

Request for Quotation (RFQ) Information and Questionnaire Pack

Project Name:

Domestic Abuse Awareness and Marketing Campaign 2024.

Ref: SOL- 18394

|  |
| --- |
| Please ensure that you leave adequate time to upload your submission, as **late/incomplete returns** **will not be accepted**.  All returns are to be submitted via the [**www.csw-jets.co.uk**](http://www.csw-jets.co.uk) portal. Instructions on how to submit your return can be found within this document. Returns received using any other method **will not be accepted.** |

**Information Pack Contents**

[Part 1 - Request for Quotation (RFQ) Information 4](#_Toc167179627)

[1. Contract Information 4](#_Toc167179628)

[1.1. Key Contract Information Summary 4](#_Toc167179629)

[1.2. Quotation Timetable 5](#_Toc167179630)

[2. Contract Description 6](#_Toc167179631)

[2.1. Service Background Information 6](#_Toc167179632)

[2.2. Contract Term 6](#_Toc167179633)

[2.3. Scope of Requirement (Mandatory) 6](#_Toc167179634)

[2.4. The Service End Users 6](#_Toc167179635)

[2.5. Location of Contract Delivery/ Performance 6](#_Toc167179636)

[2.6. Bidders Insurance 6](#_Toc167179637)

[2.7. Appendices Schedule 7](#_Toc167179638)

[3. Specification for domestic abuse awareness & marketing campaign 8](#_Toc167179639)

[3.1 Introduction 8](#_Toc167179640)

[3.2 Specification 8](#_Toc167179641)

[3.2.1 Scope of requirement 8](#_Toc167179642)

[4. Statement of requirements for goods, services and works. 9](#_Toc167179643)

[4.1 Domestic Abuse 9](#_Toc167179644)

[4.2 Marketing Strategy 10](#_Toc167179645)

[4.3 Copyright 10](#_Toc167179646)

[5. Quality/Performance requirements 11](#_Toc167179647)

[6. Implementation timetable 11](#_Toc167179648)

[7. Documentation 11](#_Toc167179649)

[8. Quotation Procedure 11](#_Toc167179650)

[8.1. Using CSW-JETS 11](#_Toc167179651)

[8.2. Seeking Clarification via CSW-JETS 12](#_Toc167179652)

[8.3. Quotation Return Format 12](#_Toc167179653)

[8.4. Variant/Qualified Bids 12](#_Toc167179654)

[9. Instructions and Conditions of Quotation 13](#_Toc167179655)

[9.1. Communication 13](#_Toc167179656)

[9.2. Completion of RFQ Documents 13](#_Toc167179657)

[9.3. Costs and Expenses 13](#_Toc167179658)

[9.4. Terms and Conditions 13](#_Toc167179659)

[9.5. Volume/ Usage 13](#_Toc167179660)

[9.6. Pricing 13](#_Toc167179661)

[9.7. Sufficiency of Information 13](#_Toc167179662)

[9.8. Bidder's Warranties 14](#_Toc167179663)

[9.9. Clarification of RFQ Documents 14](#_Toc167179664)

[9.10. Clarification of RFQ Submissions 15](#_Toc167179665)

[9.11. Conflicts of Interest 15](#_Toc167179666)

[9.12. Acceptance of RFQ 15](#_Toc167179667)

[9.13. Submission Feedback 15](#_Toc167179668)

[9.14. Freedom of Information 15](#_Toc167179669)

[9.15. Local Government Transparency Code 16](#_Toc167179670)

[9.16. Data Protection 16](#_Toc167179671)

[10. Evaluation and Award Process 16](#_Toc167179672)

[10.1. Evaluation Process 16](#_Toc167179673)

[10.2. Award Criteria 16](#_Toc167179674)

[10.2.1. Pass/ Fail Criteria 17](#_Toc167179675)

[10.2.2. Scored Evaluation Criteria 17](#_Toc167179676)

[10.2.2.1.Technical 17](#_Toc167179677)

[10.2.2.2.Price 18](#_Toc167179678)

[10.2.2.3.Overall Assessment 19](#_Toc167179679)

[11. Form of Agreement 19](#_Toc167179680)

[11.1. Documents Forming the Contract 19](#_Toc167179681)

[12. Solihull and its Council 19](#_Toc167179682)

[Appendix A Form of Quotation 31](#_Toc167179683)

[Appendix B Freedom of Information and Local Government Transparency 32](#_Toc167179684)

[Appendix C Check List 33](#_Toc167179685)



