

**Invitation to Tender**

**‘Website Development’**

**Integration of new features for the Digital Growth Hub offering**

GFL/17/104/GH

**TENDERS MUST BE SUBMITTED IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS. TENDERS NOT COMPLYING WITH THESE INSTRUCTIONS MAY BE REJECTED BY GFIRST LEP WHOSE DECISION IN THIS MATTER SHALL BE FINAL. THIS INFORMATION AND INSTRUCTIONS ARE PROVIDED FOR THE ASSISTANCE OF TENDERERS BUT DO NOT FORM PART OF THE TENDER DOCUMENT.**

**SECTION A – BACKGROUND INFORMATION**

**1.0 Background**

1.1 The Growth Hub opened in October 2014, as a very unique partnership between GFirst LEP and the University of Gloucestershire. We set out to help all growing Gloucestershire businesses accelerate their growth, boosting the economy and prosperity of the county. Further information can be found on our web site:

[www.thegrowthhub.biz](http://www.thegrowthhub.biz)

**2.0 The Requirement**

Summary

2.1 The Growth Hub have identified a collection of new features and improvements to be added to enhance their Digital Growth Hub offering. These features will aid business owners in better understanding the performance of their organisation against their peers in the same sector locally, regionally and nationally, guide them to identify the areas which could benefit from independent and impartial support and to assist them in finding business development opportunities.

2.2 These features will be integrated into the existing Digital Growth Hub experience so as to provide a seamless customer journey through use of the features and maintain an auditable record of the clients’ interactions with the Growth Hub and use of these features.

2.3 It is required that all new features will be launched by 31 August 2018 and that the accompanying commercial arrangements ensure that there is adequate support and maintenance arrangements in place for the period to March 31st 2022.

Objective – Website Development

2.4 The Growth Hub, by providing ambitious Gloucestershire SMEs with fully funded independent and impartial business support, aim to empower these businesses to grow the Gloucestershire economy and to increase the number of jobs in the county. The Website Development supplier will be called upon to ensure that both the front-end and back-end changes made as a result of the implementation of new third-party solutions are integrated effectively, efficiently, robustly and securely with the existing technical architecture of the Growth Hub website and CRM systems.

Utilisation

2.5 The Website Development supplier will be a key member of the delivery team of the project and they will be called upon to attend project planning sessions, project review meetings and daily stand ups to ensure project progress. It is anticipated that the delivery of the identified new features will be sequential, rather than running concurrently, although there may be some overlap in delivery. Consequently, the Website Development supplier would be called upon on a part time basis, rather than full time, i.e. perhaps three days a week for four months, rather than five days a week for two months.

Specification

2.6 The requirements for the works are a combination of user requests based upon the functionality of the existing website and the capabilities of the new features being procured for integration with the website. These new features are a Company Performance Benchmark Index, SME Business Evolution Index and a Procurement Portal.

2.7 The user stories for delivery will be defined and prioritised during the course of the project, which will be run in fortnightly sprints, adhering to Agile Software Development practices.

2.8 Whilst the exact requirements for the website development supplier to implement cannot yet be fully documented, the chosen supplier must have experience of the following:

- Responsive website builds

- Amazon Web Services configuration and management

- API integration

- Drupal

- JavaScript

- Email management solutions

- Deployment server builds

**3.0 Procurement Timetable**

3.1 The anticipated procurement timetable for this opportunity is set out below; however no guarantee is implied by these dates.

| **Date** | **Activity** |
| --- | --- |
| 20 October 2017 | Publish ITT document pack. |
| 10 November 2017 | Deadline for clarification queries. |
| 20 November 2017 | Deadline for submission of tenders. |
| 21 November 2017 | Evaluation of tenders complete – supplier shortlist selected – maximum of 3 suppliers. |
| w/c 20 November 2017 | Option for GFirst LEP to invite suppliers to interview by the evaluation panel. The interview will start with suppliers giving an overview of their proposals. The purpose of any interviews will be for GFirst LEP to clarify that they have understood the suppliers proposals and for the suppliers to clarify that they have understood GFirst LEP’s requirements. This is not an opportunity for suppliers to score more marks by introducing new elements to their proposals. GFirst LEP reserves the right to adjust evaluation scores accordingly. |
| 24 November 2017 | Issue contract award notices. |
| 05 December 2017 | Start of contract. |

