**Bassetlaw District Council**

**Request for Quotations (RFQ)** **to appoint an IT Consultant to advise on the development and implementation of procuring ICT Service Support, IT equipment and Ethernet Service for two serviced office centres and a skills hub.**

**Guidance Document and RFQ Application Form**

Delivery: 21st April 2025 – 30th April 2026

Not a continuous time period of time as notice periods for existing provision will dictate the onboarding of new provider/s.

**Call open: Friday 24th January 2025**

**Call Closes: Friday 7th March 2025**

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**Introduction**

* + 1. Bassetlaw District Council would like to appoint an IT Consultancy to advise on the development and implementation of a procurement exercise to appoint an ICT Company to provide ICT Service Support (online, telephone and in-person), IT Equipment and Ethernet Service for two serviced office centres and a skills hub.
    2. There are currently four contracts relating to the buildings that we want to align to cover the same contracting period.
       1. 1 x Ethernet contract for Middletons and The Bridge, the contract will expire in December 2025.
       2. 1 x Wireless Access Point firewall contract for Middletons and The Bridge the contract will expire in February 2026.
       3. 1 x service support and equipment contract for all three buildings and the Ethernet contract for Retford Enterprise Centre, the contract will expire in June 2026.
       4. The service support contract also procured the contract for the Ethernet service for Retford Enterprise which is due to expire in November 2025.

**The Services to be provided as part of this Request for Quotation are as follows:**

**1.2 Phase 1:**

* The development of an output and outcomes based tender specification to appoint a suitable IT service provider. The Council will use Welland Procurement to administer the procurement exercise, but they are not able to advice on what ICT requirements are needed to form part of the tender.
* Carry out soft market engagement.
* Carry out site visits with interested parties at the two serviced office centres and skills hub.
* Provide technical assistance in the evaluation of tender submissions, including interviewing shortlisted applicants. E.g. ensure that proposed Service Level Agreement is fit for purpose.
* Liaise with Bassetlaw DC IT Department to ensure that Council staff can affectively access and operate it software from the three buildings.

**1.3 Phase 2:**

* Work with the Council and new provider by setting out timescale and implementation plan for onboarding and engagement with offboarding the incumbent provider to ensure a smooth transition of service for building occupiers.

1.4 Bassetlaw District Council is the landlord of Retford Enterprise Centre (DN22 7GR), Middletons Yard (S80 2FT) and The Bridge Skills Hub (S80 1DT).

1.5 Retford Enterprise Centre is a serviced office facility based across two buildings on the same site. Centre, one opened to tenants in 2010. The building houses the main reception, centre staff office, 27 lettable offices and two lettable meeting rooms across the ground and first floor.

1.6 Centre two opened in 2017 and consists of 10 lettable offices and one lettable meeting room across the ground and first floor.

1.7 The occupiers of the buildings are businesses from a range of different sectors. The reception is open 9am-5pm Monday- Friday but tenants have 24/7 access to the building. There are five members of centre staff employed by the Council, this includes a Business Centre Manager and Assistant Manager that work across the two business centres. The main point of contact will be the Business Centre Manager once the contract is live.

1.8 Retford Enterprise Centre, Randall Way, Retford, DN22 7GR <https://www.retfordenterprise.co.uk/>

1.9 Middletons Yard, serviced office centre, opened in December 2022 and provides 30 serviced offices, two meeting rooms and a café unit. The reception is open from 8.30am-5pm Monday- Friday but tenants have 24/7 access to the building. There are five members of staff including the Business Centre Manager and Assistant Manager.

1.10 Middletons Yard, Offices 1-30, Potter Street, Worksop, S80 2FT <https://www.middletonsyard.co.uk/>

1.11 The Bridge Skills Hub is an education facility located in Worksop Town Centre. The occupiers of the building are a range of education provider and their students carrying out employability, further and higher education courses. Some education providers deliver programmes across the academic year, whilst others deliver short courses. A new addition to The Bridge Skills Hub is the Fusion Energy Café which will open in autumn of 2024. This is operated by a private café provider but sits on The Bridge ethernet network.

1.12 The building consists of six classrooms, an auditorium, IT suite, clinical suite, mock ward, three offices, plus the staff office. In addition, there is the reception area and a number of informal learning spaces that students can access.

