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**Invitation to Quote to provide digital audit and action plan advice to micro and SME’s under the ‘Go Digital’ programme**

**Contact: Jenn Fuller, Economic Development Officer**

**Address: Floor 6 County Hall, Martineau Lane, Norwich NR1 2DH**

**Reference:** **NCC/GDEx/JF**

**Project should be completed by**: **30 April 2021**

**Issue date: 11 January 2021**

**Closing date: 20 January 2021**

# Background Information

Norfolk County Council wishes to procure business advisor services for Norfolk micro and SME’s to support them to improve their use of digital technology.

* At this stage we are inviting advisors to apply to be included on a list of pre-approved providers. Price will not be evaluated as part of this process, as we will pay a fixed fee of £40 per hour (+VAT) for all work on this project. No additional costs can be added to this rate.
* We will offer contracts with individual advisors as required.
* There is no guarantee of work or contracts being placed with you even if you are selected to join the pre-approved list of providers (pool)
  1. Introduction

In January 2020, Norfolk County Council worked with [Tech East](http://www.techeast.com/) to research and write a report into

business productivity. It brought together national, regional and local evidence to support the need

to increase the adopting and embedding of digital technology within micro and SME’s to drive

productivity growth. See Appendix A for a copy of the report.

A key recommendation was to take forward a ‘Go Digital’ programme to support Norfolk’s micro and

SME’s to do more with digital. Evidence from the report, anecdotally and through sector recovery

events tell us that many micro and SME’s want this help, and particularly those who have low use of digital technology currently. They wish to use more digital tech to grow but find it challenging to do so. They don’t always know which tech is best for them, which supplier to use, how to navigate the myriad of options available to them, or fully understand the benefits to be gained.

Go Digital aims to target these micro and SME’s and drive forward a positive and innovative

response to recovery, return to growth and long term resilience.

Go Digital was launched in December 2020 and has been oversubscribed. With more funding

secured we have been able to make available additional spaces which we now seek advisors for.

* 1. Background

It is widely acknowledged and well evidenced in the UK that further action needs to be taken to

support businesses to become more productive. Productivity at a national level is declining,

however it is broadly recognised that increasing the adoption and embedding of digital technology

within businesses is a key driver to realising productivity growth.

National research highlights that digital transformation can make every business in every sector

more productive, wherever they are located. The adoption of a range of basic technologies is

associated with a productivity improvement of between 7% and 18% depending on the technology.

The use of two or more technologies is associated with productivity gains of up to 25%. By

increasing the digital capability of businesses nationwide, there is the potential to unlock £84.5bn in

turnover.

In Norfolk, there is a significant lack in productivity growth with only an 0.04% annual increase

since 2009. Whilst we have a thriving and growing Digital Creative and ICT sector, the uptake of

digital technology by the majority of companies based in other sectors has been lacking and as a

result there is a growing productivity gap. Furthermore, there is a need for more targeted local

business support programmes to resolve this issue.

Go Digital addresses this need by offering targeted support to Norfolk micro and SME’s through the provision of a) one to one advice and b) vouchers that help businesses to improve their knowledge and skills, so that digital technology can build resilience and enable stronger business growth.

# Statement of Requirement

2.1 Overview

We wish to add to our pool of advisors who have experience of working across a range of sectors who can provide broad business based support and more specifically, digital advice to help micro and SME’s to increase their use of digital technology successfully.

Specifically we are looking for advisors who have expertise in the following areas;

Digital marketing   
Website analytics  
Social media  
E-commerce   
Website development

Whilst this programme will be accessible to micro and SME’s in Norfolk, regardless of sector, there will be an increased emphasis on attracting businesses from the Visitor Economy, Care sector and food and drink producers as these are shown to be in particular need of help.

Whilst we hope to match all advisors joining the pool with more than one business coming through the programme, we cannot guarantee this and there is no automatic guarantee of work.

2.2 Advisors

The delivery of specialist advice is one of the main components of the Go Digital programme.

To target micro and SME’s that need help the most, we wish to provide focused support that is bespoke to their needs. Providing such a service allows businesses to access expert advice which can also challenge, support, encourage and direct to the resources that are right for them. The advisor will act as a catalyst, helping to progress a business’ digital plans.