**4.0 Linkage and Support**

4.1 The selected supplier will need to liaise and work closely with:

- Growth Hub Manager

- Growth Hub Data Controller

- Growth Hub Digital Marketing Manager

- Growth Hub Business Navigators and Guides

- GFirst LEP Project Management

**5.0 Form of Contract**

5.1 The contract will be based on an agreed version of GFirst LEP’s own contract for services.

**SECTION B – TENDER INFORMATION and INSTRUCTIONS**

**1.00 Tender Evaluation**

1.01 Upon receipt of the tender submissions GFirst LEP will carry out a detailed evaluation process to shortlist a maximum of three suppliers for interview if required.

1.02 If interviews are conducted then they will start with the invited supplier(s) giving an overview of their proposals. The purpose of the interviews is for GFirst LEP to clarify that they have understood the suppliers proposals and for the suppliers to clarify that they have understood GFirst LEP’s requirements. This is not an opportunity for suppliers to score more marks by introducing new elements to their proposals. GFirst LEP reserves the right to adjust evaluation scores accordingly.

Interview schedule

|  |  |
| --- | --- |
| **Introductions** | **5 minutes** |
| **Presentation of outline proposal** | **30 minutes** |
| **Communication plan** | **15 minutes** |
| **Q&A/Discussion** | **40 minutes** |

1.03 The contract will be awarded to the partner submitting the most economically advantageous tender – 40% price and 60% quality.

**2.00 Completion of Pricing**

2.01 Potential suppliers are required to complete a method statement as requested below. Pricing should include VAT.

**3.00 Submission**

3.01 The tender should be submitted strictly in accordance with the tender documents and without qualifications. Failure to comply with this requirement may at the discretion of GFirst LEP, invalidate the tender.

3.02 To enable GFirst LEP to assess the supplier capability, please provide the following method statements using your own style.

3.03 Quality & Pricing Evaluation Method Statements

Suppliers are required to provide method statements in their own style that respond to the following criteria:

|  |  |  |
| --- | --- | --- |
|  | **Criteria – Quality** | **Marks** |
| 1 | **Experience**   1. Describe your experience of providing this type of service and of similar contracts. 2. Provide contact details of two references which GFirst LEP may check before awarding the contract. 3. Please provide CVs for the key members of your team that will be used to deliver the requirements. | 10  Pass/Fail  10 |
| 2 | **Skills and expertise**  Please outline the range of skills and expertise that you possess that will enable you to successfully deliver the Requirement.  Please include your service delivery management policies and processes. | 10 |
| 3 | **Service delivery proposal**  Please describe your service delivery proposal to show exactly what will be delivered and how it will meet all of the requirements contained in the Section A – paragraph 2.1 onwards.  Please include a product development road map. | 25 |
| 4 | **Sustainability**  GFirst LEP takes responsibility for sustainability and ethical sourcing seriously. Suppliers are therefore requested to comment on the sustainability credentials of the services and approach that they propose to provide. For example: Fair Trade, ethical sourcing, supply chain management, sustainably efficient means of communication, initiatives in the supply chain to reduce the use of energy, chemicals, water, packaging, initiatives to ensure employee rights, health and safety and welfare etc. | 5 |
|  | **Criteria – Pricing** | **Marks** |
| 6 | Please provide a schedule of pricing, including VAT, that includes:   1. Initial implementation costs, broken down by roles involved 2. Support and maintenance costs covering the period until March 31st 2022 | 40 |

**4.00 Tender Evaluation Criteria**

**Quality (60%)**

4.01 The evaluation of method statements will be made using the criteria listed above (3.03) and the marking scheme listed below:

|  |  |  |
| --- | --- | --- |
| **Description** | **Marking Range** | **Evaluation Criteria** |
| **Inadequate** | **0 to 1** | **Significant indications** that **supplier** lacks certain requirements in this area to achieve the required standard of service delivery / information totally inadequate. |
| **Concerns** | **2 to 4** | **Some concerns** that **supplier** may lack certain requirements in this area to achieve the required standard of service delivery. |
| **Potential** | **5 to 7** | Information, rather than examples, indicating **potential** to deliver outcomes. |
| **Capable** | **8 to 10** | Comprehensive and strong information and examples indicating **supplier** capable of delivering outcomes to required standard. |

The marks within each range will be awarded depending on the degree which the description of the evaluation criteria applies.