# Part 1 - Request for Quotation (RFQ) Information

# Contract Information

## Key Contract Information Summary

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Department:** | Public Health / Commissioning | | **Estimated Contract Value** | £30,000.00 | | **Contract Type** | Service | | **Contract Term** | 10 Months \* | | **Contract Start Date\*** | 1st July 2024 | | **End Date of Initial Period\*** | 30th April 2025 |   \*Indicative dates only. |

## Quotation Timetable

It is intended that this procurement exercise shall run in accordance with the following timetable. The Council shall endeavour to mitigate changes as far as is reasonably practicable.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | Deadline for the Receipt of Clarification Questions \*\* | 20th June 2024 | | Quotation Submission Deadline | 12:00 Noon - 24th June 2024 | | Award of Contract\* | End of June 2024 | | Contract Start Date\* | 1st July 2024 |   Where indicated \* this information is indicative and may be subject to change. The Council may, at its own discretion, extend the return deadline or alter any date shown above. In the event that changes are required, the Council will keep you fully informed.  \*\* Clarification questions received after this time may be answered, but a response is not guaranteed. |
|  |
| **Important Note:** The Quotation on the electronic Tendering (e-tender) system, CSW-JETS, will automatically closedown at the Quotation deadline, even if it is in the middle of receiving an uploaded document. You must ensure you leave yourself enough time to upload all of your documents in full. Your Quotation will not be accepted once the system has closed. There is a 500MB limit on each electronic file loaded onto the system. PDF format is preferred. |

# Contract Description

## Service Background Information

Solihull Council’s Public Health Directorate has a responsibility to improve health outcomes and enhance the well-being of our local population.

Solihull’s 2023/24 Public Health Directorate Plan sets out our vision, approach, and purpose, alongside a summary of what we do, and our priorities for the year. Domestic Abuse also has its own accountable partnership board, strategies, and delivery plan. The ’Tackling Domestic Abuse Plan’[[1]](#footnote-2) seeks to make domestic abuse ‘everyone’s business,’ reduce the prevalence of domestic abuse, improve access to support for victims and hold those who cause harm to account.

## Contract Term

The initial term of the Contract will be for the period of 10 months from commencement but may be extended by mutual agreement. The services will be subject of review and the results of those reviews will inform the Council’s decision whether or not to offer any extension.

## Scope of Requirement (Mandatory)

Solihull Council’s Public Health Directorate is seeking proposals from suppliers to create appropriate materials and a campaign focused on Domestic Abuse.

The purpose of the Domestic Abuse project is to improve the understanding of Domestic Abuse with community and stakeholders, health, and public sector professionals’ and to raise the profile of local advice, information, and support services.

## The Service End Users

The primary focus is on communicating to the wider community that domestic abuse is unacceptable, with targeted messages to those who are affected by domestic abuse. More detail of the target audience for the domestic abuse awareness materials can be found in the specification.

## Location of Contract Delivery/ Performance

This will be a borough wide service/campaign aimed at the target audience.

## Bidders Insurance

For the purpose of this contract, Bidders are required to have the following minimum levels of insurance:

* Employers’ liability - £5 million per incident.
* Public liability - £5 million per incident.

## Appendices Schedule

* Appendix A – Form of Quotation – Return mandatory (Pass/Fail).
* Appendix B – Freedom of Information and Local Government Transparency – Return mandatory (Pass/Fail).
* Appendix C – Check List – Optional use for candidates.
* 2022/23 Public Health Divisional Plan – See chapter ‘Domestic Abuse & Domestic Homicide Reviews’ - Background information supporting specification aims.
* Solihull Domestic Abuse Strategy 2022-2025 – Background information supporting specification aims.

# Specification for domestic abuse awareness & marketing campaign

* 1. **Introduction**

Solihull Council’s Public Health Directorate has a responsibility to improve health outcomes and enhance the well-being of our local population.

Public Health applies a systematic and comprehensive approach to improving the health and wellbeing of our population, which includes addressing the underlying cause of health issues and promoting healthy behaviours. Solihull’s 2023/24 Public Health Directorate Plan sets out our vision, approach, and purpose, alongside a summary of what we do, and our priorities for the year.

Reducing the harm caused by domestic abuse is a priority shared wider than Public Health. This area has its own accountable board, strategies, and delivery plan. The strategy shares local and national objectives to raise awareness and improve access to support.

The ’Tackling Domestic Abuse Plan’[[2]](#footnote-3) seeks to make domestic abuse ‘everyone’s business,’ reduce the prevalence of domestic abuse, improve access to support for victims and hold those who cause harm to account.