Businesses may be at the very start of their digital journey, knowing that they want to do more with digital but not knowing how, the options right for them or where to go for suppliers. Others might have an idea that they want to explore but need convincing of the benefits of using digital technology to do so. Or they may have a clear idea about what they want to do, the digital tech they need to do so but need a critical friend to challenge their ambitions, and to strengthen them.

This programme is aimed at businesses who have ambitions to grow, therefore they are required to have at least an online presence from which to grow from. If a business does not have this, they will be referred to other resources for support by Norfolk County Council.

Advisors will deliver their expertise to programme clients through a set framework which includes:

1. A **digital audit** of the client business
2. A **digital audit summary**
3. A **digital action plan**.

Specifically the process will look like this:

|  |  |  |
| --- | --- | --- |
| Stage | Duration | Activity |
| 1 | Up to 30 mins | Advisor makes initial contact with client and sets date for first meeting |
| 2 | Up to 3 hours | Advisor holds first meeting with client and conducts **digital audit** |
| 3 | Up to 3 hours | Advisor writes up **Digital Audit Summary** of findings and creates **digital action plan** |
| 4 | Up to 2.5 hours | Advisor conducts follow up meeting with client to talk through findings and **digital action plan**, identify priorities and next steps.  Advisor refers client to business voucher scheme if appropriate  Advisor provides email summary to Norfolk County Council detailing the outcome of the follow up meeting |

**The maximum amount of advice support is capped at 9 hours per individual business.**

**The Digital Audit (Stage 2)**

Advisors will need to carry out a digital audit, for which a framework is provided (see Appendix B) This framework provides a guide for the advisor to conduct the digital audit and ensures a level of consistency across the programme. However, it is recognised that each client will have different needs and therefore flexibility is required.

The advisor should follow the framework as much as possible:

1. To elicit the necessary information to determine for example;
   1. At which stage of the digital journey the client is at
   2. Their awareness of and capabilities in using digital tools
   3. How successful/ experienced they are in using digital tools
   4. What type of support/digital tools/training could be of benefit to them
2. It is expected that most of the framework will be considered in the audit, however if one or two sections are not relevant the advisor has an element of discretion to disregard them, depending on client need.
3. Where the audit brings up areas of particular interest or challenge for the client, the advisor is expected to elaborate on these so that a thorough and clear assessment of the business’s digital capabilities can be made.
4. The advisor should also use the session to develop discussion, introduce ideas and share expertise with the client around which technology and or training is appropriate, or could be of benefit.

The outcomes of the audit are:

1. The client feels supported and in control. They are motivated to take action to improve their use of digital technology and feel energised about how it can help their growth plans.
2. A summary report of findings that will be shared with the client and Norfolk County Council (for the purposes of the programme and no other reason)
3. A Digital Action Plan – developed by the advisor that identifies opportunities for utilising technology to obtain efficiencies/ increase productivity. The advisor should offer options for new technologies and suggest a prioritisation. Note the business has the right to make their choice from amongst the options offered by the advisor.

What the audit is not:

1. A chance for the client to have a wide ranging discussion about their general business aims, outside of the scope of increasing their use of digital technology
2. A quick and easy route to £500 voucher for buying digital technology that replaces what they already have or ‘like for like’
3. The opportunity to sell a particular supplier’s services to the client, including your own. This contract is to provide expertise on the terms and conditions outlined in this ITQ. It does not include selling your expertise outside of this programme to the client as this would be anti-competitive.

A list of recognised digital tools is provided under Appendix C but we accept that there may be others that clients wish to utilise.

**The Digital Audit Summary (Stage 3)**

The Digital Audit Summary will be a concise and succinct copy of the digital audit that is conducted. It is expected that the advisor will take notes during the audit meeting and write these up formally afterwards against the audit template. It should be written in a way that provides a clear record of discussion, that the client can understand and refer to, and that provides Norfolk County Council with an audit trail of activity. It should also directly link to the Digital Action Plan. This will need to be signed by both parties at the Follow Up Meeting.