1.13 The reception is open from 8.30am-5pm Monday-Thursday and 8.30am-4pm on a Friday. There are five core staff including the Employment and Skills Manager and Operations Manager but colleagues from the wider Economic Development Team are also based at the building.

1.14 The Bridge Skills Hub, Bridge Place, Worksop, S80 1DT <https://thebridgeskillshub.co.uk/>

**1.14 Bassetlaw District Council – Request for Quotations**

**The RFQ Objective**

1.15 To appoint an IT Consultant to advise on the development and implementation of procuring ICT Service Support and IT equipment and Ethernet services for two serviced office centres and a skills hub.

**The Services to be provided are as follows:**

**1.16 Phase 1:**

* The development of an output and outcomes based tender specification to appoint a suitable IT service provider to provide ICT Service Support, IT equipment, and Ethernet services. The Council will use Welland Procurement to advertise and administer the procurement exercise, but they are not able to advice on what ICT requirements are needed to form part of the tender.
* Carry out soft market engagement.
* Carry out site visits with interested parties at the two serviced office centres and skills hub.
* Provide technical assistance in the evaluation of tender submissions, including interviewing shortlisted applicants. E.g. ensure that submissions and proposed Service Level Agreement is fit for purpose.
* Liaise with Bassetlaw DC IT Department to ensure that Council staff can affectively access and operate it software from the three buildings.

**1.17 Phase 2:**

* Work with the Council and appointed ICT provider to set out timescale and associated implementation plan for onboarding and engagement with incumbent provider to ensure a smooth transition of service for building occupiers.

**We ask interested parties to provide a separate quote for phase 1 and phase 2 and a breakdown of what the costs relate to**.

1. Instructions to Suppliers
   1. 1. **Submission of Quotes**
         1. All quotes must be submitted in writing via the Authority’s Economic Development email: [economic.development@bassetlaw.gov.uk](mailto:economic.development@bassetlaw.gov.uk) no later than the time and date shown on the front of this document.
         2. Bidders may seek clarification on any of the points contained in the invitation to quote and any associated documents; these should be submitted in writing through BDC’s Economic Development email address: [economic.development@bassetlaw.gov.uk](mailto:economic.development@bassetlaw.gov.uk) in sufficient time to allow the Authority to supply the information before the deadline for receipt of quotes.
         3. If you experience any problems accessing the Economic Development email, please contact us on 01909 334811.
         4. Quotes must be submitted no later than the time and date shown on the front of this document; the Authority reserves the right to accept late quotes only where it can be shown conclusively that this was due to reasons beyond the control of the bidder.
      2. **Contract Terms & Conditions**
         1. A copy of the standard terms & conditions of contract to be used have been published alongside this document.
      3. **Data Protection**
         1. The bidder shall ensure that any information that is provided as part of the tender process is at all times compliant with their obligations under the Data Protection Act 2018 and General Data Protection Regulations ((EU) 2016/679).
         2. Any contract specific requirements in respect of data, being subject to data protection legislation, are set out in the specification and contract documents.
      4. **Confidentiality**
         1. All documents, contracts, and other information issued by the Authority relating to the quote shall be treated by the supplier as private and confidential for use only in connection with the quote and any resulting contract, and shall not be disclosed in whole or in part to any third party without the prior written consent of the authority.
         2. All information provided by suppliers as part of a quote return will be treated as confidential, notwithstanding any obligation on the authority arising under the provisions of Freedom of Information or related legislation, or any other requirement for the disclosure of information applicable under the law of England and Wales.
      5. **Freedom of Information**
         1. The Authority is subject to the requirements of the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and may be obliged to disclose information (including information provided by bidders) in accordance with the requirements of this legislation.
         2. Bidders should state if any information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the Act and should state why they consider the information to be confidential or commercially sensitive. This will not guarantee that the information will not be disclosed but will be examined in the list of the exemptions provided in the Act.
      6. **Intellectual Property**
         1. Unless otherwise specified or agreed, it is the intention of the Authority that all intellectual property rights in all works or supplies provided in relation to this quote which are written or produced on a bespoke or customised basis, including, without limitation, all future such rights when the said works are created, shall be owned by the authority, and the supplier shall ensure that it executes all documents necessary to effect such ownership.
         2. Where the supplier provides existing intellectual property rights protected material to the authority in relation to this quote, it shall disclose this to authority; warrants it has the right to do so; and shall fully indemnify and hold the authority harmless against all loss or liability arising from any third party intellectual property rights claims arising both from such existing material and in relation to any such bespoke work.
         3. Except as provided above, both parties retain ownership of their pre-existing intellectual property rights protected material.
   2. Details of Requirement
      1. **Background**
      2. Bassetlaw District Council would like to appoint an IT Consultancy to advise on the development and implementation of a procurement exercise to appoint an ICT Service Provider to provide ICT Service Support, IT Equipment and Ethernet Service for two serviced office centres and a skills hub.
      3. There are currently four contracts relating to the buildings that we want to align to cover the same contracting period.
         1. 1 x Ethernet contract for Middletons and The Bridge, the contract will expire in December 2025.
         2. 1 x Wireless Access Point firewall contract for Middletons and The Bridge the contract will expire in February 2026.
         3. 1 x service support and equipment contract for all three buildings and the Ethernet contract for Retford Enterprise Centre, the contract will expire in June 2026.
         4. The service support contract also procured the contract for the Ethernet service for Retford Enterprise which is due to expire in November 2025.