**3.2 Specification**

**3.2.1 Scope of requirement**

Public Health plays a crucial role in prevention and awareness raising by implementing initiatives to educate and inform the public and professionals about health risks, and healthy behaviours. We do this through:

* Health education and promotion: creating and disseminating educational materials, campaigns, and programmes to raise awareness of various health issues. These initiatives aim to provide accurate and evidence-based information to the public, empowering individuals to make informed decisions and adopt healthy behaviours.
* Risk communication: communicating health risks, providing guidance, and promoting appropriate preventative measures.
* Community engagement: understanding local need and challenges, including collaboration with community leaders, organisations, and individuals, to develop tailored awareness that promotes specific health issues.

Solihull Council’s Public Health Directorate is seeking proposals from suppliers to create appropriate materials and a campaign focused on Domestic Abuse.

The purpose of the Domestic Abuse project is to improve the understanding of Domestic Abuse with community and stakeholders, health, and public sector professionals’ and to raise the profile of local advice, information, and support services.

**3.2.2** **Target audiences**

**Domestic Abuse**

The primary focus is on communicating to the wider community that domestic abuse is unacceptable, with targeted messages to those who are affected by domestic abuse. The target audience for the domestic abuse awareness materials are below:

* Adults who are being subjected to domestic abuse.
* Young people aged 15 plus who are being subjected to, or witnessing, domestic abuse.
* Adults aged 50+ who are being subjected to domestic abuse.
* Those who are causing harm through perpetrating domestic abuse.

The marketing campaign created for domestic abuse campaign materials will be cascaded across the borough and to practitioners working with our residents.

The sectors we want to reach are:

* Health practitioners, to include secondary care (hospitals) and primary care (GP’s)
* Mental health practitioners
* Education
* Adult and Child Social Care
* Housing

**4. Statement of requirements for goods, services and works.**

**4.1 Domestic Abuse**

The supplier will be responsible for researching (including consultation with key stakeholders and consumer), designing, and producing awareness materials in various formats, which may include, but are not limited to:

* Pamphlets with key information and links to resources
* Posters: eye catching visuals that convey important messages that challenge misconceptions about domestic abuse, and encourage those who are being subjected to domestic abuse to seek help and/or report incidents
* Infographics: visual representations of data and information that are easy to understand and share on social media platforms
* Digital content: creation of engaging and informative content for websites, social media platforms, and other digital channels

When designing the materials, consideration should be given to materials that were developed for the area previously, i.e., those developed by our primary specialist domestic abuse provider, Birmingham, and Solihull Women’s Aid (BSWA), and nationally recognised domestic abuse organisations such as Women’s Aid, Refuge and Respect. Opportunities to support national campaigns such as ‘Enough,’ where they can be adapted locally, are welcomed.

The awareness materials should be designed to effectively communicate key messages and engage the target audience (see above). The content should be up to date, and sensitive to the issue of domestic abuse. The design should be visually appealing using appropriate colours, fonts, and imagery.

**4.2 Marketing Strategy**

The successful supplier will create a proposal for a six-month campaign with timescales and any phased approach, which should include a suite of appropriate digital and or print resources.

The Council will be responsible for distributing any campaign materials (printed or digital), and use news releases, social media, and its other channels to support the campaign.

The campaign needs to include engaging content, clear and concise messaging, in relatable language, and suggest a range of strategies, which may include but are not limited to:

* Prioritising key stakeholders from information provided by the Council.
* Suggest social media and online platforms that may be used to disseminate information and engage the public.
* Outline how storytelling could underpin either of the campaigns.
* Identifying local media, journalists and other appropriate stakeholders who should be engaged.

Evaluation and monitoring plans should be outlined that will focus on the impact of the awareness campaigns – this could include, but is not limited to, surveys, feedback, and data analysis to help identify areas for future improvement and adjust the campaign/delivery plan accordingly.

**4.3 Copyright**

We will require the Supplier to provide permission to Solihull Council to use and adapt developed campaign materials on completion of the project.

**4.4 Pricing**

The payment schedule for this project will be 75% paid upfront with 25% paid at the completion.

**5. Quality/Performance requirements**

Quality and performance of the project is subject to negotiation between Solihull Council and the awarded supplier, but expected to include metrics which evidence:

* Project delivered in line with agreed timetable.
* Increase in reach to the target cohort.
* Increase in engagement.
* Conversions – action taken by the target audience e.g., referrals into service, direct requests for support.
* Change in attitudes.
* Brand awareness
* Feedback
* Media coverage
* Demonstrate the success of the campaign.

