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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England and NHS Improvement Commercial**

Stand builder for NHS Health Careers Events

**Document owner:** Commercial & Procurement Team, NHS England and NHS Improvement

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**Document History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Status | Key Change Made | Author/s |
| 1.0 | 01/11/18 | Final Version |  | Charlie Stephens/Andrew Campan/Shared Business Services |
| 2.0 | 15/07/19 | Final Version | Additional details relating to the Hive and where further information and guidance is available | Polly Feeney |
| 3.0 | 02/10/19 | Final Version | Updates made following initial user feedback. | Andrew Campan |
| 4.0 | 25/03/21 | Final Version | Updated to reflect new internal sub £150k process | Makaella Allison |

# **Purpose**

This document sets out the process for obtaining quotations for Goods and Services **up to £30,000 inclusive of VAT.**

# **Introduction**

###### This Invitation to Quote (ITQ) has been prepared by NHS England and NHS Improvement (the ‘Authority’). The Authority is looking for a Supplier for the provision of a stand builder for NHS Health Careers’ careers events for a period of 12 months. A full description of the requirement is found in section 2.

###### This procurement exercise is being carried out as an Invitation to Quote.

###### The Authority has taken reasonable care to ensure that the information provided is accurate in all material respects. However, the Bidders attention is drawn to the fact that no representation, warranty or undertaking is given by The Authority in respect of the information provided in respect of this transaction and/or any related transaction.

###### The Authority does not accept any responsibility for the accuracy or completeness of the information provided and shall not be liable for any loss or damage arising directly or indirectly as a result of reliance on this ITT or any subsequent communication.

###### No warranties or opinions as to the accuracy of any information provided in this ITQ Pack shall be given at any stage by The Authority.

###### Any person considering making a decision to enter into contractual relationships with The Authority or any other person on the basis of the information provided should make their own investigations and form their own opinion of The Authority. The attention of Bidders is drawn to the fact that, by issuing this ITQ, The Authority is in no way committed to awarding any contract and that all costs incurred by Bidder in relation to any stage of the Tender process are for the account of the relevant Bidder only.

###### In accordance with The Authority’s internal financial instructions and general principles applicable to public procurement, The Authority seeks best value for money in terms of the Contract reached with the successful Bidder.

###### The Authority has endeavored, therefore, to express as clearly as possible in this ITQ the terms on which it would propose to contract with the successful Bidder and in particular the obligations, risks and liabilities which it expects to become the responsibility of the successful Bidder.

This document contains the following sections:

* **1. Instructions**
  + Project Team Details
  + Timeline
  + Supplier Clarification Question process
  + Evaluation Criteria
  + Scoring
* **2. The Requirement:**
  + Background Information
  + Standards and Service Specification
  + Essential Skills Deliverables
  + Deliverables
  + Proposed Terms and Conditions
* **3. Responding to the ITQ**
  + Bidders Details
  + Further Bidder Information
  + Bidders Response

1. Instructions

Project Team Details and Contract Lead

|  |  |
| --- | --- |
| Name of Team | NHS Health Careers |
| Name and Title of Contract Lead | Darren Aldrich, Head of Communications |

Timeline

|  |  |
| --- | --- |
| **Item** | **Date** |
| ITQ Release Date & Issue on Contract Finder\* | Wednesday 12 June 2024 |
| ITQ Clarification Deadline | Wednesday 19 June 2024 |
| ITQ Closing Date | Wednesday 26 June 2024 - 2pm |
| Estimated Award Date | Friday 12 July 2024 |
| Estimated Contract Commencement Date | Monday 15 July 2024 |

The timeline is indicative and may be subject to change.

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via the procurement portal route (Atamis) before Wednesday 19th June 2024 . Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 2 working days of the date received.

All clarification questions received via other routes will not be reviewed and responded to.

**Please Note: -** To ensure an open and fair process is followed, all bidders will receive a copy of the question(s) and answer(s).

Evaluation Criteria

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

The Authority, reserves the right to accept or reject all or any part of the quotation if you have failed to provide the information requested in this quotation or you have submitted any modification or any qualification to the terms and conditions of contract.

The Authority does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation.