**Phase 1:**

* The development of an output and outcomes based tender specification to appoint a suitable IT service provider. The Council will use Welland Procurement to administer the procurement exercise, but they are not able to advice on what ICT requirements are needed to form part of the tender.
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* Liaise with Bassetlaw DC IT Department to ensure that Council staff can affectively access and operate it software from the three buildings.

**Phase 2:**

* Work with the Council and new provider by setting out timescale and implementation plan for onboarding and engagement with offboarding the incumbent provider to ensure a smooth transition of service for building occupiers.

**We ask interested parties to provide a separate quote for phase 1 and phase 2 and a breakdown of what the costs relate to.**

**3.5** Bassetlaw District Council is the landlord of Retford Enterprise Centre, Middletons Yard and The Bridge Skills Hub.

**3.6** Retford Enterprise Centre is a serviced office facility based across two buildings on the same site. Centre one opened to tenants in 2010. The building houses the main reception, centre staff office, 27 lettable offices and two lettable meeting rooms across the ground and first floor.

**3.7** Centre two opened in 2017 and consists of 10 lettable offices and one lettable meeting room across the ground and first floor.

**3.8** The occupiers of the buildings are businesses from a range of different sectors. The reception is open 9am-5pm Monday- Friday but tenants have 24/7 access to the building. There are five members of centre staff employed by the Council, this includes a Business Centre Manager and Assistant Manager that work across the two business centres. The main point of contact will be the Business Centre Manager once the contract is live.

**3.9** Retford Enterprise Centre, Randall Way, Retford, DN22 7GR <https://www.retfordenterprise.co.uk/>

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    3. The Bridge Skills Hub is an education facility located in Worksop Town Centre. The occupiers of the building are a range of education provider and their students carrying out employability, further and higher education courses. Some education providers deliver programmes across the academic year, whilst others deliver short courses. A new addition to The Bridge Skills Hub is the Fusion Energy Café which will open in the autumn of 2024. This will be operated by a private café provider but sits on The Bridge ethernet network.
    4. The building consists of six classrooms, an auditorium, IT suite, clinical suite, mock ward, three offices, plus the staff office. In addition, there is the reception area and a number of informal learning spaces that students can access.
    5. The reception is open from 8.30am-5pm Monday-Thursday and 8.30am-4pm on a Friday. There are five core staff including the Employment and Skills Manager and Operations Manager but colleagues from the wider Economic Development Team are also based at the building.
    6. The Bridge Skills Hub, Bridge Place, Worksop, S80 1DT <https://thebridgeskillshub.co.uk/>
    7. **Timescales –** The successful provider will commence work no later than 10th April 2025. The tender is to be developed for publication in June 2026 and will need to be live for a minimum of 30 days. Below is an outline of the timescale for the work programme.