**The Digital Action Plan (Stage 4)**

The Digital Action Plan (see Appendix D) should be developed based on the findings from the Digital Audit providing a clear link between the two. Guidance for writing the report is not overly specific as we recognise that each Plan needs to be bespoke to the client. However, it should at the very least:

1. Identify a range of digital tools and/or training that will benefit the business and why
2. Identify the steps the business needs to take to adopt and embed the proposed digital tools/training
3. Actions should be SMART - specific, measurable, achievable, realistic and timely
4. Give guidance on the type of supplier that could help with taking these actions forward and potential costs
5. Put forward action/s for prioritisation noting that these are suggested and it will ultimately be the client’s decision
6. Refer the business to the suppliers’ database to find relevant suppliers
7. Where appropriate, refer the business to the Go Digital Business Voucher Scheme
8. Be sent to the client at least 2 working days in advance of the follow up meeting

**Follow up Meeting (Stage 5)**

The role of the follow up meeting is to:

1. Go through the Digital Audit Summary and the Digital Action Plan, discuss the findings and sign off
2. Clarify any queries the client has
3. Agree which of the action/s identified is priority/ies for the client and how to take these forward
4. Energise and motivate the client to take the next steps
5. Highlight the supplier’s database and business voucher scheme and how to access these (details to be provided)
6. The advisor will be required to submit an email summary of the meeting to Norfolk County Council informing us of the outcome of the meeting and the main points covered.

Experience and Expertise

We require the successful provider to have the following;

**Expertise:**

* Expertise in and strong working knowledge of a wide range of digital tools and how to adopt and embed them within an organisation, specifically in:

Digital marketing   
Website analytics  
Social media  
E-commerce   
Website development

* Expertise in specific digital tools used within a sector, (we have a focus on the care sector, visitor economy and food and drink producers but advisors are invited from all sectors)
* Have a good knowledge of and network with the local Digital Creative ICT sector and digital training providers
* Have knowledge of other business support programmes

**Experience:**

* Experience in working with CEO’s and senior managers of businesses
* Experience in helping to initiate organisational culture change
* Experience of working with businesses on an advisory level
* Able to influence, challenge and act as a ‘critical’ friend’
* Experience in delivering succinct reports and creating action plans

Advisor Matching Process

When a micro or SME is deemed eligible by Norfolk County Council (NCC), we will match that business with the most relevant advisor from our ‘pool’ and contact them to determine availability. If the advisor is willing and able, an introduction will be made to the SME

Where there are equally matched advisors, the project will operate a rolling/scrolling list to offer all advisors the opportunity to take part.

Fees and payment

**Contract price**

Advisors will be paid at a rate of £40 per hour for their services as detailed above which will be capped at 9 hours per business. The total fund is worth up to **£45,000** for this work.

All payments must be claimed for and paid by 30 April 2021.

**Payment triggers**

30 days from production of a valid invoice.

Additional Programme information

**Timescales**

Go Digital delivery is between January 2021 and April 2021.

**Programme outputs**

We wish to support up to 125 businesses to access advisory support through this programme at a total cost worth up to £45,000**.**  Up to 100 businesses to get a business voucher worth £500 to support their digital transformation projects. Vouchers must have been claimed for by 30 April 2021.

**Suppliers database**

In addition to the above, Norfolk County Council will develop a suppliers database which will bring together digital tech suppliers and training opportunities into one portal. The rational for this is that businesses report they find it hard to know which supplier to use, and to know where to look to find them.

The suppliers’ database will provide a one stop resource for businesses to use in finding a local digital tech supplier. It gives the digital sector an opportunity to promote themselves cross sector and attract new customers and provides programme clients with the ability to efficiently search for the expertise they need. There is no similar product available.

**Business Vouchers**

This is for the provision of £500 vouchers (grants) to businesses who have received advice, and who have a digital action plan that identifies the need for funding towards a digital project. The voucher can fund 100% of the project or part of it.

The voucher will act as a catalyst/ incentive for the implementation of digital transformation projects. All business will have to have received the advice support to be eligible to apply for the voucher. This ensures that the vouchers awarded are given to those who need the support the most and that they are credible applications.   
  
