



TENDER FOR CORBY ENTERPRISE CENTRE VOICE AND DATA SUPPLY

TENDER – DOCUMENT ONE

INFORMATION AND INSTRUCTIONS

Thank you for expressing interest in this procurement for Corby Enterprise Centre Voice and Data Supply.

Please ensure that you register your interest with the procurement contact named in this Document in order to receive updates, question responses, etc.

We now invite you to submit a tender. Further stages of the process are outlined in this document.

To assist you in this, four documents have been provided:

- Document One – Information and instructions (including the timetable) (this document)
- Document Two – Specification
- Document Three – General Terms and Conditions
- Document Four – Tender Response Document

When completed, please return **two hard copies and a copy electronically saved on a USB drive** of the response document (Document Four).

Please mark envelopes/packages with only “**TENDER RESPONSE: CORBY ENTERPRISE CENTRE VOICE AND DATA SUPPLY (Private and Confidential)**” and **with no company markings or anything else which might identify your organisation e.g. personalised franking,** and return to:

Democratic Services Manager
Corby Borough Council
Democratic Services Department
Corby Cube
Parklands Gateway
George Street
Corby, Northamptonshire
NN17 1QG

To be received not later than 12:00 noon on Friday, 6th September 2019.

Late submissions will be disregarded.

**CORBY ENTERPRISE CENTRE VOICE AND DATA SUPPLY
CORBY BOROUGH COUNCIL INSTRUCTIONS TO BIDDERS**

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1. INTRODUCTION

1.1. How this tender is structured

- 1.1.1. This tender is arranged in four sections:
- a. **Document One**, this document, contains instructions on how to respond to the Invitation to Tender; gives an indication of the timetable being followed; provides Bidders with details of the scoring, criteria and weightings which will be used to evaluate bids, and details of how and when to return the Tender Response Document (Document Four).
 - b. **Document Two** contains the detailed Specification for the goods or services required.
 - c. **Document Three** contains the General Terms and Conditions which apply to this tender and to the ensuing contract.
 - d. **Document Four** is the Tender Response Document which has to be completed according to the instructions and returned as instructed by no later than the due date and time.

1.2. The commissioning background

- 1.2.1. This contract is issued by Corby Borough Council (the Council).
- 1.2.2. In compliance with the Public Contract Regulations 2015, for public contract opportunities that are advertised with a value between £50,000 and the EU Threshold for Goods and Services, a single stage tender process is being followed.
- 1.2.3. This means that the tender response document combines a Standard Selection Questionnaire (SQ), a set of Tender Evaluation Questions/Pricing Schedule and a Form of Tender, a Collusive Tendering Certificate and a Confidential and Commercially Sensitive Information form.
- 1.2.4. The Council, as the contract holder, requires that the process of awarding this contract is to involve the circulation of the tender documentation to locally known suppliers who may have the right experience, and advertising on Contracts Finder.
- 1.2.5. The eventual contract between the successful tenderer and the Council will consist of the following documents:
- a. Documents 1 to 3 of this tender developed by the Council.
 - b. Document 4 of this tender – the response document completed by the Bidder.
 - c. Letter of Acceptance – confirming the conditions of acceptance of the tender.
- 1.2.6. The current service includes uncontended 100/100 Megabits per second (Mbps) circuit directly to the site. The bandwidth is split in an 80/20 share, with 80% dedicated to shared internet and the remaining 20% dedicated to Voice over Internet Protocols (VoIP).
- 1.2.7. Currently there is no arrangement in place

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1.3. Procurement Timetable

- 1.3.1. The procurement is intended to follow the timeline set out in Table A, below.

Table A

1	Tender Documents Issued	Tuesday, 6 th August 2019
2	Deadline for clarification questions	17:00 on Wednesday, 21 st August 2019
3	Deadline for Submission of Tenders	12:00 noon on Friday, 6 th September 2019
4	Evaluation	Tuesday, 10 th September 2019
5	Clarification Meetings (if required)	Wednesday, 11 th September 2019
6	Contract Awarded	Monday, 7 th October 2019
7	Contract Start	Monday, 11 th November 2019

- 1.3.2. The Council reserves the right to amend this timetable, and steps 4, 5, 6 and 7 are provided for indicative purposes only.
- 1.3.3. Throughout the evaluation process, the Council reserves the right to seek clarifications from bidders, where this is considered necessary to achieve a complete understanding of the bids received. In any event, should the evaluation panel, in its reasonable judgment, identify a fundamental failing or weakness in any tender then that tender may, regardless of its other merits, be excluded from further consideration.

