



GUIDANCE NOTES

INVITATION TO TENDER

EXTERNALLY HOSTED EARLY HELP MANAGEMENT INFORMATION SYSTEMS:

EARLY YEARS & CHILDCARE AND CHILDREN'S CENTRES WITH EARLY HELP CASE MANAGEMENT

APRIL 2016-MARCH 2019

CONTRACT SPS 1039

I. General Information

I.1 The Royal Borough of Greenwich is inviting interested organisations to tender for contracts to deliver its externally hosted Early Hep Management Information Systems. These guidance notes are intended to assist with completion of the Invitation to Tender questionnaire.

I.2 Documents relating to this quotation are attached as follows:

- a) Document 1 - Specification (Early Years Early Help Management Information System)
- b) Document 2 -Guidance Notes (this document)
- c) Document 3 – Tender Response Questionnaire (Sections A and B) and appendices:
 - Form of Tender
 - Confidentiality Agreement
 - Schedule of confidentiality information /commercially sensitive information.
 - Monitoring information
- d) Document 4 – Data Hosting Questionnaire
- e) Document 5 – Finance Schedule
- f) Document 6 Terms and Conditions

If any of these documents are missing, please contact
Childrens-Services-Procurement@royalgreenwich.gov.uk

I.3 Bidders should consider only the information contained within this ITT (including the Appendices), or otherwise communicated in writing to bidders, when making their offer.

I.4 Bidders must complete all parts in full in English and present the information requested together with any documentary evidence required. Failure to do so will result in the submission being rejected.

I.5 Information supplied by RBG (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Bidders must satisfy themselves by their own investigations with regard to the accuracy of such information. RBG cannot accept responsibility for any inaccurate information obtained by bidders.

I.6 Bidders shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the tender or proposed tender, except where the disclosure in confidence of the approximate amount of the tender is necessary to obtain insurance cover or bond quotations required for the purpose of the tender.

I.7 The tender shall be a bona-fide tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.

- 1.8 Bidders shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from submitting a tender or between you agree as to the amount of any other tender to be submitted.
- 1.9 RBG shall not be liable for, or pay any direct or indirect costs howsoever incurred by any bidder in the preparation of their tender, or for the costs of any post-tender clarification meetings, presentations, demonstrations or by any bidders who fails to respond by the deadline set.
- 1.10 All costs, expenses and liabilities incurred by the bidder in connection with preparation and submission of the tender will be borne by the bidder. The bidder shall have no claim whatsoever against RBG in respect of such costs and in particular (but without limitation) RBG shall not make any payments to the successful bidder or any other bidder save as expressly provided for in the Contract and no compensation or remuneration shall otherwise be payable by RBG to the successful bidder in respect of the Services by reason of the scope of the Services being different from that envisaged by the successful bidder or otherwise.

2. Timetable

- 2.1 The timetable for the procurement is as follows:

Tender published	2nd September 2015
Clarifications by	12th October 2015
Deadline for submission	16th October 2015 (12 Noon)
Evaluation	16th October – 2nd November 2015
Interviews	5th & 13th November
Notify Bidders	3rd December 2015
Standstill Period	4th December 2015 – 14th December 2015
Mobilisation	15th December 2015 31st March 2016
Contract starts	1st April 2016

3. Form of Proposal

- 3.1 The Council is procuring this contract in accordance with EU Directive 2014/24/EU. We are inviting bids to deliver this service through a Tender process and bidders are required to demonstrate how they meet the Service Requirements and compliance with Royal Greenwich Children's Services' Commissioning Standards through completion of a quotation questionnaire which comprises Section A: the Business

Questionnaire and Section B: Quality Questionnaire or Method Statement.

3.2 The Council shall under no circumstances be bound to award the Contract to the Bidder with the lowest price structure.

3.3 This Invitation to Tender does not constitute an offer and the Council is not committed to any course of action as a result of issuing this invitation to tender. In particular Bidders should note that the Council reserves the right, in its absolute discretion:

- to award the Contract to any Bidder;
- to award a Bidder either the whole of the Contract or part thereof;
- not to award the Contract to any of the Bidders or at all;

3.4 The Council reserves the right with or without notice to amend or add to this invitation to tender in any way and to extend or vary the project timetable in relation to any or all of its stages.