The advisor will direct the business to the online application form located on the Go Digital webpages (to be developed) where the business can apply. Norfolk County Council will then match the application with their Digital Action Plan, sent to us by the advisor, and approve/reject the application as appropriate.

Business Vouchers can be used for costs associated with the adoption and embedding of digital tools (see Appendix C for a list of relevant digital tools). These must be new tools to the business, enabling a step change in activity and not be replacing ‘like for like’ e.g:

* 1. Specialist advice to enable the successful adoption and embedding of digital tool/s
  2. Specialist software e.g. CRM or ERM
  3. Specialist hardware e.g. laptops, desktops, tablet computers VOIP telephony or networking devices e.g. devices e.g. routers and servers, etc.
  4. Enhanced digital connectivity – particularly when this leads to download speeds exceeding 30 mbps. However, the grant will only be able to cover the cost of the installation not any on-going revenue costs.
  5. The purchase of digital training

Costs it can’t cover:

1. Like for like replacement of equipment
2. Subscription costs or ongoing revenue costs
3. Costs incurred that don’t relate to the Digital Action Plan
4. Costs incurred before participation in the programme
5. Salaries or running costs
6. Consumables

|  |
| --- |
| Checks will be put in place to prevent businesses hiring ‘friends’ to deliver work.  **Monitoring and evaluation**  Success will be monitored beyond the point at which the advisor delivers their expertise. As part of the programme, the client will be required to provide feedback 6 weeks and 3 months after participation to report on progress, benefits and outputs. |

# Quote Management

Proposals are requested for Suppliers to deliver advice. Suppliers will need to describe how they will meet the advisor requirements as set out in the above specification.

From the approved suppliers pool, individual contracts will be awarded as per the advisor matching process detailed above.

This contract will be awarded under the Terms and Conditions of Contract appended to this Invitation to Quote. Advisors will need to describe how they will deliver the services to meet all of the above outcomes and requirements in the Supplier Questions.

Please complete

* Section 5 - Supplier Information
* Section 6 - Supplier Questions

Receipt of the quote

* Your response must be received no later than 5pm UK Time on Wednesday 20 January 2021
* Your response must be submitted via email to [econdev@norfolk.gov.uk](mailto:econdev@norfolk.gov.uk) with the subject title ‘Go Digital ITQ Advisor Ext’
* The Council will not consider any late responses to this Invitation to Quote nor will it consider requests for extension of the time or date fixed for the submission of responses. It may, however, in its own absolute discretion extend the time or date fixed for submission and in such circumstances the Council will notify all Suppliers of any change.
* The Council may at its sole discretion change any aspect of, or stop this procurement exercise at any point and if it stops the exercise not provide any Supplier with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.
  1. Clarifications

Please email [econdev@norfolk.gov.uk](mailto:econdev@norfolk.gov.uk) with any clarification questions by Friday 15th January, 2021.

If you don’t have any questions but wish to be kept informed or any questions that we respond to, please provide a contact e-mail address to econdev@norfolk.gov.uk

* 1. Format and content of response

1. Submissions must not be password protected
2. Suppliers are to answer all questions.
3. Suppliers’ responses shall be clearly legible and in at least 11 point type, on a line spacing of at least 1.3 times the type size.
4. Proposals shall not contain any attachments or text other than that requested, and the Council will disregard any information contained therein.
5. Suppliers should not assume that the evaluators have any prior knowledge of their organisation, its capabilities or the solutions it offers.
6. Suppliers are reminded that their proposal should respond specifically to the Council’s requirements. Generic responses which do not take account of the Council’s requirements and circumstances are unlikely to achieve good marks.
   1. Selection process

The score for each question will be divided by the maximum possible score of five (5) and then multiplied by the individual weighting for that question to give a weighted score.

Suppliers must achieve a minimum quality threshold of 60 out of the 100 marks available for quality or the application will be rejected.

Suppliers will be scored on their responses to the Supplier Questions in Section 6 in relation to the requirements of the specification. Each question is separately weighted.

