff allocated to this project
- Previous experience of the Tenderer
- Previous experience of the staff allocated to this project
- Track record of achievement
- Availability and size of team
- Use of subcontractors
- Accreditations / memberships

C. Commerciality and added value 33%

- Value for Money, based on whole life costing
- Costs clear, transparent and fully inclusive
- Compliant with tender instructions and requirements
- Relevant and appropriate insurances
- Added value (e.g. creativity, reporting, invoicing, use of technology)
- Local benefits

2. Intention to bid

Please confirm your intention to submit a response as soon as possible by e-mailing Tony Mitchell (tmitchell@liverpoolvision.co.uk) with your company and main contact details.

3. Specification of services required

Pilot Project Outline

Marketing Liverpool's approach to the pilot project is to explore the interface between digital and physical city branding to improve the experiences of people who live, work, visit or study in Liverpool. Marketing Liverpool is seeking to develop the Pilot Project focussed on two expressions of the It's Liverpool brand:

- a smartphone app which will become an essential tool for visitors, investors, students and residents.
- an urban intervention(s) which connect people to and promotes the smartphone app (see appendix).

The Pilot Project should be innovative and creative, while being a valuable and relevant tool for a range of target audiences. The smartphone app might include information things to see and do, how to get around, itineraries (link with visitliverpool.com), crowdsourced recommendations, connect to social platforms, user generated content, push notifications.

Objectives

- To position Liverpool as a progressive city on the frontline of new thinking in city branding
- To create an essential tool for visitors to the city which is both useful and memorable
- To connect the physical and digital environments to create an innovative and interactive experience
- To create a Pilot Project with transferability to partner cities
- To integrate It's Liverpool brand values and guidelines (see appendix)
- To follow ERDF branding rules and regulations.

Considerations

- Stakeholder involvement:

It is important that we are able to collaborate effectively with a range of partners to develop the Pilot Project. This might involve sharing ideas and content, using physical environments and existing channels to increase awareness and adoption.

Our partners include Merseytravel, ACC Liverpool, University of Liverpool, Liverpool One and Everyman Playhouse.

- Translation:

The possibility of the app being available in different languages needs to be explored. Our budget may not allow this to be feasible.

- Commercial

Creative thinking around commercialisation and potential income generation would be welcomed.

Deliverables

Applicants expressing an interest in this opportunity will be expected to deliver:

- Design and technology development for the app
- Creative designs and applications for physical branding activity
- Project management for the Pilot Project requirements

Responses to this ITT should include and will be measured against the following information:-

Approach

- Timeline and project plan
- Details of how you will meet the brief
- Sample materials/visuals
- Details of how the account would be managed
- Details of any sub-contractors

Experience

- Information on the project team including CVs/references
- Provide details of previous experience in undertaking similar projects including particulars of two references

Value for Money

We wish to seek the best commercial value possible.

See pages 11 -12 for full evaluation criteria.

3.1 Pricing

The project budget has been set at £40,000.

Please provide a fixed price for the service, showing a breakdown of how this costing has been arrived at. Price to include all associated costs and expenses, but exclude VAT.

The proposal should be open for acceptance for at least 90 days.

3.2 Insurance requirements

The appointed supplier will be required to maintain appropriate levels of insurance in a number of areas. Please complete the enclosed table and supply copies of relevant policies as appropriate:

Area	Level of cover expected	Level of cover currently held	Level of cover to be provided	Further details
Public liability	£5m			
Employer's liability	£5m			
Professional Indemnity	£5m			

Please note that the insurance cover detailed above needs to be in place before activities commence in pursuance of the services required and will not be considered as part of the costs under the contract between LV and the selected supplier.

3.3 Health and Safety

The appointed Tenderer will be required to ensure that all elements of your services are planned and implemented in accordance with best practice set out in the Health and Safety Executive (HSE) Event Safety Guide (the 'Purple Guide') and other such guidance appropriate to your business, and to provide a specific detailed risk assessment of all Health and Safety issues associated with the service.

Please confirm your acceptance of this.

3.4 Business Continuity

Please provide a copy of your organisation's business continuity plan ("BCP") and specifically state how this would be applicable to the service requirements of LV.