If a score of **0 to 1** is applied to the evaluation of any question, the tender will be **eliminated.**

If a score of **1** is applied, 10% ofavailable marks for that question will be awarded.

If a score of **2** is applied, 20% ofavailable marks for that question will be awarded.

If a score of **3** is applied, 30% ofavailable marks for that question will be awarded.

If a score of **4** is applied, 40% ofavailable marks for that question will be awarded.

If a score of **5** is applied, 50% ofavailable marks for that question will be awarded.

If a score of **6** is applied, 60% ofavailable marks for that question will be awarded.

If a score of **7** is applied, 70% ofavailable marks for that question will be awarded.

If a score of **8** is applied, 80% ofavailable marks for that question will be awarded.

If a score of **9** is applied, 90% ofavailable marks for that question will be awarded.

If a score of **10** is applied, 100% ofavailable marks for that question will be awarded.

***Example:***

There are **10** marks available for 3.03 (2) in the table above. If a score of **6** is applied to a supplier’s response, the supplier will be awarded **6 marks** for that response. (i.e. 60% of the 10 marks available).

**Important Note:** Suppliers should not assume members of the evaluation panel have any prior knowledge of their organisation. The assessment will be made on the written response provided.

**Pricing (40%)**

4.02 Pricing models will be reviewed and evaluated using the below methodology.

4.03 Following any required clarification with potential partners to ensure as far as possible that the pricing elements of the offers are being evaluated on a ‘like for like’ basis, marks will be awarded based on the lowest overall tender price for the preferred delivery model receiving 100% of the marks available. The other prices submitted for the similar delivery models from the other Potential suppliers will be compared to the lowest price and the difference between those prices will be expressed as a percentage of the lowest price.

For every one percent the price is above the lowest price the supplier will lose 1% of the marks available.

For example:

|  |  |  |  |
| --- | --- | --- | --- |
| **Tender Offer** | **Difference from lowest** | **% difference from lowest** | **Marks awarded out of 40** |
| £10,000 | £0 | 0% | 40 |
| £11,000 | £1,000 | 10% | 36 |
| £12,000 | £2,000 | 20% | 32 |
| £15,000 | £5,000 | 50% | 20 |
| £20,000 | £10,000 | 100% | 0 |

**5.00 Queries**

5.01 Any queries regarding the tender process should be raised as correspondence through the e-tendering portal

5.02 Any queries that may have a material effect on the costing of the tender will be circulated to all Suppliers along with GFirst LEP’s response. Queries received less than seven days before the closing date may not be answered. If a query gives rise to the need for an amendment to the original tender documents an extension to the closing date may be made, in which case all parties will be notified simultaneously. Please note the latest time for receiving queries relating to this tender is 1**2.30pm on Friday 10 November 2017**.

**6.00 Submission of Tender**

6.01 Tender submissions must be made via e-mail, with submissions e-mailed to [gfirstadminteam@gfirstlep.com](mailto:gfirstadminteam@gfirstlep.com) by **12.30pm on Monday 20 November 2017**

6.02 No other method of tender submission will be accepted. GFirst LEP may, after the opening of the tenders, enter discussions or post-tender negotiations with any potential partner.

**7.00 Contract Award**

7.01 The contract will be awarded to the potential partner submitting the most economically advantageous tender in terms of quality and price. (Quality Marks + Price Marks).

7.02 GFirst LEP reserves the right to cancel the process at any stage. However, assuming that a tender is successful, GFirst LEP will notify all Suppliers simultaneously about the intended award.