The Authority will check each quotation and submission for completeness and compliance with the requirements in this Invitation to Quote document, thus, you should ensure that you carefully examine this document in full.

Quotes will be evaluated on the following Quality and Costs basis;

|  |  |
| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/Quality | 60 |
| Sustainability and Social Value | 10 |
| Commercial | 30 |

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

|  |  |
| --- | --- |
| **Question** | **Weighting (%)** |
| 1. How do you meet the standards and service specifications requirements? | 15% |
| 1. How do you meet the essential skills requirements? | 15% |
| 1. How do you intend to deliver the service? | 15% |
| 1. Are you able to meet the delivery timetable and how will you ensure it will be? | 15% |
| 1. How will you support meeting the requirements of this ITQ with social value and environmental commitments in mind, both in terms of the projects and as an organisation?   For more information on the social value model -**https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf** | 10% |

**Scoring**

**Bidder information**

The ‘Bidders Detail’ will be ‘For Information Only’ and not scored.

The ‘Further Bidder Information’, will be given either a ‘Pass/Fail’ for each section.

**Quality**

The Authorities evaluation system is based on the familiar “weighted scoring approach”, in which the officer scores responses to the quality questions according to a pre-agreed scoring system 0-4 (see table below). The scores for the sections are then added together to give a total quality score for the quotation response.

| **Score** | **Interpretation** |
| --- | --- |
| 4  Excellent | The Tenderer’s response provides full confidence that the Tenderer understands and can deliver the Requirements well and addresses all of the requirements set out in the question. |
| 3  Good | The Tenderer’s response provides a good level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses all or most of the requirements set out in the question. |
| 2  Satisfactory | The Tenderer’s response provides a satisfactory level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses at least some of the requirements set out in the question. However, the response is lacking in some areas. |
| 1  Poor | There are weaknesses (or inconsistency) in the Tenderer’s understanding of the services and/or Tenderer's response fails to address some or all of the requirements set out in the question. |
| 0  Unacceptable | No response and/or information provided is deemed inadequate to merit a score. |

**Scoring Cost**

The financial weighted score is calculated by using the following formula:

Tenderers Price Weighted Score = Lowest Total Cost offered Tenderer Total Cost

30 (% weighting)

(Lowest Total Cost divided by Tender Total Cost multiplied by 30)

The financial score will be calculated to two decimals places.

Therefore the bidder who submits the lowest compliant bid (based on the pricing model created for evaluation purposes) will receive the full 30% available.

# **The Requirement**

The Requirement is detailed below which provides background to the project/business need, the standards or specification required alongside the essential supplier skills and the objectives of the requirement.

**Background Information:**

|  |
| --- |
| NHS Health Careers provides careers information on more than 350 careers available in the health service, in the form of a website, helpline, events and campaigns. We aim to inform and inspire young people and career switchers into choosing a career in healthcare. NHS Health Careers is part of NHS England.  NHS Health Careers exhibits at several national careers events throughout the year, from small events for careers advisers to larger events for young people, some of which have ‘hands-on’ experiences, such as an ambulance. Our objectives at these events are to reach as many young people, parents and careers advisors as we can to make them aware of the range of roles in the NHS and to dispel common myths e.g. you need a degree to work in every NHS job.  We aim to inspire and inform them about the roles available and help them realise there is a career for them in the NHS, regardless of background.  We need to work with a stand builder to help us design and install a stand at each of these events. The stand is important as it attracts visitors and represents the NHS. We want to be able to build an engaging and professional-looking stand that attracts visitors and inspires them to consider a career in the NHS.  Here is a list of some of the events we plan to attend this year (some are yet to be confirmed):   * GradFest at Excel London in October 2024 (TBC) * National School and College Leavers (NSCL) Festival at the NEC, Birmingham, in November 2024 * What Career? Live (WCL) at Olympia, London, in November 2024 and at the NEC, Birmingham, in March 2025 * A series of two or three National Career Guidance Shows (NCGS) in various cities in England (TBC), expected to be in March 2025 (TBC)   All events above are shell-scheme. However, occasionally we attend events with space-only stands. We expect to know whether we will be attending GradFest in August 2024 and whether we will be attending NCGS in January 2025.  We already own a suite of backdrops and assets that are used for these events and therefore design and production is not in scope for this brief. |