All questions will be scored using the following descriptors:

|  |  |
| --- | --- |
| **Descriptors for the award of quality marks** | |
| **The mark to be awarded is that for which the descriptors most closely match the bidder’s response** | **Mark awarded** |
| An excellent response that is realistic, appropriately detailed and specific. There is no material weakness, and the organisation, qualification and experience of staff assigned to performing the contract are excellent. | 5 |
| A good response that is realistic, appropriately detailed and specific and with only minor weaknesses, and the organisation, qualification and experience of staff assigned to performing the contract are good, with only minor deficiencies | 4 |
| A satisfactory response that is realistic, sufficiently detailed and specific to give general clarity about what is to be delivered and how. There are some weaknesses, but the organisation, qualification and experience of staff assigned to performing the contract are generally acceptable | 3 |
| A rather deficient response provides insufficient detail or specificity to be clear on what is to be delivered and how; the organisation, qualification and experience of staff assigned to performing the contract do not reach the expected levels in some material respects. | 2 |
| An inadequate response that is sufficiently unrealistic as to cast serious doubts over deliverability. There are very material weaknesses. | 1 |
| No response or a response with insufficient content to allow meaningful evaluation.  If any question receives a score of ‘0’, the entire submission will be rejected. | 0 |

Applicants will be shortlisted based on their tender submissions which will be assessed on the following basis: -

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Your expertise in supporting businesses to use:  Digital marketing  Website analytics Social media E-commerce  Website development  successfully and in supporting them to change | 30% |
| The digital tools that you have experience of generally and any sector specific specialisms | 30% |
| The expertise you have delivered in the past to help businesses do more with digital and how successful this was | 20% |
| Your knowledge of the local Digital ICT Sector and training offer | 20% |
| **Total** | **100%** |

# Procurement Timetable

The procurement timetable, outlined below, is for information and potentially subject to change. The council reserves the right to amend any aspect of the timetable during the procurement and evaluation process.

|  |  |  |
| --- | --- | --- |
|  | Invitation to Quote issued | 11 January 2021 |
|  | Deadline for clarifications | 15 January 2021 |
|  | Deadline for submissions | 20 January 2021 |
|  | Applicants notified of outcome | 25 January 2021 |
|  | Set up meeting | 2pm, 26 January 2021 |
|  | Contracts Awarded | Between 26 January and 30 March 2021 |
|  | Contract completed by | 30 April 2021 |

# Supplier Information

**Suppliers are to edit the header of this form to insert their name at the top of every page.**

**Suppliers are to complete this Form and return it as the front cover of their submission. Part 1 is information relevant to the procurement. Part 2 is information relevant to contract management if you were to be successful and is non-mandatory.**

Part 1

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name of person or organisation bidding | | |  | | | | | | |
| Trading as… | | |  | | | | | | |
| *Person managing bid* | | | *Director/partner/trustee overseeing bid* | | | | | | |
| Mr/Mrs/Ms/Other | | | Mr/Mrs/Ms/Other | | | | | | |
| Name |  | | Name |  | | | | | |
| Address |  | | Address |  | | | | | |
|  |  | |  |  | | | | | |
|  |  | |  |  | | | | | |
| Post Code |  | | Post Code |  | | | | | |
| Country |  | | Country |  | | | | | |
| Phone |  | | Phone |  | | | | | |
| Mobile |  | | Mobile |  | | | | | |
| Email |  | | Email |  | | | | | |
| *Registered office address* | | | *Supplier’s registration numbers, as applicable* | | | | | | |
|  | | | Company registration no. | | | | |  | |
|  | | | Charity registration no. | | | | |  | |
|  | | | VAT registration no. | | | | |  | |
|  | | | Other registration no. | | | | |  | |
| Postcode |  | | *Type of organisation (select one box only)* | | | | | | |
| Country |  | | Sole Trader | |  | | Private Co. Limited by Guarantee | |  |
| *Group structure (as applicable)* | | |  | |  | |  | |  |
| Name of immediate parent organisation | |  | Partnership (Unincorporated) | |  | | Private Company | |  |
| Name of ultimate UK holding company | |  | Limited Liability Partnership (‘LLP’) | |  | | Public Limited Company | |  |
| Company regn. no. of ultimate UK holding co. | |  | Public sector | |  | | Industrial or Provident society | |  |
| Name of ultimate parent organisation | |  | Other (please write in) | | |  | | | |
|  | |  | Are you a SME? (Y/N) | | |  | | | |