4. Invitation to Tender questionnaire

4.1 All parts of the questionnaire (ie sections A: the Business Questionnaire and Section B: the Quality Questionnaire or method statement) should be completed by all bidders. If questions do not apply to any bidder they should explain why.

4.2 Bidders are advised to read the entire Service Specification before completing the tender questionnaire. Some questions refer to identified sections of the specification, but the whole specification is relevant to all bidders.

4.3 Please do not exceed the word-count specified in each section. Contributions above the word count will not be marked.

5 Assessments

5.1 Assessment of Section A of the quotation questionnaire (Business Questionnaire) is strictly on a **Pass or Fail basis**. Tenders that fail to meet the requirements set out in Section A shall be assessed as having failed to meet the minimum requirements and shall be deemed ineligible for an award. In this event Section B of the quotation shall not be assessed.

5.2 Section B of the tender questionnaire (Quality Questionnaire) will be assessed and scored in line with rating scale below. Please be specific in your responses and include details/examples to support points you make.

Score		Description
0		Answer is irrelevant or no essential points are covered
1-2	Very Poor	Few essential points are covered and the responses to questions include few examples in support
3-4	Poor	Some essential points are covered. Few examples are included in support
5-6	Satisfactory	Many essential points are covered but few are supported with good examples
7-8	Good	Most essential points are covered and many are supported by good examples
9-10	Excellent	All the essential points are covered and are clearly supported by good examples

- 5.3 Tenders will be assessed by a panel of senior Council officers using the following **Evaluation Matrix** following which recommendations on award of contracts shall be made.

Evaluation criteria	Weighting
Application Specification	45%
Service Delivery – including implementation	35%
Contract Service Level Agreement	10%
Value for Money	5%
Workforce	5%
Total	100%

- 5.4 The tender evaluation panel shall make recommendations on the award of contract on the basis of the Most Economically Advantageous quotation.

6 Details of your organisation and delivery partners

Please provide details of your organisation and delivery partners, if any.

7 Finance

The finance schedule is a separate document attached to the invitation to tender questionnaire and must be completed and returned.

8 Declaration

Please sign all hard copies and provide an electronic signature for electronic versions only.

9 Appendices

Please sign appendices 1-3. Completion of appendix 4 is optional.

10 Service Level Agreement

Please enclose a copy of your standard Service Level Agreement (SLA) which must address point 8.15.3 in Document 3: Service Specification.

11 Contract

- 11.1 The Contract will be awarded to the successful bidder under the Terms and Conditions included in the tender documentation.
- 11.2 Any acceptance by the Council of a bid shall be notified to the successful Bidder in writing. The contract will be considered binding upon signed agreement of all documents.

12 Communications

All questions and queries about the procurement procedure must be submitted by e-mail to Childrens-Services-Procurement@royalgreenwich.gov.uk by **Monday 12th October 2015**

Responses to questions raised by bidders will be circulated by email to all bidders.

13 Tender Return

- 13.1 Your completed tender and any supporting documentation should be returned by 12 noon on Friday 16th October 2015. Bidders are required to return 2 paper submissions with original signatures and 1 electronic copy on a USB Memory Stick in read format only of this tender. Please ensure your USB Memory Stick is clearly marked with your company name. Information provided in all copies of your submission should be identical and reflect each other. The Royal Borough shall deem all copies to be the same and shall not be held liable if this is not the case when evaluating your submission. No E-Mail Submissions will be accepted
- 13.2 Your completed tender and associated supporting information/documents must be returned no later than **12 noon on Friday 16th October 2015** by **POST** to;

David Borland
The Joint Commissioning Team
Children's Services, Royal Borough of Greenwich
Royal Borough of Greenwich,
1st Floor, The Woolwich Centre
35 Wellington Street,
Woolwich,
London.

SEI8 6HQ

Please use the attached return address label supplied with this Tender pack when submitting your tender and associated supporting information/documents.