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# Halesworth Town Council

**TENDERERS OFFER DOCUMENT**

**Contract Title: Halesworth Town Centre Wayfinding System Implementation**

**ProContract Ref: HTC - Wayfinding Tender 2023**

**Closing Time / Date: 12:00 noon on the   
25 August 2023**

**TENDERERS OFFER DOCUMENT**

This section accounts for **50%** of the final evaluation score.

The following questions relate to the Council’s key business requirements as set out in the specification and are designed to establish your organisation’s understanding and proposals for how you will deliver them. **Please provide as full an answer as possible.**

There is a maximum word limit for each question. Please include your word count in the space provided. **Any words in excess of the word limit may not be considered**. All answers must be provided on this template.

The Council will not be responsible for any errors or omissions due to changes to the document format

Should you need to supply graphics, tables etc. you should submit these as a separate document. For this supporting information to be considered you must clearly reference to the supporting question and to clearly explain in your response (included in your word count) how and why the information supports your answer. Supporting information not clearly referenced as described here may not be evaluated.

Please ensure you have read the evaluation criteria for all question as set out in the Evaluation Strategy in the spec and repeated in this document.

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| **Tenderers Offer Document- To be completed by Tenderer** | |
| **Company Name :** | **Please type your company name here** |

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| --- | --- | --- | --- |
| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 1** | Please provide details of your relevant skills and experience in undertaking the contract and manufacturing and implementing wayfinding infrastructure to a high quality (maximum 1000 words).  Please provide, details for two contracts that you have undertaken in the last 4 years that are similar in scope to those required under this contract, with a contract value of at least £50,000. Applicants should demonstrate suitable experience, given that the works are spread around a town centre and the work force will interact closely with the public. | For each of the two contracts, please provide a description of the services provided and include the details below (maximum 1000 words per contract):  a) Contact details of Client including landline, mobile telephone and email  b) Details of work carried out (location, timeframe, product installed, any constraints overcome)  c) Project Management Details (who did you provide as the project manager for the project, what was their level of experience and how did they go about ensuring the project met time and cost targets?)  d) Works Satisfaction (how did you ensure high levels of Member, public and business satisfaction and how was the reputation of both the Employer and the Contractor enhanced)  e) Works Safety (explain how your approach to installing the Wayfinding signs and the removal of existing street furniture fulfilled this). | **7.5%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 3000 words**  **Word Count** – Please include word count here | |

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| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 2** | Please provide details of the Tenderers approach to performance monitoring of the delivery of the required services and ensuring quality control. Please fully describe the policies and procedures your organisation has in place to control the quality service you offer. Please include details of any inspection regimes or samples testing procedures that are in place. |  | **7.5%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 2000 words**  **Word Count** – Please include word count here | |

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| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 3** | Please provide details of the proposed wayfinding infrastructure the Tenderer aims to deliver.  Please provide details of any warranties and associated time periods you will offer as part of the contract and the main exclusions to these. | The quality of the infrastructure products proposed by the tenderer will be assessed against the requirements of the specification document and supporting documents. Tenderers are asked to specify their assumptions in terms of the foundation solutions indicated in the specification and the associated costs. The different solutions should be itemised in the tenderers price list. | **15%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 4000 words**  **Word Count** – Please include word count here | |

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| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 4** | Can you outline how you would propose to help the Council to achieve positive outcomes in terms of supporting local employment or businesses on this project, and how your company works to reduce carbon emissions and waste. Therefore, helping Halesworth Town Council’s commitment to support the local economy, and enhance and protect the natural environment. I.e. what can you offer above the minimum requirements of the specification. Please ensure this response is project specific. | The delivery of Social Value is a key priority of Halesworth Town Council through its commissioning and procurement activities. | **5%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 1000 words**  **Word Count** – Please include word count here | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 5** | Please provide copies of the insurance certificates in accordance with the terms and conditions of the contract and describe below. | If valid insurance certificates cannot be provided this will exclude the tenderer. | **PASS / FAIL** |
| **Response:**  Please type your response here - **Maximum Word Limit: 300 words** | |

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| --- | --- | --- | --- |
| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 6** | **Please** confirm availability to manufacture and install **the wayfinding infrastructure** before the end of April 2024. | The capital funding associated with this project must be spent within the 2024-2025 financial year. A 12-week period has been assumed for the successful tenderer to manufacture and install the wayfinding infrastructure. At the time of issuing this tender the aim is to have the new system installed before the end of April 2024. | **5%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 300 words**  **Word Count** – Please include word count here | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Question** | **Question Guidance** | **Question Weighting** |
| **Question 7** | Please describe below how will you ensure the project is delivered on time and within budget.  Timings of the works are to be provided by the tenderer in the form of a bar chart programme which is to be updated prior to the starting date to be agreed with the Council and submitted again to the Council for acceptance. | Programme to be broken down by:   * Manufacturing timescales * Any access dates * The planned completion date * Dates acceptances are needed including suggested dates for walk through of the sites with the Council * Date of the final handover site meeting * The order and timing of the operations by   + Mock-ups and approvals   + Manufacture of the signs   + Installation of the signs   + Removal of existing signs following installation of new * The dates the Council needs to provide any information or artwork * Provisions for:   + Float   + Time risk allowances   + Health and safety requirements. * Any procedures set out by the specification or need in delivery of the Contract. * The starting date | **10%** |
| **Response:**  Please type your response here - **Maximum Word Limit: 1000 words**  **Word Count** – Please include word count here | |

Tender Evaluation Strategy

An initial examination will be made to establish the completeness of submitted tenders. The Council reserves the right to disqualify any tender submission which is incomplete.