|  |  |
| --- | --- |
| **Outline Dates** | **Activity** |
| Requests for quotations close | 11:59 Friday 7th March 2025 |
| Quotations evaluation process | Completed by 17:00 21st March 2025 |
| Contracting period | Completed by 17:00 18th April 2025 |
| Contract commencement | 21st April 2025 |
| Work on compiling outputs and outcomes focus tender specification to meet the needs of the centres | June 2025 |
| Invitation to Tender goes live | June 2025 - open for minimum of 30 days |
| Tender evaluation window | 4-week period |
| Contract award confirmed | September |
| All new services in place by | 1st April 2026 |

* 1. Assessment Criteria

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| * + 1. **Programme Delivery** |
| Please detail how you will assist the Council to develop an output and outcome base procurement specification to meet the needs of the two business centres and the skills hub. (40% of evaluation score) |
| Answer: |

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| --- |
| * + 1. **Experience** |
| Please demonstrate your experience assisting with similar ICT procurement exercises. Please identify what achievements and outcomes will be realised. Please provide 2 x case studies providing evidence of similar procurement exercises carried out. (20% of evaluation score) |
| Answer: |

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| **3.3 Programme Content** |
| Please describe the steps you will carry out to assist with phase 1 and phase 2 of the procurement process.  If you can please provide costs for each phase and a description of what the costs will cover, e.g. staff time; travel, etc. in response to this question and complete the excel spreadsheet provided (40% of evaluation score) |
|  |

|  |  |
| --- | --- |
| **Criteria** |  |
| **Quality** | 60% |
| **Cost** | 40% |
| **Scoring Criteria per Question** |  |
| **Programme Delivery** | 40% |
| **Experience** | 20% |
| **Programme Content** | 40% |

Each question will be assigned a score according to the following criteria. Failure to achieve a rating of satisfactory (i.e. a minimum unweighted score of 3 or above) in any one or more categories may result in the bid being disqualified at the Authority’s discretion:

|  |  |
| --- | --- |
| **Assessment Criteria** | **Score** |
| **Unacceptable:** either no answer is provided, or the answer fails to demonstrate that any of the key requirements in the area being measured will be delivered. | 0 |
| **Poor:** fails to demonstrate how the basic requirements in the area being measured will be addressed, giving rise to serious concerns that acceptable outcomes would be not delivered against the specification. | 1 |
| **Weak:** barely demonstrates how the basic requirements in the area being measured will be addressed, giving rise to concerns whether acceptable outcomes would be delivered against the specification. | 2 |
| **Satisfactory:** demonstrates how the basic requirements in the area being measured will be addressed so as to deliver acceptable outcomes against the specification. | 3 |
| **Good:** demonstrates how most of the requirements in the area being measured will be addressed so as to deliver good outcomes against the specification. | 4 |
| **Excellent:** demonstrates clearly how all of the requirements in the area being measured will be fully addressed so as to deliver excellent outcomes against the specification. | 5 |

**Stage 3. Moderation**

Funding will be awarded to the applicant with the highest score.

The Council reserves the right to invite applicants to an interview when scores are very close and/or clarification is required.

**Notification of request for quotation outcome**

Once the outcome of the assessment process has been notified to all applicants, organisations can request feedback on their applications and scoring.

**Further information**

For further information or questions, please email: [economic.development@bassetlaw.gov.uk](mailto:economic.development@bassetlaw.gov.uk)

* 1. Supplier Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name of legal entity or sole trader | | | | | |
| Unique name of legal entity or name of individual | | |  | | |
| Trading Name  (if different to above) | | |  | | |
| Contact Details in relation to this invitation to quote | | | | | |
| Title |  | | | | |
| Forename |  | | | | |
| Family name |  | | | | |
| Job title |  | | | | |
| E-mail |  | | | | |
| Telephone no. |  | | | | |
| Address line 1 |  | | | | |
| Address line 2 |  | | | | |
| Address line 3 |  | | | | |
| Town |  | | | | |
| County |  | | | | |
| Post Code |  | | | | |
| Company registration numbers (Where applicable) | | | | | |
| Registration number with Companies House | | | |  | |
| Registration number with equivalent body (e.g. FCA) | | | |  | |
| Charity registration number | |  | | | |
| VAT registration number | |  | | | |
| Company Structure | | | | | |
| Type of organisation  (e.g. PLC, Ltd, LLP, CIC, IPS; Other partnership; Sole trader) | | | | |  |
| Size of organisation: Please state total number of employees  (including directors and part-time staff) | | | | |  |
| Please confirm the organisations key personnel who will deliver the project | | | | |  |
| Confirm you can meet the timescales to deliver on the milestones as stated in this specification | | | | |  |

|  |  |  |
| --- | --- | --- |
| Type of insurance | Minimum required: | Supplier's standard level of indemnity: |
| Employers' liability | £10,000,000 |  |
| Public/Product liability | £5,000,000 |  |
| Professional Indemnity (to be held for a minimum of 3-years upon contract completion) | £1,000,000 |  |