Part 2

|  |  |  |  |
| --- | --- | --- | --- |
| *Who will manage the contract* | | *Email addresses and phone numbers of relevant contacts, as applicable* | |
| Mr/Mrs/Ms/Other | |
| Name |  | For invoice and payment queries |  |
| Address |  |
| Postcode | For out of hours contact in an emergency |  |
| Country |  |
| Phone |  |
| Mobile |  |
| Email |  |

**If you are not an existing NCC supplier please complete the BACS form below.**

|  |  |
| --- | --- |
| Bank Details | |
| Account Type |  |
| Name of Bank |  |
| Address of Bank |  |
| Sort Code |  |
| Account Number |  |
| Building Society Roll Number |  |
| Name the account is held in |  |
| Pay Method | |
| NB: Norfolk County Council’s preferred method of payment is by BACS and preferred remittance delivery is by email. | |
| Pay Method |  |

# Supplier Questions (100%)

* Suppliers are to edit the header of this section to insert their name at the top of every page.
* Suppliers are to answer all questions and are to reproduce this form retaining the questions and numbering, and return it as part of their bid.
* Suppliers should not assume that the evaluators have any prior knowledge of the bidding organisation, its capabilities or the solutions it offers.
* Please ensure your answers are fully referenced to the relevant question.
* Suppliers’ responses shall be clearly legible and in at least 11 point type, on a line spacing of at least 1.3 times the type size.
* Suppliers must achieve a minimum quality threshold of 30 out of the 70 marks available for quality or the bid will be rejected.

|  |
| --- |
| **1. Please detail your expertise in:**  **a) S**upporting businesses to use:  Digital marketing  Website analytics Social media E-commerce  Website development  **b) Supporting businesses to change**  Guide 250 words (30%)  Please type your response here |
| **2. Please detail other digital tools that you have experience of and any specific sector focus that you have**  Guide 250 words (30%)  Please type your response here |
| **3. Please provide any examples of advice/expertise you have delivered in the past to help businesses do more with digital and how this was successful**  Guide 250 words (20%)  Please type your response here |
| **4. Please give us an outline of your knowledge of the Digital ICT Sector in Norfolk and training providers**  Guide 250 words (20%)  Please type your response here |