1.4. Instructions on responding to this tender

- 1.4.1. Bidders shall treat the details of the tender document as private and confidential. However such information may be disclosed as necessary for the purpose of obtaining quotations or Insurance quotes.
- 1.4.2. This procurement is subject to Data Protection Legislation (General Data Protection Regulation (GDPR)). Where applicable, please ensure you are familiar with this legislation and of your obligations as a data Processor. In certain circumstances, the Council is required to conduct a Data Protection Impact Assessment (DPIA) prior to any processing (see Article 35 of the GDPR). This may occur before a contract is entered into. Further guidance is available from the Information Commissioner's Office (ICO).
- 1.4.3. All costs associated with the preparation and submission of the response to this Invitation to Tender shall be borne in full by the Bidders. The Council will not be liable, under any circumstances, for any costs or charges incurred in submitting a tender or for the preparation of the Contract with the successful Bidder.
- 1.4.4. The Form of Tender and the Collusive Tendering Certificate in the tender document must be signed by the Bidder. The whole document (Document Four) should be returned to the address shown on the front of this document.

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- 1.4.5. Any recommendations, reservations or comments pertaining to the information included in the Invitation to Tender documents should be clearly stated.
- 1.4.6. No unauthorised alterations or additions should be made to the Form of Tender, Collusive Tendering Certificate or to any other component of the tender document.
- 1.4.7. Tenders must not be qualified but must be submitted strictly in accordance with the tender documents. Bidders must not make unauthorised changes to tender documents.
- 1.4.8. Bidders may submit (an) alternative bid(s); but must also submit a conforming bid.
- 1.4.9. The tender submission should include all the information which the Bidder feels necessary for an accurate and equitable evaluation of their proposal. Reference should not be made to previously submitted information and all aspects of the tender request are to be addressed. The submission is to be self-contained. The Bidder should not rely on the Council's past experience as tender evaluations will be based only on the information contained within the submission.
- 1.4.10. Where the Council has imposed word limits, these are intended to be indicative only. Bidders are strongly requested to adhere as closely to these as possible, but there will be no penalty for responses which exceed these.
- 1.4.11. The Council asks that you do not use acronyms in your responses, or where these are necessary, that an explanation of the acronym be provided for clarity.
- 1.4.12. Bidders will not be allowed to alter their tenders after the closing date, except that arithmetical errors may be corrected.
- 1.4.13. Where questions raise an issue of general interest or clarification then the question and answer will be circulated to all Bidders. The identity of the originator will not be disclosed. These tender documents can be downloaded from websites, and so the Council may not be aware of your interest in this procurement. **Please e-mail the Council's contact ([Section 7](#)) now with your contact details so that we can get in touch with you if necessary.** This does not commit you to submit a tender.
- 1.4.14. Any queries arising from the tender documents which may have a bearing on the offer to be made should be raised with the Council's contact ([Section 7](#)) as soon as possible in writing (via e-mail is acceptable) and in any case by 17:00 on Wednesday, 21st August 2019.
- 1.4.15. Tenders and supporting documents must be written in English. Any mistakes or alterations should be initialled by the Bidder.
- 1.4.16. Bidders should note that the tender document may include a requirement for element(s) of the goods or services to be completed by a certain date as shown.

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- 1.4.17. Tenders should arrive at the reception of the Corby Cube not later than 12:00 noon on the date indicated on the front of this document. Late tenders will not be considered. Fax and email submissions will not be considered, even if received before the date indicated.
- 1.4.18. The envelope should not bear any indication of the identity of the Bidder either on the envelope or in the franking.
- 1.4.19. Bidders must hold their tender open for acceptance for a minimum of ninety (90) days from the date of opening.
- 1.4.20. The Council does not bind itself to accept the lowest or any tender.