**6. Implementation timetable**

This details the proposed schedule, including commencement date, milestones, and completion date.

|  |  |
| --- | --- |
| ***ACTIVITY*** | ***INDICATIVE DATES*** |
| ***Meeting Commissioners post award*** | ***July 2024*** |
| ***Finalise Marketing Campaign Strategy – Design concept & development, branding materials agreed.*** | ***August 2024*** |
| ***Marketing Materials – Production & Supplied*** | ***August – September 2024*** |
| ***Marketing Campaign – Delivery (‘Live’) & monitoring/evaluation of campaign.*** | ***October – March 2025 (6 months)*** |
| ***Submission of final Campaign Report*** | ***April 2025 (1 month)*** |

# Documentation

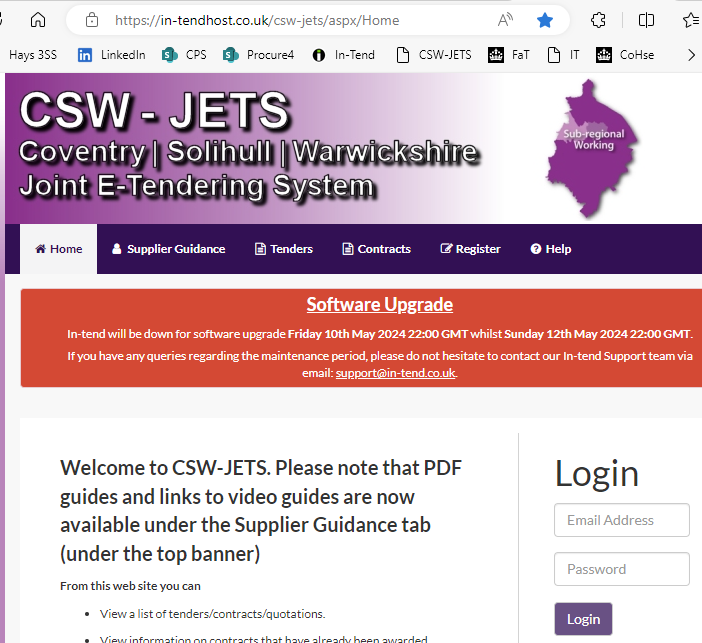
Please refer to the following documents included with this RFQ:

* 2022/23 Public Health Divisional Plan
* Solihull Domestic Abuse Strategy 2022-2025 ([open](https://www.solihull.gov.uk/About-the-Council/Public-health))

# Quotation Procedure

## Using CSW-JETS

Please find a guide below explaining how to register on CSW-JETS and how to access and return Quotation documents. Click on the image below.

[](https://in-tendhost.co.uk/csw-jets/aspx/Home)

|  |
| --- |
| **Important Note:** The Quotation on the electronic Tendering (e-tender) system, CSW-JETS, will automatically closedown at the Quotation deadline, even if it is in the middle of receiving an uploaded document. You must ensure you leave yourself enough time to upload all your documents in full. Your Quotation will not be accepted once the system has closed. There is a 500MB limit on each electronic file loaded onto the system. PDF format is preferred. |
| If you are experiencing technical problems, then please contact the In-Tend helpdesk via email: [support@in-tend.co](mailto:support@in-tend.com?subject=Difficulty%20Returning%20a%20Tender%20-%20CSW-JETS%20-%20Nuneaton%20&%20Bedworth%20BC).uk **or call 0845 557 8079 / +44 (0) 114 407 0065 for further assistance.** |

## Seeking Clarification via CSW-JETS

Bidders should seek to clarify any point of doubt or difficulty with the Council before submitting a Quotation. Clarification requests should be made through CSW-JETS. Instructions on how to submit a clarification request and view responses are provided in the guidance document above.

## Quotation Return Format

The following requirements must be adhered to when submitting Quotations:

* The pages of the Quotation documents must be numbered sequentially.
* Any additional pre-existing material which is necessary to support the Quotation should be included as appendices with cross-references to this material in the main body of the Quotation.
* The Quotation must be in English and drafted in accordance with the drafting guidance set out in this RFQ.
* Bidders should only submit such information as is necessary to respond effectively to this RFQ. Quotations will be evaluated based on the information submitted by the deadline.

## Variant/Qualified Bids

The Council is not inviting Bidders to submit variant or qualified bids.

# Instructions and Conditions of Quotation

The following Conditions of Quotation are designed to ensure that all Bidders are treated equally and fairly.