# Important Legal Notice

1. Any person who participates in this procurement exercise shall be deemed to accept the conditions set out below and the terms and conditions of contract appended to this document. These conditions constitute the entire agreement between the parties concerning the conduct of the exercise.
2. Norfolk County Council (“the Council”) does not make any binding commitment to actual or potential suppliers (“Suppliers”) or to any other party about its conduct of this procurement exercise, other than to abide by its statutory obligations and the express terms of this Important Legal Notice. No other obligation on the Council shall be implied into any contract which may arise between the Council and any Applicant governing the conduct of this exercise.
3. Suppliers shall not, in connection with this procurement exercise, place any reliance upon any communication from the Council (including without limitation any notice published by the Council and any information published on any web site) unless it specifically states that it concerns this procurement exercise and bears the reference number stated on the front page of this document. Suppliers shall not place any reliance on any communication which is not in writing.
4. Information supplied by the Council is subject to constant updating and amendment in the future and is necessarily selective and is supplied for general guidance in the preparation of proposals. It does not purport to contain all of the information which Suppliers may require and Suppliers must satisfy themselves by their own investigations about the accuracy of such information. While the Council has taken all reasonable steps to ensure, as at the date of this document, that the facts which are contained in this Invitation are true and accurate in all material respects, the Council does not make any representation or warranty as to the accuracy or completeness of this Invitation, or the reasonableness of any assumptions on which this document may be based. The Council accepts no liability to Suppliers however arising and whether resulting from the use of the information provided, or any omissions from or deficiencies in the information. As such, the Council cannot accept responsibility for any inaccurate information obtained by Suppliers.
5. Any notice from any person in connection with this procurement exercise shall be sent to through in-tend to the contact person listed on the first page in accordance with the relevant timescales.
6. In inviting potential Suppliers to participate, the Council is not making an offer to enter into any contract for the supply of goods, services or works and does not bind itself to accept any offer it receives.
7. The Council reserves the right at its sole discretion to change any aspect of, or to discontinue this procurement exercise at any point and if it does discontinue the exercise need not provide any Supplier with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.
8. The Council will not under any circumstances be liable to pay Suppliers for any costs incurred as a result of their participating in this procurement exercise.
9. The Council may exclude from consideration any proposal which is not submitted in full compliance with the conditions and/or instructions contained within this Invitation and shall be under no obligation to consider any extenuating circumstance which may have arisen. The Council’s decision as to whether any response submitted complies with the instructions shall be final.
10. Suppliers may notify the Council of information they wish, acting reasonably, to designate as confidential and the reasons why. Suppliers shall not apply any blanket designation of confidentiality to their entire quote and the Council will not pay any regard to any such designation.
11. The Council is subject to laws concerning access to information including the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Audit Commission Act 1998 and may - notwithstanding any claim made by any Supplier that any information is provided in confidence or is confidential in nature – release any information provided to it in accordance with the law, subject to the Council’s discretion concerning any applicable exemption or the application of any public interest test. It is important to note that information may be commercially sensitive for a time, for example, during a quote process, but afterwards it may not be. The timing of any request for information may be extremely important in determining whether or not information is exempt. However Suppliers should note that no information is likely to be regarded as exempt forever.
12. The contents of this Invitation to Quote together with all other information, materials, specifications or other documents provided pursuant or in the course of this procurement process as a whole, or prepared by the Suppliers specifically for such purposes, shall be treated at all times as confidential by the Suppliers. Suppliers shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Suppliers´ company or group or use them for any purpose other than for the preparation and submission of a response to this Invitation or other requirement of the procurement process, nor shall Suppliers publicise the Council’s name or the Invitation to Quote without the prior written consent of the Council.
13. The Suppliers shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.
14. Suppliers must seek the approval of the Council before providing to third parties any information provided in confidence by the Council or its professional advisers or consultants and must maintain a register of all employees and third parties who have access to such information. If so requested by the Council, Suppliers must make such a register available for immediate inspection by the Council or its duly authorised representatives.
15. Any working documents produced by the Council in the course of evaluation shall remain confidential to and the property of the Council and need not be retained by the Council. For the avoidance of doubt, the Council’s only obligation to Suppliers concerning debriefing shall be to provide the Suppliers with a written statement, as approved by the chair of the evaluation panel.
16. Suppliers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from responding to this Invitation to Quote.
17. Suppliers should not, in connection with the proposed contract:
    1. offer any inducement, fee or reward to any officer or member of the Council or of the commissioning organisations;
    2. do anything which would constitute a breach of section 117(2) of the Local Government Act 1972 or Bribery Act 2010; or
    3. canvass any of the persons referred to in a) in connection with the response about any aspect of the proposed contract or for soliciting information in connection therewith.
18. If any Supplier or any employee of any Supplier or any third party acting on behalf of any Supplier commits an act detailed in clauses 16 to 17 inclusive or offers, promises or gives any bribe or inducement or makes any improper threat or colludes (or offers or agrees to collude) with any other Supplier in connection with this procurement exercise then, in addition to any criminal sanction such conduct may attract, the Council may:
    1. immediately exclude that Supplier’s offer from consideration;
    2. exclude that Supplier from future procurement exercises;
    3. terminate any contract entered into with that Supplier; and
    4. recover from that Supplier the reasonable costs of re-running this procurement exercise and any consequential losses (including loss of anticipated savings) which result from any delay in letting a contract.
19. If any person approaches any Supplier seeking any bribe or making any offer to collude in respect of this procurement exercise, that Supplier is to contact the Council’s Head of Law immediately.
20. All intellectual property rights in this Invitation to Quote and all materials provided by the Council or its professional advisers, consultants or information provided in connection with this further competition are and shall remain the property of the Council and/or its professional advisers, consultants and/or information providers. The information they contain shall be used only for the purpose of preparing a proposal and delivering any resulting contract.
21. All responses and submissions provided by any Supplier will form part of the contract should the Supplier be successful.
22. Any qualifications made by Suppliers in regard to the Invitation to Quote or documentation produced will not be accepted by the Council and the right is reserved to exclude any proposals with qualifications attached.
23. The Council will not accept any variation to the terms of this legal notice and in the event that any Supplier submits any response which seeks to vary the above conditions such purported variation shall be void, even if the Council considers the proposal.
24. In the absence of a formal document signed by the Council and the successful Supplier, and for as long as such absence persists, then the acceptance by or on behalf of the Council of the Supplier’s written response shall itself constitute a binding agreement between the parties, the terms of which unless amended by agreement between the parties shall be the conditions of contract sent out with the Invitation to Quote and the prices and operational proposals set out by the Supplier in their response.

