

Name of Applicant:

Provision of Town Council I.T Services, Support and Infrastructure



This document must be completed and returned in the published format. Failure to comply with this instruction may result in your submission being rejected.

1 General Information

1.1 Procurement Procedure

The Town Council is inviting companies to submit responses to its Invitation to Tender for the provision of I.T Support Services and VOIP Telephone system services commencing 1 March 2023 until 28 February 2026.

The Council does not bind itself to accept the lowest price or any tender. The company shall not have any claim for expenses incurred in the preparation of a quote.

Suppliers tender at their own cost and their fixed price tender shall remain open for acceptance for a period of 60 days after the due date for submission.

The Supplier should note that after the submission of his/her tender he/she may be required to attend an interview at the Council's office to explain his/her tender proposals.

The maximum budget for the complete contract period is £60,000 but quotations may be submitted under that sum. The tender shall include:

1. Unlimited Telephone and Remote support for equipment as listed in the Appendix attached.
2. Access to helpdesk service at a minimum of 9.00am – 5.00pm Monday to Friday.
3. General System/User account administration such as user account and mailbox creation, file/folder permissions changes
4. Annual 'Health Check' inspection of each PC/Laptop covered by the contract
5. Pre-bookable 'out of hours' remote support for issues best dealt with outside normal business hours or for remote access issues
6. Emergency out of hours support, only for service critical incidents.
7. Provision of Internet connectivity, networked, public Wi-Fi and secure internal Wi-Fi with a minimum speed of 80 mbps download and unlimited usage.
8. Internet Connectivity Troubleshooting including liaison with ISP.
9. Cyber Crime Incident Management where appropriate.
10. General server administration
11. Server updates and routine server maintenance, outside normal office hours wherever possible.
12. Virus/Malware removal on single PCs or Laptops
13. Backup Monitoring and Backup/Restore Testing on Servers

14. Office 365 email hosting and associated data security/archiving services for 40 users (this number could increase/decrease in response the needs of the town council). Including Microsoft Business Apps for Town Council employees. 11 staff currently.

15. Online backup service

16. Endpoint Security software

17. Provision and administration of a telephone system using the 01535 872126 number, including the provision of internal numbers.

18. Web-filtering subscription.

19. Administration of the keighley.gov.uk domain.

Tenderers are asked to note the following points:

1. The Supplier will provide a named Account Manager responsible for the implementation of all contractual obligations.
2. Payments will be made on a monthly on receipt of an invoice outlining all appropriate charges and/or services.
3. The council would consider annual payments for any subscriptions or licences where applicable.

1.2 Procurement Timetable

The Authority proposes the following timetable for the award of the Contract(s):

Procurement Stage	Dates
Publication of advertisement	25 October 2022
Clarification questions to be submitted by	2 November 2022
Clarification responses to be issued by	15 November 2022
Bid Deadline	29 November 2022
Evaluation	15 December 2022
Intention to award	19 December 2022
Contract start	1 April 2023

The Council reserves the right to change the above timetable and Applicants will be notified accordingly if there is a change.

1.3 Council Representatives

Authorised Representative contact details:	Procurement Representative contact details:
Joe Cooney -Town Clerk Civic Centre, North Street, Keighley, BD21 3RZ joe.cooney@keighley.gov.uk 01535 872126	Brian Morris – Contracts & I.T Officer Civic Centre, North Street, Keighley, BD21 3RZ brian.morris@keighley.gov.uk 01535 872126

1.4 Contract Period

It is intended that the contract will be for a period of 3 years from 1 April 2023 – 31 March 2026

1.5 Insurance Levels

1.5.1 Employer's Liability Insurance

The Council's minimum requirement for Employer's Liability Insurance is £10 million

1.5.2 Professional Indemnity Insurance

The Council's minimum requirement for Professional Indemnity Insurance is £2 million.

1.5.3 Public Liability Insurance

The Council's minimum requirement for Public Liability Insurance is £10 million

2 Selection Questionnaire

Notes for completion

1. "Council" means the public sector contracting body, that is seeking to invite suitable suppliers to participate in this procurement process.
2. "You"/ "Your" or "Supplier" means the body completing these questions **i.e. the legal entity seeking to be invited to the next stage of the process and responsible for the information provided.** The 'Supplier' is intended to cover any economic operator as defined by the Public Contract Regulations 2015 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. This Selection Questionnaire has been designed to assess the suitability of a Supplier to deliver the Authority's contract requirement(s). If you are successful at this stage of the procurement process, you will be selected for the subsequent award stage of the process.
4. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly 'N/A'.
5. Should you need to provide additional Appendices in response to the questions, these should be numbered clearly and listed as part of your declaration. A template for providing additional information is provided at the end of this document.
6. Please return a completed version of this document in accordance with the Submission requirements.