1.5. Data Management / General Data Protection Regulation (GDPR)

- 1.5.1. As a Local Authority, Corby Borough Council processes a considerable amount of information, including personal data about the customers it serves, to allow it to provide services effectively. The Council recognises that this information is important to their customers and that it has a responsibility to these customers regarding the information it holds about them. As such, it takes seriously its responsibilities to ensure that any personal information it collects and uses is done so proportionately, correctly and safely and is committed to protecting the privacy and security of those individuals.
- 1.5.2. Should you wish to view Corby Borough Council's Privacy Notice, as it relates to the information we collect and hold, this can be viewed on our website at <https://www.corby.gov.uk/search/site/privacy%20notice>

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2. PROCUREMENT APPROACH

- 2.1. The following details outline the procurement approach to be adopted, throughout this process.
- 2.1.1. You may ask questions in writing via e-mail regarding the tender documents or the details of the goods or service required.
 - 2.1.2. Where questions raise an issue of general interest or clarification then the question and answer will be circulated to all Bidders. The identity of the originator will not be disclosed.
 - 2.1.3. Once the deadline for receipt of tenders has been reached, the Council will evaluate the written tenders. The Standard Selection Questionnaire will be assessed first, as Bidders who do not meet the Council's expectations may be excluded. Suppliers who self-certify that they meet the requirements for insurance, economic and financial standing, and technical and professional ability may be required to provide evidence of this if they are successful at contract award stage.
 - 2.1.4. The responses to the evaluation questions will then be scored and weighted as explained in Sections [3](#), [4](#) and [5](#) below. Bidders may be invited to a clarification meeting in order to clarify their proposals.
 - 2.1.5. This procurement is evaluated in two distinct stages, The Standard Selection Questionnaire and then, if Bidders pass this, the Tender submission. The Evaluation Panel will not consider details provided in the Standard Selection Questionnaire (e.g. relevant experience and contract examples) during their evaluation of the Tender submission unless specifically referred to by the Bidder. Likewise, the answer to one question will not be considered as an extension to the answer of another question unless this is specifically referenced.
 - 2.1.6. Once the submitted bids have been evaluated, the Council reserves the right to hold clarification meetings with no fewer than the top two highest scoring Bidders. No new criteria will be introduced at these meetings, rather on the basis of these clarification meetings, the Council may choose to revise a Bidder's score for each response to an evaluation question, either up or down to reach a final score.
 - 2.1.7. The Council will then make its award decision, if appropriate.
 - 2.1.8. The procurement timetable is detailed in section 1.3 above, and the tender evaluation process is shown below.
 - 2.1.9. The process is subject to the completion of formal contract documents.

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3. SCORING

3.1. Non-Price Scoring

- 3.1.1. All responses to Quality Questions will be assessed against the Evaluation Criteria set out in Table B, below.
- 3.1.2. Each written tender will be scrutinised by a small panel, which may include, but not be limited to, Council officers, Councillors, technical advisors and/or stakeholders (such as members of user groups, focus groups and/or tenant/resident panels) and in particular each quality scoring criteria will be awarded points out of 10 according to Table B, below.

Table B

Score	Criteria for awarding score
0	No response is provided.
1	Response fails to answer the question asked and is inconsistent or in conflict with other responses provided.
2	Response answers some elements of the question, providing no detail and may be inconsistent or in conflict with other responses provided.
3	Response answers the majority of the question, but does not provide the required level of detail and may be inconsistent or in conflict with other responses provided.
4	Response answers the whole question, but does not provide the required level of detail and may be inconsistent or in conflict with other responses provided.
5	Response answers the whole question, providing a suitable level of detail.
6	Response answers the whole question, providing a suitable level of detail, taking account of some additional elements which may enhance the service being tendered.
7	Response answers the whole question, providing a considerable level of detail, taking account of some additional elements which may enhance the service being tendered.
8	Response answers the whole question, providing a considerable level of detail, paying significant attention to additional elements which may enhance the service being tendered.
9	Response answers the whole question and is tailored to the locality of the service being tendered (i.e. Corby), providing a considerable level of detail, paying significant attention to additional elements which may enhance the service being tendered.
10	Response answers the whole question and is tailored to the locality of the service being tendered (i.e. Corby), providing a considerable level of detail. The response also takes account of additional factors, (economic or demographic, for example) and identifies price and / or quality initiatives, which may affect or enhance the service being tendered, demonstrating innovation and creativity.