## Communication

To conclude any contractual matters, the Council may need to contact you by phone, email, or postal address. It is therefore essential that you ensure that all your details on CSW-JETS are kept up to date.

You also need to ensure this information is completed within this RFQ where requested.

## Completion of RFQ Documents

Bidders are required to submit a Quotation strictly in accordance with the requirements set out in this RFQ to ensure the Council has the correct information to make the evaluation. Unclear or ambiguous Quotations may be discounted in evaluation and may, at the Council’s discretion, be taken as a rejection by the Bidder of the terms set out in this RFQ. All documents requiring a signature must be signed.

## Costs and Expenses

All costs, expenses and liabilities incurred by the Bidder in connection with preparation and submission of the Quotation will be borne by the Bidder.

In all cases pricing shall be quoted in Pound Sterling currency (£) exclusive of Value Added Tax, which will be applied in accordance with legislation.

## Terms and Conditions

The Terms and Conditions of Contract will form the Contract between the Council and the successful Bidder. To view the Terms and Conditions please refer to separate attachment.

## Volume/ Usage

Not used.

## Pricing

The prices quoted will remain valid and open for acceptance by the Council, until the expiry of 90 days from the last date for receipt of Quotations.

## Sufficiency of Information

The Bidder shall ensure that it is familiar with the content, the extent and nature of its obligations as outlined in this Invitation to Quotation and shall in any event be deemed to have done so before submitting its Quotation response.

The Bidder will be deemed for all purposes connected with the Quotation Documents to have carried out all research, investigations and enquiries which can reasonably be carried out and to have satisfied itself as to the nature, extent, volume and character of the Services. In addition, the extent of the personnel, equipment, assets, property, and systems which may be required and any other matter which may affect its Quotation.

The Council reserves the right to issue amendments or modification to this Invitation to Quotation during the Quotation period. These will be issued via CSW-JETS to all Bidders simultaneously and Bidders will be assumed to have taken account of any such modifications and amendments in their Quotation submissions.

## Bidder's Warranties

In submitting a Quotation, the Bidder warrants, represents and undertakes to the Council that:

* It has not done any of the acts or matters which would constitute a rejection of Quotation and has complied in all respects with these Instructions for Quotation.
* All information, representations and other matters of fact communicated (whether in writing or otherwise) to the Council by the Bidder or its Staff in connection with or arising out of the Quotation are true, complete, and accurate in all respects.
* It has carried out its own investigations and research, has satisfied itself in respect of all matters relating to the Quotation Documents. Bidders should not rely on any information received other than that supplied by the Council in the Quotation Documents or other information in written form from the Council’s agent. The Council will not accept responsibility for any information obtained otherwise.
* It has full power and authority to enter the Contract and fulfil its obligations under the Contract and will if requested produce evidence of such to the Council.
* It is of sound financial standing and the Bidder, and its directors, officers and employees are not aware of any circumstances (other than such circumstances that may be disclosed in the audited accounts or other financial statements of the Bidder) submitted to the Council, which may adversely affect such financial standing in the future.
* It has and has made arrangements to ensure that it will continue to have, sufficient working capital, skilled staff, equipment, machinery, and other resources available to fulfil its obligations under the Contract.

## Clarification of RFQ Documents

All clarification requests must be received via CSW-JETS by the deadline set, and in sufficient time for the Council to supply the information at least 2 days before the date specified for the receipt of Quotations.

The Council will respond to all reasonable clarifications as soon as possible by publishing the Bidder’s questions and the Council’s response via CSW-JETS to all Bidders simultaneously.

## Clarification of RFQ Submissions

Questions may arise on the interpretation of a Quotation submission by the Council. The Council reserves the right to raise clarification questions and delay the final evaluation of such Quotations until the deadline for response to those questions. This may be in the form of Clarification meetings.

## Conflicts of Interest

Bidders are responsible for ensuring that no conflicts of interest exist between the Bidder and its advisors, and the Council and its advisors. Any Bidder who fails to comply with this requirement may be disqualified from the procurement at the discretion of the Council.

## Acceptance of RFQ

The Council reserves the right to:

* Waive or change the requirements of this RFQ from time to time without prior (or any) notice.
* Seek clarification or documents in respect of a Bidder’s submission.
* Withdraw this RFQ at any time, or to re-invite Quotations on the same or any alternative basis.
* Choose not to award any contract as a result of the current procurement process.

## Submission Feedback

Award letters will be issues to successful and unsuccessful bidders, detailing the reasons for our decision.

## Freedom of Information

As a public body, the Council is subject to the provisions of the Freedom of Information Act 2000 (FOIA) in respect of information it holds (including third party information). Any member of the public or other interested party may make a request for information.