Tenderers should satisfy themselves of the accuracy of all fees, rates and prices quoted, since the Tenderer will be required to hold these or withdraw their Tender in the event of errors being identified after the submission of Tenders. If a Tenderer fails to provide fully for the requirements of the Specification in the Tender it must either:

* Absorb the costs of meeting the full requirements of the Specification within its tendered price; or
* Withdraw its Tender.

The evaluation panel will likely consist of representatives from the Council- members and officers, Streetwise - Wayfinding consultants, who are supporting the Council on this project. Streetwise will review the tender submissions and provide comments and observations to the Council. The formal scoring and appraisal will be undertaken by Council officers and Councillors, with a recommendation made to the full Town Council.

The Tenderer’s written response to any Supporting Information required by the Council will be taken into account in the evaluation of competing tenders and which, if approved, will be binding but will not detract from the Specification nor terms and conditions of Contract.

Your tender will be assessed on both quality and price. A score will be given for each part of the tender information submitted that is to be assessed as indicated above. The maximum amount of marks available for quality will be 50%. The maximum amount of marks available for price will be 50%.

The tender will be judged on your responses submitted within the Tenderers Offer Document and Item Price List. Please note the proposal and the pricing schedule may be incorporated as the basis of the contractual document.

The evaluation panel will score the responses using the evaluation weightings detailed on the next page and described in detail in section 5 above.

Please note, failure to provide adequate insurance certificates for the services identified in this specification may automatically disqualify the tenderer.

|  |  |
| --- | --- |
| **Sub Categories-** refer to table above for detailed questions under each category | **Weightings** |
| Section A  Q1-4 Skills, experience and quality control |  |
| 1 Evidence of skills, experience and similar contracts | **7.5%** |
| 2 Approach to performance monitoring and ensuring quality control | **7.5%** |
| 3 Quality and suitability of infrastructure and foundations proposed | **15%** |
| 4 Approach to obtaining Social Value | **5%** |
| Total of Q1 to Q4 = | **35% of evaluation** |
| **Q5 Insurance certificates** | **Pass / Fail** |
| Q6-7 Capacity and Works Programme | **15% of evaluation** |
| 6 Confirmation of availability to undertake works | **5%** |
| 7 Acceptability of proposed programme | **10%** |
| Total of Q6 to Q7 = | **15% of evaluation** |
| **Section B - Pricing information** | **50% of evaluation** |
| **Total of cells in red =** | **100% of evaluation** |

The evaluation panel will score the responses to each question using the evaluation matrix detailed on the next page.

Evaluation Matrix

|  |  |  |
| --- | --- | --- |
| Assessment | Score | Interpretation |
| Totally Inadequate | 0 | The answer is non-compliant and/or no relevant information has been received to demonstrate the Tenderer can achieve the required outcomes for this Contract. |
| Serious reservations | 1 | There are serious indications that the proposal lacks requirements to achieve the required outcomes for this Contract. |
| Slight concerns | 2 | There are some concerns that the proposal may lack certain requirements to achieve the required outcomes for this Contract. |
| Potential | 3 | The information presented indicates the potential to achieve the required outcomes for this Contract. |
| Capable | 4 | A comprehensive and strong answer indicating the proposal is capable of delivering the required outcomes for this Contract. |

The scores for each sub category will then be calculated as a score out of the sub category weighting.

The bid with the lowest overall cost will be assigned 100% and all other quotes will be calculated as a percentage of this. This percentage will then be used to calculate the points scored (maximum 100%) for each quotation. This is shown in sub total B in the evaluation example below.

The final evaluation score will then be calculated for each quotation by adding together sub totals A and B and a final ranking position reached. See worked example on the next page.

Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tenderer** | | **A** | **B** | **C** | **D** |
|  | | | | | |
| **Proposal** | | | | | |
| **Total Quality Score** | | | | | |
|  | (0-4 from table above- evaluation matrix) | score | score |  |  |
|  | Quality Weighting | 50 | 50 |  |  |
|  | Q1 7.5% | 4 = 7.5% | 4 = 7.5% |  |  |
|  | Q2 7.5% | 4 = 7.5% | 3 = 5.63% |  |  |
|  | Q3 15% | 3 = 11.25% | 3 = 11.25% |  |  |
|  | Q4 10% | 2 = 5% | 3 = 7.5% |  |  |
|  | Q6 5% | 4 = 5% | 2 = 2.5% |  |  |
|  | Q7 10% | 3 = 7.5% | 3 = 7.5% |  |  |
| **Section A Q1-7**  **(**Ex Q5) | **Quality Score** | **43.75% of  50 %** | **37.5% of**  **41.88 %** |  |  |
|  | | | | | |
| **Cost** | | | | | |
|  | Total Cost (£) | 200,000 | 180,000 |  |  |
|  | % of Highest Score | 90 | 100 |  |  |
|  | Weighting | 50 | 50 |  |  |
| **Section B** | **Cost Score** | **90% of  50 = 45** | **100% of  50 = 50** |  |  |
|  | | | | | |
| **Final Evaluation Score** | | | | | |
|  | **TOTAL SCORE A+B** | **88.75** | **91.88** |  |  |
|  | **FINAL RANKING POSITION** | **2** | **1** |  |  |

In this example tenderer B would be successful subject to providing satisfactory proof of insurance cover.