- 3.1.3. The weighting available for a score of 10 points is shown below in section [5](#), and a pro rata weighting will be applied to the score.
- 3.1.4. A bid may not be accepted that significantly fails to satisfy any specific criterion, even if it scores relatively well against all other criteria.

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- 3.1.5. The score (0-10) as detailed in Table A, allocated to each Section Heading Percentage Quality Question submission will be calculated according to the following formula:
- a. A score of 5 represents 50% of scoring marks available.
 - b. As against question 1 (20%) this equates to:
 - i. $50\% \times 20 = 10\%$ for that question
 - c. A score of 6 represents 60% of scoring marks available.
 - d. As against question 2 (15%) this equates to:
 - i. $60\% \times 15 = 9\%$ for that question.
- 3.1.6. For the avoidance of doubt, there are no sub-criteria elements in the Quality Questions, which will be scored. The score allocated will be against the total answer submitted and factored against the maximum percentage awarded for that Question in accordance with the calculation formula.
- 3.1.7. Where a particular question may list “elements”, Bidders are informed that no such individual element will be scored, per se; instead the “elements” as listed are given for information only to assist Bidders to submit their most comprehensive response and therefore their most competitive bid in all the circumstances.

3.2. Price Scoring

- 3.2.1. The total price figure will be converted into points by applying the formula:
- a. Lowest price bid divided by Bidder’s price multiplied by 100%
 - b. For example, if the Bidder’s price is £100, and this is also the lowest price, the calculation is:
 - i. $100 / 100 \times 100\% = 100\%$ of the available weighting
 - c. A bid of £200 would be calculated as:
 - i. $100 / 200 \times 100\% = 50\%$ of the available weighting.
- 3.2.2. Please note that the lowest cost submission will receive the highest mark in the Price sub-heading, all other submissions will receive a pro-rata score based on that lowest price.

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4. CRITERIA FOR ASSESSING STANDARD SELECTION QUESTIONNAIRE

- 4.1. The Public Contract Regulations 2015 came into force on 26 February 2015. Since this date, short-listing has been prohibited in all procurements carried out by local government that are advertised and are above £25,000 in value but below the EU Threshold for Goods and Services.
- 4.2. For contracts that are advertised between these two values, instead of a Pre-Qualification Questionnaire, Local Authorities must assess a Bidder's suitability to deliver the requirements as stated in the Specification / Contract. Those Bidders who satisfy the suitability assessment will have their tenders evaluated. Those who do not will be excluded from the process. **THOSE BIDDERS WHO FAIL ANY PASS/FAIL QUESTIONS, WILL NO LONGER BE CONSIDERED IN THE PROCUREMENT PROCESS.** The selection process is based on a template document issued by Central Government. Many of the suitability questions will be the same for every tender but some may be specific to the subject matter of the contract. Please see below for further details about the evaluation of the Standard Selection Questionnaire, set out in Table C, below.

Table C

Section Headings and Sub-Headings	Maximum Available Section Score	Weighting Within Sub-Heading
1. Potential Supplier Information 1.1 (a) Full name (b) i Registered Office (b) ii Registered Web Address (c) Trading Status (d) Company / Charity Registration Number (e) SME (f) Contact Details	Pass/Fail	Pass/Fail
2. Grounds for Mandatory Exclusion 2.1 (a) i Criminal Organisation (a) ii Corruption (a) iii Fraud (a) iv Terrorist Offences (a) v Money Laundering (a) vi Child Labour / Human Trafficking 2.2 (a) In Breach of Obligations re: Tax / Social Security Contributions (b) Interest and/or Fines 2.3 (a) Measures Taken (Self Cleaning)	Pass/Fail	Pass/Fail
Grounds for Discretionary Exclusion 2.4 (a) Breach of environmental obligations (b) Breach of social obligations (c) Breach of labour law obligations (d) Bankrupt or is the subject of insolvency or winding-up proceedings. (e) Guilty of grave professional misconduct (f) Entered into agreements with other economic operators aimed at distorting competition	Pass/Fail	Pass/Fail