**Standards and Service Specification:**

|  |
| --- |
| We will approach the supplier at least six weeks in advance of each event, and ten weeks for larger exhibitions. We will provide access to the event organiser’s information portal with details of the build-up and breakdown dates, access and hire of materials such as iPads and electrical power.  We expect the stand build and materials to be of a good quality and the stand itself to uphold the reputation and professionalism of the NHS.  The supplier should provide technical expertise and advice to the client and provide creative solutions to problems.  Stands to be delivered on time and within event organiser’s deadlines.  Stand build to be of good quality and consideration would need to be given of any potential health and safety risks and accessibility of the stands for delegates with a disability. Reasonable support with any issues identified by events organisers during the event (electrics, WiFi) due to the stand build.  Regular contact to be maintained with NHS Health Careers team from initial contact to breakdown. Responses to briefs within two weeks. |

**Essential Skills Deliverables:**

|  |
| --- |
| We require the stand builder to bring both a creative and practical approach to stand design and build. Although NHS Health Careers has attended most of the listed events for many years, we continuously adapt to the needs of our service users. For example, we have recently followed a ‘digital-first’ approach, which meant removing literature on the stand and replacing it with more iPads and laptops. This required a change in stand layout. We also occasionally update the design of our graphics panels.  The stand builder would have a professional approach and be responsive to requests while working on each project (event). Any problems encountered (e.g. a delay to the delivery of materials, unexpected costs) to be communicated with NHS Health Careers as soon as possible.  The stand builder should have experience with stand building at major events and have the technical knowledge to create a professional stand that delivers expectations and adheres to health and safety regulations.  The stand builder should consider value for money at every stage of the stand build, and how we can potentially do things differently to deliver value for money for the taxpayer. |

**Deliverables**:

|  |
| --- |
| For each event, we require stand design, transport, installation and breakdown of the stand including any associated costs with this. It will also include furniture, electrical components and power, WiFi and router hire, iPad and laptop hire, and production of materials for the stand (such as graphic panels). We would also require the appropriate risk assessment forms, etc. to be completed and returned to the event organisers on time (via the aforementioned online portal). The successful supplier will need to work with event organisers in respect of some of this.  The stand at both WCL events is 6m x 4m, the stand at NSCL is 4m x 3m with extra space for an ambulance, and the stand size at the NCGS and GradFest events is usually 3m x 2m (to be confirmed).  We also require storage for events panels/other assets and a small number of events items, such t-shirts and literature.  Please note that we would work with a separate supplier to provide design and artwork for the graphics. We also work with a local trust who provides the ambulance and transformer for its electrical supply.  Consideration to be given to the environmental impact of the stand build, including method of transporting materials and distance to transport materials. |

**Proposed Terms and Conditions**

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions of goods & services: Purchase Order Version.

No amendments shall be considered or accepted in relation to the Terms and Conditions. Failure to accept the terms will result in disqualification.

There are available to view on <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

The Purchase Order will serve as the contract.

1. Responding to ITQ

###### When responding to this ITQ, Bidders must ensure that their Tender covers all the information required. Bidders must complete their Tenders within the Authorities procurement portal (Atamis) set out in the "Supplier Response Form". Failure to do so may render the response non-compliant and it may be rejected.

### In evaluating Tenders, the Authority will only consider information provided in the Supplier Response Form.

### Bidders should not assume that the Authority has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services, projects or procurements.

### If there are any questions that do not apply to a Bidder, please answer with a N/A and explanation where appropriate.

### Where any section of the ITQ indicates a word limit, any response will be reviewed to that word limit and any additional information beyond that word limit will not be considered. Bidders must provide a word count for each question response.

###### The Authority may at its own absolute discretion extend the Deadline for receipt of Tenders specified in the timetable. Any extension to the Deadline granted under this paragraph will apply to all Bidders.

###### Tenders must be submitted via the Authorities procurement portal (Atamis) no later than the ITQ submission Deadline specified in ‘Timetable’. Tenders may be submitted at any time before the Deadline.