3.5 Key Performance Indicators and Service Level Agreements

Please provide your proposed Key Performance Indicators (KPIs) and Service Level Agreements (SLA) to monitor and support the proposed service.

Your proposed KPIs and SLAs should be clearly defined and objectively measurable and should set out:

- The part of the Services they are measuring;
- The way in which the quality of the relevant part of the Services will be measured; and
- The measurement period

It is important that the KPIs and SLAs you propose are, as far as possible, as simple and clear as the circumstances allow and would thus easily slot into Agreement attached at Appendix 1 of this ITT. Please note that, where required, we may wish to include a service credit regime and/or specific rights of termination in this Agreement.

3.6 Quality

Please provide details of how you manage quality and whether you hold any relevant quality accreditations or industry specific accreditations.

3.7 Conflicts of interest

Identify any potential conflicts of interest relating to this contract.

3.8 Customer References

Please provide 3 relevant customer corporate references within the last three years on a comparable scale and relevance. No more than ½ a page. Provide contact details for LV to speak to the referees at an appropriate time.

3.9 CSR

3.9.1 Please show what approach you have taken to ensure sustainability through the active involvement in Environmental activities on a project of comparable scale and relevance and how you envisage this will be done if selected.

3.9.2 Please provide details of any environmental accreditation.

3.9.3 Please provide details of your internal environmental policies and how your organisation deals with its own environmental responsibilities.

3.9.4 Please provide your Company's CSR Statement

3.9.5 LV strive to promote and support businesses in its region, having regard for the Public Services (Social Value) Act 2012. Please provide any evidence of how your services would address this requirement.

4. General company information

Please provide a suitable response to the following requirements:

4.1 Organisation information

4.1.1	Full name of organisation (this should be the name of the organisation acting as prime contractor, where applicable).
4.1.2	Trading name of organisation (if different from above).
4.1.3	Date of formation
4.1.4	Registered number if a limited company (please supply a copy of the certificate of incorporation and any certificate of change of name)
4.1.5	Registered address of organisation and address of principal trading office
4.1.6	Phone number
4.1.7	E-Mail Address
4.1.8	Address and phone number of office from where business would be conducted in support of this contract, if different from the above
4.1.9	Full names of all directors/company secretary/ partners/associates or proprietor
4.1.10	Have any of the persons named in 4.1.9 above, been subject to bankruptcy proceedings or been involved in an organisation which has been subject to liquidation proceedings or had receivers appointed? If yes, please give details.
4.1.11	Have any of the persons named in 4.1.9 above, been convicted of any criminal offence, apart from minor traffic offence? If yes, please give details.
4.1.12	Do any of the persons named in 4.1.9 above, have relative(s) who are senior employees of the LV? If yes, please provide details.
4.1.13	Have any of the persons named in 4.1.9 above, ever been employed by the LV? If yes, please give details.
4.1.14	If your organisation is a member of a group of companies, give the name and address of the holding company
4.1.15	Please state the approximate number of employees in your organisation and companies acting in partnership (where relevant), who are specifically engaged in delivering similar services to those proposed by LV.

4.2 Financial Information

4.2.1	Please state the full name and contact details of the person in your organisation who will be responsible for financial matters relating to this contract.
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4.2.2	Please enclose copies of your organisation's most recent audited accounts and annual report. This should include: Balance Sheet, Profit and Loss Account, Full notes to the accounts, Director's Report/Auditor's Report.
4.2.3	If you have submitted accounts for a year ending more than 10 months ago, please confirm that the organisation described in the enclosed accounts is still trading. Also supply a statement of turnover since the last set of published accounts.
4.2.4	If your organisation's accounts and annual reports are consolidated into those of your parent company or group, then for each of the last two years please provide for your organisation, your organisation's turnover, profit before tax and net assets.
4.2.5	Are there any outstanding claims or litigation against your organisation with regard to systems and / or service delivery? If yes, please give details.
4.2.6	Please state the name and address of your bankers
4.2.7	Please supply your VAT registration number if applicable.

4.3 Equal Opportunities

LV expects all suppliers and providers to operate within its Equal Opportunity Policy.