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Section Headings and Sub-Headings		Maximum Available Section Score	Weighting Within Sub-Heading
(g)	Conflict of interest		
(h)	Been involved in the preparation of the procurement procedure		
(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions		
3	Economic and Financial Standing	Pass/Fail	Pass/Fail
3.1	Audited Accounts or alternative means of demonstrating financial status		
3.2	Minimal Financial Threshold		
3.3	Parent Company Accounts		
3.4	Parent Company Guarantee		
3.5	Bank Guarantee		
4	Technical and Professional Ability	Pass/Fail	Pass/Fail
4.1	Details of up to three contracts. Evidence of healthy supply chains maintained with sub-contractors		
5	Requirements under Modern Slavery Act 2015	Pass/Fail	Pass/Fail
5.1	Relevant commercial organisation		
5.2	Compliant with annual reporting requirements		
6	Additional Questions:		
6.1	Insurance	Pass/Fail	Pass/Fail
6.2	Health and Safety	Pass/Fail	Pass/Fail
(a)	Formal health and safety policy / statement		
(b)	Accredited health and safety system	Yes/No	Yes/No
(c)	Responsible person for health and safety policy	Pass/Fail	Pass/Fail
(d)	Health and safety professional / consultant		
(e)	Health and safety training (staff/sub-contractors)?		
(f)	Accident Records		
(g)	Staff Consultation on Health & Safety Matters		
(h)	Risk Assessments		
(i)	Investigated / Prosecuted for Health and Safety Offence		
(j)	Civil Action for Health and Safety Offence		
(k)	Prohibition / Improvement Notices for Breaches of Health and Safety Legislation		
6.3	Environmental Management	Pass/Fail	Pass/Fail
(a)	Policy RE: Safe Management of the Environment		
6.4	Equal Opportunities	Pass/Fail	Pass/Fail

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Section Headings and Sub-Headings		Maximum Available Section Score	Weighting Within Sub-Heading
(a)	Compliant Policy		
(b)	Findings of Unlawful Discrimination / Harassment		
(c)	Investigated by the Equality and Human Rights Commission		
(d)	Complaints Procedure		
(e)	Equality Awards	Yes/No	Yes/No

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5. CRITERIA FOR ASSESSING TENDER RESPONSES

5.1. Only those Bidders who pass the Standard Selection Questionnaire (SQ), will have their tenders evaluated, using the scheme set out in Table D, below.

Table D

Section Headings		Weighting Within Total
QUALITY QUESTIONS (40%)		
Implementation and Quality Management (12%)		
1.	Quality Management	7%
2.	Account Management	2.5%
3.	Project Plan	2.5%
Service Provision (25%)		
4.	Disaster Recovery	5%
5.	Assurance of Committed Rate	10%
6.	Response Times	10%
Added Value (3%)		
7.	Added Value	3%
PRICING (60%)		
A.	Service Costs	0%
B.	Additional Costs	0%
C.	Total Cost	60%
Grand Total		100%

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6. INVITATION TO TENDER

- 6.1. When completed, please return **two hard copies and a copy electronically saved on a USB drive** of the response document (Document Four) to:

Democratic Services Manager
Corby Borough Council
Democratic Services Department
Corby Cube
Parklands Gateway
George Street
Corby, Northamptonshire
NN17 1QG

- 6.2. To arrive by **no later than 12:00 noon on Friday, 6th September 2019.**

- 6.3. ***Please note that no other identifying mark should appear on the envelope. Failure to observe this will mean the tender will be disqualified.***

7. CONTACTS

- 7.1. In the event of any queries or requests for further information arising from this tender, please contact:

Gerri Reed (Centre Manager)
Care of procurement@corby.gov.uk

- 7.2. ***Note that the Council cannot accept the return of completed tender responses by e-mail.***

- 7.3. If the Council considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all service providers / suppliers who have responded.