The Council undertakes to use its best endeavours to keep confidential any information provided by the Bidder subject to the Council’s obligations under law, including the Freedom of Information Act 2000.

The Council reserves the right to make publicly available any information submitted by Bidders during the Quotation process except where:

* It refers to members of staff; or
* It is genuinely commercially confidential.

## Local Government Transparency Code

Bidders should be aware that, in compliance with its [Local government transparency code](https://www.gov.uk/government/publications/local-government-transparency-code-2015) obligations, the Council routinely publishes details of its contracts, including the contract values and the identities of its Providers on its website, where applicable.

Local Government Transparency Code requires the Council to publish all payments over £500 that the Council has made since April 2010, these are [published](http://www.solihull.gov.uk/About-the-Council/Performance-spending/councilspending/expenditureover250) on the Council’s website.

The Council's [Contract Register](https://in-tendhost.co.uk/csw-jets/aspx/Contracts/Current) shows details of current contracts. It also includes a contact name should you wish to find out more details about any specific contracts.

## Data Protection

The Data Protection Act 2018 makes it mandatory that the Council obtains contractual guarantees from all third parties that process personal information on its behalf. It also requires that the Council ensure that they have measures in place to prevent unauthorised or unlawful processing of personal information and to prevent accidental loss, destruction, or damage to any personal information they are processing on our behalf.

Where the Provider is processing Personal Data (as defined by Data Protection legislation) on behalf of the Council, the Provider shall only use the Personal Data in accordance with instructions from the Council Standard Terms and Conditions of Contract and for purposes defined by the Council.

# Evaluation and Award Process

This section provides details on how each Quotation will be evaluated. The Quotation process will be conducted to ensure that Bidders are treated equally and fairly.

## Evaluation Process

Evaluating officers will first consider if a Quotation is compliant and that instructions in the Invitation to Quotation have been followed. If this is not the case, then the Council will consider whether the Quotation should be excluded. The Council will notify excluded Bidders and the Quotation will not be considered any further.

Scores are determined following the application of the Evaluation Criteria (set out below) to the Bidder's submission. We can only evaluate based on the information provided to us.

The Council intends to award the Contract on the basis of the most economically advantageous Quotation offer to the Council.

## Award Criteria

Award criteria are separated into Pass/Fail Criteria and Scored Criteria. The Criteria applicable to this Quotation are listed below.

### Pass/ Fail Criteria

|  |  |  |
| --- | --- | --- |
| **Section\*** | **Criteria** | **Assessment Description** |
| 2 | Exclusion Grounds | Any applicant who answers ‘Yes’ to any of the questions in this Section 2, will be considered as having failed the assessment – unless satisfactory mitigating/corrective action is detailed. |
| 3 | Assurance Checks | Any applicant who fails to complete this section with satisfactory responses may have failed the assessment. |
| A | Form of Quotation | A signed copy of the Form of Quotation must be returned to achieve a Pass. |
| B | Freedom of Information & Local Government Transparency | A signed copy of the Freedom of Information & Local Government Transparency Agreement must be returned to achieve a Pass. |
| C | Schedule of Processing Data, Personal Data and Data Subjects | A signed copy of the Data Protection schedule must be returned to achieve a Pass. |

\*Sections are found in Part 2 – Questionnaire

### Scored Evaluation Criteria

If your organisation has met all of the mandatory requirements set out above, then your answers to the questionnaire will be “scored.”

The Council intends to award the Contract on the basis of the most economically advantageous offer to the Council. Technical will account for 70% of the Quotation evaluation and will be based on responses to Part 2 of the RFQ. Price will account for 30% of the Quotation evaluation.

### Technical

Each member of the evaluation team will allocate a score of between 0 and 5 as below for each answer. These scores may then be moderated, and the resulting scores will be multiplied by the relevant weighting to result in a “weighted score.”

|  |  |
| --- | --- |
| **Score** | **Criteria to Achieve Score** |
| 0 | Not answered, or answer is considered poor and unacceptable. |
| 1 | The response provides limited detail in line with the requirements of the tender; however, the response does not demonstrate an adequate understanding of the contract’s objectives, and/or does not cover the main management and technical risks to an acceptable standard. |
| 2 | The response demonstrates an adequate understanding of the contract’s objectives and the requirements of the tender and covers the main management and technical risks to an acceptable standard. |
| 3 | The response demonstrates a good understanding of the contract objectives and the requirements of the specification. It deals with the main management and technical risks to a good standard. |
| 4 | The response demonstrates a very good understanding of the contract objectives and the requirements of the specification. It deals with the main management and technical risks to a very good standard and provides for delivering continuous improvement over the life of the contract. |
| 5 | The response has been tailored specifically to suit the contract objectives and the requirements of the specification, uses innovative approaches to deal comprehensively with the main management and technical risks, and is likely to maximise performance and deliver continuous improvement. |