Verification of Information Provided

7. Whilst reserving the right to request information at any time throughout the procurement process, the Council may enable the Supplier to self-certify that there are no mandatory/ discretionary grounds for excluding their organisation. When requesting evidence that the supplier can meet the specified requirements (such as the questions in section 7 of this Selection Questionnaire relating to Technical and Professional Ability) the Council may only obtain such evidence after the final tender evaluation decision i.e. from the winning Supplier only.

Sub-contracting arrangements

8. The contractor shall not without the Council's written consent sub-contract the whole or any parts of the works. Such consent shall not be unreasonably delayed or withheld but the contractor shall remain wholly responsible for carrying out and completing the works in all respects. Any sub-contractor's employment under a sub-contract shall terminate immediately upon the termination for any reason of the contractor's employment under this contract. The Council will never be liable for any payment which should properly have been paid from the contractor to the sub-contractor.

Variations

9. Any inconsistency in or between the contract documents, schedules of work shall be corrected and any such correction which results in addition, omission or other change shall be treated as a variation.

The Town Council may, without invalidating this contract, issue instructions requiring addition to, or omission from, or other change in the schedule of works or the order or period in which the works are to be carried out. The Council and the contractor shall endeavour to agree a price prior to the contractor carrying out the instruction. Failing any agreement to do so, any instruction issued shall be valued by the Town Council on a fair and reasonable basis using any relevant prices in the priced schedule of works and the valuation shall include any direct loss and/or expense incurred by the contractor due to the regular progress of the works being affected by compliance with the instruction.

If following receipt of an instruction from the Council, the contractor does not comply, the Council may employ and pay another person to execute any work whatsoever which may be necessary to give effect to that instruction. The contractor shall be liable for all additional costs incurred by the Council in connection with such employment and an appropriate deduction shall be made from the contract sum.

Confidentiality

10. When providing details of contracts in answering section 6 of this Selection Questionnaire (Technical and Professional Ability), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

11. The Council reserves the right to contact the named customer contact in section 6 regarding the contracts included in section 6. The named customer contact does not owe the Council any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

12. The Council confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the Public Contract Regulations.

1. Supplier Information	
1.1 Supplier Details	Answer
Full name of the Supplier completing the Selection Questionnaire	
Registered company address	
Registered company number	
Date of Incorporation	
Registered VAT number	
Name of parent company (if applicable)	

Please mark 'X' in the relevant box to indicate your trading status	i.	a public limited company	
	ii.	a limited company	
	iii.	a limited liability partnership	
	iv.	other partnership	
	v.	sole trader	
	vi.	other (please specify)	

1.2 Contact Details

Supplier contact details for enquiries about this Selection Questionnaire

Name	
Postal address	
Country	
Phone	
Mobile	
E-mail	

2. Professional Ability

Relevant experience and contract examples

Please provide details of any contracts awarded for your business and trading history. Please note we reserve the right to contact anyone listed to discuss their experience using your company.

Declaration

I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement, and I am signing on behalf

Of **(Insert name of supplier)**.

I understand that the Council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. I have provided a full list of any Appendices used to provide additional information in response to questions.

I also declare that there is no conflict of interest in relation to the Authority's requirement.

SELECTION QUESTIONNAIRE COMPLETED BY

Name	
Role in organisation	
Date	

3 Award

3.1 Award Criteria

The following criteria and weightings will be applied in the evaluation of the questions asked of Applicants within the application.

Evaluation Criteria Breakdown	Means of Evaluation
Price	60%
Experience working with local authorities	20%
Adherence to tender requirements	20%

3.2 Scoring Guidelines

The questions asked of Applicants within this section 3 Award shall be scored using the marking system described within this section. Applicants should refer to the Council's minimum requirements to ensure that they meet or exceed the minimum requirements wherever possible.

Applicants should be aware that the responses provided to the questions will be evaluated in such a way that the highest scores will be awarded to Applicants who show innovation, creativity, further relevant details and information that could potentially enhance the Applicant's proposal. It should be noted that to achieve the highest scores available the Applicant must not only meet but exceed the Council's minimum requirements, where these are stated.