Please confirm whether you already have or can commit to obtain prior to the commencement of the contract, the levels of insurance cover indicated above. If there is likely to be an issue with obtaining these levels, or you believe them to be excessive for the requirement, please contact us via the portal before the stated deadline date.

**Turnover**

A quoting organisation will be deemed to pass a financial viability test to perform the contract providing that it can demonstrate the following:

* An assessment of the quoting organisations turnover value for each of the last two years will be undertaken.  Based upon CIPFA Guidance the value of the contract will not exceed 50% of a company’s turnover.
* In addition, the Authority will undertake an external credit check on the organisation to establish its financial stability. Any organisation rated with a risk indicator of “Average risk” or better will be considered for evaluation.

|  |  |
| --- | --- |
| **Financial** | |
| Please indicate and attach to your application, **one** of the following to demonstrate your organisation’s financial standing | |
| 1. A copy of audited accounts for the last two years. |  |
| 1. A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. |  |
| 1. Alternative means of demonstrating financial status if any of the above are not available  (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). |  |

Is your company a Small- Medium Enterprise\* (SME)? YES/NO

\*An SME is an enterprise which has less than 250 employees and has a turnover less than £25 million.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Have you had any County Court judgements (or equivalent) made against the company in the last three years?   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Yes |  | No |  | If yes, how many? ……………………………….. | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company Resources:**   |  |  |  |  | | --- | --- | --- | --- | | Management & Admin |  | Operations |  | |
| **Equal Opportunities:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Do you operate a written policy on Equal Opportunities and Race Equality covering recruitment and employment matters? | Yes |  | No |  | |  | | | | | In the last 3 years have any findings for discrimination been made against your organisation by a court or tribunal? | Yes |  | No |  | |  | | | | |
| **Quality:**  **Does your Company hold any current accreditation for your quality systems?**   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Yes |  | No |  | Accreditation ………………………………… | | | | | | Do you have a dedicated Quality Manager / Consultant? | | | | | Yes |  | No |  | |  | | | | |
| **Evidence of registration with appropriate professional/trade body(s):**  **Either insert required details or state ‘None’** |
| **Health & Safety:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Do you have a written Health & Safety Policy? | Yes |  | No |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Do you have a risk assessment process? | Yes |  | No |  |   **In the last 3 years how many prosecutions, prohibition notices and improvement notices have your company received?**   |  |  | | --- | --- | | Prosecutions |  | | Prohibition Notices |  | | Improvement Notices |  |   **(Please provide details on a separate sheet)** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Environmental:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Do you have a written Environmental Policy? | Yes |  | No |  |   (Please provide details of any environmental initiatives you have/are running to minimise the environmental impact of your operations.) |

**DECLARATION**

I declare that the details submitted in this Request for Quotation Form are correct.

I declare that the applicant is the organisation which it is proposed will enter into a formal contract with the Council if awarded the contract.

I understand that the information disclosed in this application form will be used in the evaluation process to assess my firm's general suitability and competence to conduct the service to be tendered by Bassetlaw District Council.

Signed:

Name:

Position:

Date: \_\_/\_\_/\_\_\_\_

**SUPPLIER CHECKLIST**

Suppliers should ensure that they have completed the following sections before returning their quotation responses:

|  |  |
| --- | --- |
| **SECTION HEADING** | **COMPLETED?** |
| **Supplier Details** | 🞏 |
| **Type of Insurance** | 🞏 |
| **Turnover and Financials** | 🞏 |
| **Company Resources** | 🞏 |
| **Equal Opportunities and Health and Safety** | 🞏 |
| **Questions 1, 2 & 3 including Case Studies** | 🞏 |
| **Budget Profile Spreadsheet** | 🞏 |
| **Declaration** | 🞏 |