For the purposes of this Quotation the Technical evaluation criteria is as follows:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Assessment Description** | **Weighting** |
| Question No 1 | Your Organisation | 20% |
| Question No 2 | Model/Methodology/Timeline | 17% |
| Question No 3 | Partnership | 15% |
| Question No 4 | Delivering Outcomes & Monitoring | 13% |
| Question No 5 | Social Value | 5% |
| Total | | 70% |

### Price

For the purposes of this Quotation the price evaluation criteria are as follows:

Price will account for 30% of the evaluation criteria.

Pricing will be evaluated using the “standard differential” method. Pricing submissions will be ranked in order of price. The lowest overall price will be awarded the full available weighting of 30%. Scores for other bids will be awarded 30% less the percentage difference that they are more expensive than the lowest prices i.e., **lowest price submission ÷ submission being assessed x price weighting = price score**

By way of example, the table below shows how the scoring system would work for a theoretical Quotation, with a maximum annual price of £220,000.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tenderer** | **Price** | **Weighting** | **Price Score** |
| Tenderer 1 | £200,000 | 60% | 60 |
| Tenderer 2 | £210,000 | 60% | 57.1 |
| Tenderer 3 | £220,000 | 60% | 54.5 |
| Tenderer 4 | £230,000 | Proposal non-compliant with specification and therefore disqualified | |

### Overall Assessment

The Weighted Technical Score and the Weighted Price Score for each submission will be added together to produce a Combined Weighted Score. Each Bidder will be ranked according to the Combined Weighted Score. The highest-ranking Bidder will be awarded the Contract.

The Council reserves the right to:

* award the contract in full or in part, and is not bound to accept the lowest or any Quotation;
* undertake a post Quotation clarification, including meetings, with Bidders concerning any aspects arising from or in conjunction with the Quotation.
* Not award a contract

# Form of Agreement

## Documents Forming the Contract

The following documents shall form part of the Contract between the Council and the Provider(s):

* Terms and Conditions of Contract
* Specification
* Request for Quotation Document
* Clarification questions and answers

# Solihull and its Council

A wealth of background information about the city can be found on the Council's website <http://www.solihull.gov.uk>

The Council Plan sets out the Council’s vision and priorities for the city. The current plan for 2018-20 can be found at <http://www.solihull.gov.uk/About-the-Council/ourvision-priorities/councilplan>

The Council is committed to sustainable procurement whereby the monies it spends through contracts contribute the social, economic, and environmental well-being of its citizens.

The Quotations and Procurement pages provide details of procurement policies and procedures as well as information about support for local businesses and the National Procurement Strategy [http://www.solihull.gov.uk/Quotations](http://www.solihull.gov.uk/tenders)



Part 2 - Request for Quotation (RFQ) Questionnaire

##### Bidder Information

|  |  |  |
| --- | --- | --- |
| **Bidder Identity and Legal Status** | | |
| 1.1(a) | Full name of the Bidder submitting the information | Click here to enter text. |
| 1.1(b)-(i) | Registered Office Address (If applicable) | Click here to enter text. |
| 1.1(b)–(ii) | Registered Website Address (If applicable) | Click here to enter text. |
| 1.1(c) | Trading status | Choose an item. |
| If Other, please specify your trading status | Click here to enter text. |
| 1.1(d) | Date of registration in country of origin | Click here to enter a date. |
| 1.1(e) | Company Registration Number (if applicable) | Click here to enter text. |
| 1.1(f) | Charity Registration Number (if applicable) | Click here to enter text. |
| 1.1(g) | Head Office DUNS Number (if applicable) | Click here to enter text. |
| 1.1(h) | Registered VAT Number | Click here to enter text. |
| 1.1(i)-(i) | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Choose an item. |
| 1.1(i)-(ii) | If you responded “Yes” to 1.1(i)-(i), please provide the relevant details, including the registration number(s) | Click here to enter text. |
| 1.1(j)-(i) | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Choose an item. |
| 1.1(j)-(ii) | If you responded “Yes” to 1.1 (j)-(i), please provide additional details of what is required and confirmation that you have complied with this. | Click here to enter text. |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement | Click here to enter text. |
| 1.1(l) | Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public Service Mutual | Choose an item. |
| 1.1(m)-(i) | Are you a Small, Medium or Micro Enterprise (SME)? | Choose an item. |
| 1.1(m)-(ii) | Number of Employees (if known) | Click here to enter text. |
| 1.1(n) | Details of Persons of Significant Control (PSC) where appropriate:   * Name; * Date of Birth; * Nationality; * Country, state, or part of the UK where the PSC usually lives; * Service address; * The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); * Which conditions for being a PSC are met;   + Over 25% up to (and including) 50%   + More than 50% and less than 75%   + 75% or more.   (Please enter N/A if not applicable) | Click here to enter text. |