Equality and Diversity
Policy 1 October.pdf

All organisations should attempt to answer each of the following questions.

Organisations from outside the UK should substitute where relevant, the appropriate legislation / Codes of Practice etc. which are applicable within their domestic jurisdiction.

4.3.1	Is it your policy as an employer to comply with your statutory obligations under the Equality Act 2010 and, accordingly, your practice not to treat one group of people less favourably than others in matters of: <ul style="list-style-type: none"> • Employment • Service delivery *Please enclose a copy of your Equal Opportunities Policy
4.3.2	In the last three years, has any finding of unlawful discrimination been made against your Organisation by any court of law or industrial tribunal?
4.3.3	In the last three years has your Organisation been the subject of formal investigation on grounds of alleged unlawful discrimination by The Commission for Equality and Human Rights or any other commission?
4.3.4	If the answer to 4.3.2 is or 4.3.3 is yes what steps did you take in consequence of that finding?
4.3.5	Is your policy set out :-

4.3.5.1	In instructions to those concerned with recruitment, training and promotion?
4.3.5.2	In documents available to employees, recognised trade unions or other representative groups of employees?
4.3.5.3	In recruitment advertisements or other literature?
4.3.6	<p>Please provide evidence of how your Equal Opportunities Policy is incorporated into the working practices of your organisation, and how they benefit employees and service users.</p> <p>Evidence might include but is not limited to:-</p> <ul style="list-style-type: none"> • workforce monitoring • training plans • staff forums • management development programme • consultation with employees and service users or clients • trade union involvement • fair recruitment and selection process • how vacancies are advertised <p>*Please enclose copies of any relevant documents</p>
4.3.7	What procedures does your organisation have in place to promote equality both within the company and in how it deals with clients and supply chain, having particular regard to the disabled or disadvantaged?

4.4 Professional Conduct

4.4.1	Has your Organisation or proposed partners or any employee within these organisations who would be working on this contract, committed a criminal offence relating to the conduct of your business or profession? If so please provide details.
4.4.2	Is your Organisation or are your proposed partners currently involved with any legal proceedings (including Arbitration or any other form of alternative dispute resolution) with any other organisations including local authorities? If so please provide details.
4.4.3	Are there any issues, current or likely, in relation to your Organisation or proposed partners that may give rise to any conflict of interest? If so please provide details.

4.5 Social Aspects (including diversity, disability and CSR)

4.5.1	Please show what approach you have taken to ensure sustainability through the active involvement in Corporate Social Responsibility on a project of comparable scale and relevance.
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4.5.2	Please provide your Company's CSR Statement or equivalent.

4.6 Environment

4.6.1	Are you accredited to ISO 14001?
4.6.3	Please provide your Company's environmental Statement or policy or equivalent.

5. Additional Information

Tenderers are invited to provide any additional information in support of their offer. This may include references to any section previously covered, or further information which may be of interest to LV, such as awards, memberships, accreditations. It would be helpful to include references to current arrangements, expanding on any possible developments, including the impact on your company and ultimately LV.

Appendix 1 – Terms & Conditions

This appendix contains the terms of LV's standard Terms & Conditions for services.

By submitting a tender, the Tenderer is agreeing to be bound by the terms of this ITT and the agreements save as in relation to those areas of the agreements specifically highlighted in the response to Appendix 2. As such, if the terms of the agreements render proposals in the Tenderer's tender unworkable, the Tenderer must submit full details of the unworkable/unacceptable provisions within the Agreement by completing the Legal Comments Table attached at Appendix 2.

Following receipt of this response, LV will consider whether any amendment to the Agreement is required. Any amendments will be published through a Clarifications Log and will apply to all Tenderers. Where both the amendment and the original drafting are acceptable and workable to LV, LV will publish the amendment as an alternative to the original drafting. In this case, Tenderer's should indicate if they prefer the amendment; otherwise the original drafting will apply. Any amendments which are proposed, but not approved by LV through this process, will not be acceptable and may be construed as a rejection of the terms of the Agreement leading to the disqualification of the tender.



LV Services
Agreement Template

Appendix 2 – Legal Comments Table

Clause/Paragraph /Schedule	Summary of Issue	Suggested Revisions