All scored question shall be evaluated in accordance with the guidelines below:

Score 0	No response	No response	
Score 1	Extremely Weak	Very poor proposal/response; does not cover the associated requirements, major deficiencies in thinking or detail, significant detail missing, unrealistic or impossible to implement and manage	Weak
Score 2	Very Weak	Poor proposal/response, only partially covers the requirements, deficiencies in thinking or detail apparent, difficult to implement and manage	
Score 3	Weak	Mediocre proposal/response, moderate coverage of the requirements, minor deficiencies either in thinking or detail, problematic to implement and manage	
Score 4	Fair - Below Average	Proposal/response partially satisfies the requirements, with small deficiencies apparent, needs some work to fully understand it	Fair - Good
Score 5	Fair - Average	Satisfactory proposal/response, would work to deliver all of the Council's requirements to the minimum level	
Score 6	Fair - Above Average	Satisfactory proposal/response, would work to deliver the majority of the Council's requirements to the minimum level with some evidence of where the Applicant could exceed the minimum requirements	
Score 7	Good	Good proposal/response that convinces the Council of its suitability, response slightly exceeds the minimum requirements with a reasonable level of detail	
Score 8	Strong	Robust proposal/response, exceeds minimum requirements, including a level of detail or evidence of original thinking which adds value to the bid and provides a great deal of detail	Strong - Excellent
Score 9	Very Strong	Proposal/response well in excess of expectations, with a comprehensive level of detail given including a full description of techniques and measurements employed	
Score 10	Outstanding/ Excellent	Fully thought through proposal/response, which is innovative and provides the reader with confidence of the suitability of the approach to be adopted due to the complete level of detail provided	

4 Project Costs

4.1 Project Costings

Applicants are required to give their bid price on the table below **and provide all supporting documentation required to substantiate or in support of your price**

Item Number	Description		2023/24	2024/25	2025/26
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

16					
	Total of the prices (excluding VAT)				
				Overall Contract:	

5 Certificates

5.1 Conditions of Tender

KEIGHLEY TOWN COUNCIL	
CONDITIONS OF TENDER	
Reference number and Title of Contract: Shall be as per the Reference Number and Title of Contract as detailed on page one (1) of this Volume Two (2) Applicant's Offer	
1.	Tenders are invited for the supply of the goods or services specified or described in the invitation. Tenders with conditions of contract duly completed should be marked with the title of the Contract and returned in sealed envelopes for the attention of the Town Clerk to, Civic Centre, North Street, Keighley, BD21 3RZ . Tenders must be returned no later than the specified time and date. Tenders received after the time stated or not properly completed will be disregarded. Facsimile copies will not be accepted.
2.	The Contract shall be subject to the specified terms and Conditions of Contract. Offers by Applicants made subject to additional or alternative conditions may not be considered and may be rejected on the grounds of such conditions alone. No alteration must be made to the printed conditions or schedules. Any Tenders bearing such alterations will not be considered.
3.	The Council does not bind itself to accept the lowest or any Tender and reserves the right to accept a Tender either in whole or in part, for such item or items specified in the Invitation to Tender, and for such place or places of delivery as it thinks fit, each item and establishment being for this purpose considered as Tendered for separately.
4.	<p>To KEIGHLEY TOWN COUNCIL</p> <p>I/We the undersigned DO HEREBY UNDERTAKE on the acceptance by the Council of my/our Tender either in whole or in part, to supply (<i>or perform the services</i>), on such terms and conditions and in accordance with such specifications (<i>if any</i>), as are contained or incorporated in the Invitation to Tender. I/We agree and declare that the acceptance of this Tender by letter on behalf of the Council, whether for the whole or part of the items included therein, will constitute a Contract for the supply of such items, I/We agree to enter into a further agreement for the due performance of the Contract, and I/We declare that I am/We are acting as the Delegated Authority for the purposes of signing off this Tender, and therefore, the Contract.</p>
Signed: _____ Date: _____	
Name (<i>in block capitals</i>): _____	
In the capacity of: (<i>State official position, i.e. Director, Manager, etc.</i>) _____	

5.2 Certificate of Confidentiality

CERTIFICATE OF CONFIDENTIALITY	
I/we hereby agree with the Authority that I/we shall not at any time divulge or allow to be divulged to any person any information, confidential or otherwise, relating to information passed to me regarding this project.	
It is appreciated by the parties that in the event of negotiations in respect of the proposed Contract being entered into between the Authority and my organisation that it may be necessary to share information with colleagues within my organisation. In this event this confidentiality clause may be waived to allow such information sharing to take place but not further or otherwise.	
Signed*:	Date:
Name (<i>in block capitals</i>):	
In the capacity of: (<i>State official position, i.e. Director, Manager, etc.</i>)	
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

5.3 Commercially Sensitive Information

I declare that I wish the following information to be designated as Commercially Sensitive.