# Supplier's Declaration

* **Suppliers are to print this declaration on plain white A4 paper, sign and date it with an original signature, scan and upload it as the final part of their submission.**
* **Suppliers are to edit the header of this section to insert their organisation’s name at the top of every page of the forms.**

Checklist

Check each issue below and tick each box.

|  |  |
| --- | --- |
| We have completed the following forms: |  |
| * Supplier Information |  |
| * Supplier Questions |  |
| * This declaration, **printed then signed with an original signature, then scanned and uploaded as a .pdf** |  |

|  |  |
| --- | --- |
| **We have:** |  |
| Amended the header on each form to insert our organisation’s name. |  |
| Made arrangements for the quote to be uploaded and submitted on time, with adequate contingency for ICT failures, power outages etc. |  |
| **We have not:** |  |
| Used a smaller typeface or line spacing than that permitted. |  |
| Annexed any document not specifically requested. |  |

Declaration

|  |  |  |  |
| --- | --- | --- | --- |
| We agree to the conditions specified in the ‘Important Legal Notice’ at in this Invitation to Quote.  We warrant, represent and undertake to the Council that:   1. neither we nor any employee or third party acting on our behalf has offered, promised or given any bribe or inducement or made any improper threat or colluded (or offered or agreed to collude) with any other person in connection with this procurement exercise 2. we have complied in all respects with this Invitation to Quote 3. all information, representations and other matters of fact contained in our quote are true, complete and accurate in all respects 4. we have made our own investigations and research and have satisfied ourselves in respect of all matters (whether actual or contingent) relating to the Quote and have not submitted this Invitation to Quote response and will not have entered into the contract in reliance upon any information, representation or assumption (whether made orally, in writing or otherwise) which may have been made by or on behalf of the Council 5. we have satisfied ourselves as to the correctness and sufficiency of the information we have inserted in the quote. 6. we have full power and authority to enter into the contract and provide the services 7. we are of sound financial standing and will have sufficient premises, working capital, skilled staff, and other resources available to us to provide the services in accordance with the contract 8. we have obtained or are able to obtain all necessary consents, licences and permissions to enable us to provide the services.   We hereby offer to provide the services in accordance with the contract attached as the annexure to this Invitation to Quote which includes for the avoidance of doubt any documents specified in the contract as forming part of the contract including (but not limited to) the prices and operational proposals set out in this quote, the terms and conditions of contract, the Specification and any written clarifications issued or received by the Council prior to the written acceptance of the Council of this quote. We agree that the Council’s acceptance of this quote shall form a binding contract between us on the above terms. | | | |
| Name of bidding Organisation |  | Signature of authorised officer |  |
| Date |  | Position of authorised officer |  |
|  |  | Name of authorised officer |  |

|  |  |
| --- | --- |
| *This block will be signed on behalf of Norfolk County Council in the event that your quote is accepted.* | |
| We, Norfolk County Council, hereby accept your offer for the provision of advice/expertise for the Go Digital programme and a binding contract now exists between us and you on the above terms.  (To be completed by NCC when the advisor is successfully matched with a business.) | |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Date |  |