###### Tenders received before this Deadline will be retained unopened until the opening date.

###### The Tender and any documents accompanying it must be formatted in Word or Excel as appropriate and be in the English language.

###### Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Tender pricing must be provided excluding Value Added Tax (VAT).

Bidders Details:

The following is an outline of what will be required and found on Atamis. Please complete this on the Atamis portal directly.

*Please ensure a response is provided for all the sections below.*

|  |  |
| --- | --- |
| *Company Name* |  |
| *Company Address* |  |
| *Company’s representative name and title* |  |
| *Contact telephone number* |  |
| *Email address* |  |
| *Address for correspondence* |  |
| *Date of Submission* |  |
| *Company Registration Number* |  |
| *VAT Registration Number* |  |

# Further Bidder Information:

*Please ensure a response is provided for all the questions below.*

|  |  |  |
| --- | --- | --- |
| ***1.*** | *Has your organisation met all its obligations to pay its creditors and staff during the past year?* |  |
| ***2.*** | *If your answer to the above is No, have you rectified the situation resulting in your organisation now being able to pay its creditors and staff?* |  |
| ***3.*** | *Is your company or any group company (your Organisation) or are any of the directors/partners/proprietors in a state of bankruptcy, insolvency, compulsory winding up, and receivership, composition with creditors or subject to relevant proceedings?* |  |
| *4.* | *Please confirm that data is stored in line with the General Data Protection Regulations 2018 where applicable* |  |
| *5a.* | *Please confirm that you accept NHS England’s Purchase Order Terms and Conditions in full with no modifications. This offer and any contract arising from it shall be subject to these Terms and Conditions and all other items or instructions as issued in this bidder response.*  [*https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services*](https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services) |  |
| *5b.* | *Please confirm that you accept that any modifications to the Terms and Conditions will be rejected and may result in the bid being rejected.* |  |
| *6*. | *Please confirm that all invoicing shall be processed through Tradeshift in line with NHS England and Improvements processes.* |  |

Bidder’s Response

Please ensure a response is provided for both the Quality (A) and Commercial (B) sections on Atamis by downloading the attachments and reuploading once completed.

1. Quality

The questions below are for reference only and will be found within Atamis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 15% |
|  |  | |
| How do you meet the standards and service specifications requirements? | | | |
| **Supplier Response** | | | |
|  | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2** |  | **Question % Weighting** | 15% |
|  |  | |
| How do you meet the essential skills requirements? | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 3** |  | **Question % Weighting** | 15% |
|  |  | |
| How do you intend to deliver the service? | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 | | | |
| **Question 4** |  | **Question % Weighting** | 15% |
|  |  | |
| Are you able to meet the delivery timetable and how will you ensure it will be? | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 5** |  | **Question % Weighting** | 10% |
|  |  | |
| How will you support meeting the requirements of this ITQ with social value and environmental commitments in mind, both in terms of the projects and as an organisation? For more information on the social value model - [**https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf**](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940828/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf) | | | |
| **Supplier Response** | | | |
| The maximum total word count for this section is 400 | | | |

B) Commercial

|  |  |
| --- | --- |
| **Commercial** |  |
|  |  |
| Please provide a cost breakdown to undertake the work in the ‘Supplier Response’ box below. Your breakdown should also include the total cost exclusive of VAT to the Authority. | | |
| **Supplier Response** | | |
| ***SUPPLIERS PLEASE DO NOT ENTER YOUR COMMERCIALS HERE – PLEASE COMPLETE THE COMMERCIAL BREAKDOWN AND UPLOAD IT SEPARATE TO THIS DOCUMENT ON ATAMIS.*** | | |

**C) Confirmation**

|  |  |
| --- | --- |
| **Confirmation** |  |
|  |  |
| Please provide an electronic signature with name and contact details as confirmation the detail submitted is correct and agree to the *NHS England’s Purchase Order Terms and Conditions in full as outlined in ‘Point 5 Further Bidder Information’*:  (If using Atamis, this shall be completed electronically) | | |
| **Supplier Response** | | |
| *Electronic Signature Insert …………..*  *Name:*  *Job Title:*  *Date:* | | |