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The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

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5.4 Conflict of Interest

CERTIFICATE OF CONFLICT OF INTEREST	
I/we hereby notify the Authority that I/we consider the following declaration to be a conflict of interest (Applicant to insert details of the conflict of interest):	
I/we hereby understand that in accordance with Article 24 of the Public Contract Regulations 2015 that the Authority is obliged to take appropriate measures to effectively prevent, identify and remedy conflicts of interest arising in the conduct of procurement procedures so as to avoid any distortion of competition and to ensure equal treatment of all economic operators.	
Signed*:	Date:
Name (<i>in block capitals</i>):	
In the capacity of: (<i>State official position, i.e. Director, Manager, etc.</i>)	
*(It must be clearly shown whether the Applicant is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Applicant, the capacity in which he/she signs or is employed).	

IT Inventory

Make/Model	Type	Serial No./Service Tag No.
Surface Laptop 2, i5, 256GB, 8GB with keyboard, mouse, dock &	Workstation	016245391957
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	GZSV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	73TV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	23TV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	H2TV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	6ZSV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	7JKQJV2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	7LFNJV2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	7HNMJV2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	7JLNV2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	52TV5W2
Dell Optiplex 3060MFF, i5, 256GB, 8GB, 27" monitor	workstation	J1TV5W2
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023149290951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023822490951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023531790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023219490951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022606590951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022456290951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	020687590951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	021173790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	021426690951,
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	021552690951,
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022561590951,
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022907190951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023639590951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022550790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	020846190951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022351190951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	020713190951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022580490951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022627290951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022917790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022965490951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023782690951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	021086490951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023563290951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022374390951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022723590951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022782790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022777390951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	023779790951
Surface Go, 128GB HDD, 8GB RAM, with Surface Pen & type	workstation	022885390951
Surface Laptop 3, i5-1035G7 8GB /256GB SSD, with keyboard, mouse, Dock & Dell 27" monitor	workstation	028924393957
Microsoft Surface Laptop 4, i7, 16GB, 512, 15"	workstation	003588423357
HP Proliant ML380 32GB, 3 x 1.8TB disks & PBX device	Server	CZJ1008SL
Draytek Vigor 2862 VDSL2	Network device	189003699512
Draytek Vigor 2862 VDSL2	Network device	197003928601

Netgear PoE switch	Network device	50X5915e005b7
Netgear PoE switch	Network device	50X5975H008FF
Unifi wi-fi access point	Network device	18e82999E97c
Unifi wi-fi access point	Network device	18e82999ea69
Unifi wi-fi access point	Network device	18e82999f03D
Unifi wi-fi access point	Network device	18e82999EF86
Unifi wi-fi access point	Network device	18e82999EF62
Unifi wi-fi access point	Network device	FCECDAB0A5D2
USB Optical drive	peripheral	k7D0aP078445
Snom D712 Desk Phone	peripheral	000413889F2C
Snom D712 Desk Phone	peripheral	000413889F2F
Snom D712 Desk Phone	peripheral	000413889F30
Snom D712 Desk Phone	peripheral	000413889F32
Snom D712 Desk Phone	peripheral	000413889F34
Snom D712 Desk Phone	peripheral	000413889F48
Snom D712 Desk Phone	peripheral	000413889F49
Snom D712 Desk Phone	peripheral	000413889F55
Snom D712 Desk Phone	peripheral	000413889F56
Snom D712 Desk Phone	peripheral	000413889F58
Snom D712 Desk Phone	peripheral	000413889F59
Snom D712 Desk Phone	peripheral	000413889F78
Snom D712 Desk Phone	peripheral	000413889FB8
75" 4K Commercial Pro TV with essential Smart 3xHDMI, with Microsoft display adapter	peripheral	811MARZFS814/810MAHUH3681
55" TV 4K Commercial Pro TV with Pro:Centric Smart, HDMI with Microsoft Display Adapter	Peripheral	6543190210604EKYLJP