|  |
| --- |
| **Please Note:** A criminal record check for relevant convictions may be undertaken for the Bidders and the persons of significant control of them. |

##### Exclusion Grounds

|  |  |  |
| --- | --- | --- |
| **Grounds for Mandatory Exclusion** | | |
| 2.1(a) | **Regulations 57(1) and (2)**  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past **five years** you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | |
| Participation in a criminal organisation | Choose an item. |
| Corruption | Choose an item. |
| Fraud | Choose an item. |
| Terrorist offences or offences linked to terrorist activities | Choose an item. |
| Money laundering or terrorist financing | Choose an item. |
| Child labour and other forms of trafficking in human beings | Choose an item. |
| 2.1(b) | If you have answered ‘Yes’ to question 2.1(a), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted.  If the relevant documentation is available electronically, please provide the web address, issuing authority and the precise reference of the documents. | |
| Click here to enter text. | |
| 2.2 | If you have answered ‘Yes’ to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion (self-cleaning)? | Choose an item. |
| 2.3(a) | **Regulation 57(3)**  Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Choose an item. |
| 2.3(b) | If you have answered ‘Yes’ to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. | |
| Click here to enter text. | |

|  |
| --- |
| **Please note:** The Council reserves the right to use its discretion to exclude a Bidder where it can demonstrate by any appropriate means that the Bidder is in breach of its obligations relating to the non-payment of taxes or social security contributions. |

|  |  |  |
| --- | --- | --- |
| **Grounds for Discretionary Exclusion** | | |
| 2.4 | **Regulations 57(8)**  The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past **three years**, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision, or control in the organisation. | |
| 2.4(a) | Breach of environmental obligations? | Choose an item. |
| 2.4(b) | Breach of social obligations? | Choose an item. |
| 2.4(c) | Breach of labour law obligations? | Choose an item. |
| 2.4(d) | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Choose an item. |
| 2.4(e) | Guilty of grave professional misconduct? | Choose an item. |
| 2.4(f) | Entered into agreements with other economic operators aimed at distorting competition? | Choose an item. |
| 2.4(g) | Aware of any conflict of interest within the meaning of Regulation 24 due to the participation in the procurement procedure? | Choose an item. |
| 2.4(h) | Been involved in the preparation of the procurement procedure? | Choose an item. |
| 2.4(i) | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages, or other comparable sanctions? | Choose an item. |
| 2.4(j) | Please answer the following statements: | |
| 2.4(j)-(i) | The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. | Choose an item. |
| 2.4(j)-(ii) | The organisation has withheld such information. | Choose an item. |
| 2.4(j)-(iii) | The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. | Choose an item. |
| 2.4(j)-(iv) | The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection, or award. | Choose an item. |
| 2.5 | If you have answered ‘Yes’ to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion (self-cleaning)? | |
| Click here to enter text. | |

|  |
| --- |
| **Please note that this section is a PASS/FAIL part of the assessment.**  Any applicant who answers ‘Yes’ to any of the questions above, will have failed the assessment – unless satisfactory mitigating/corrective action is detailed. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Insurance** | | | |
| 3.4 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: | | |
| 3.4(a) | Employer’s (Compulsory) Liability Insurance – £5,000,000 per incident  *Please note this requirement is not applicable to Sole Traders.* | | Choose an item. |
|  | Policy Number |  | |
| Insurer |  | |
| Indemnity Value |  | |
| 3.4(b) | Public Liability Insurance - £5,000,000 per incident | |  |
| Policy Number |  | |
| Insurer |  | |
| Indemnity Value |  | |

|  |  |  |
| --- | --- | --- |
| **Equality and Diversity, Health and Safety and Environmental Management** | | |
| 3.5(a) | Within the last 5 years, has any finding of unlawful discrimination been made against your organisation by any court or industrial or employment tribunal legislation?  *An investigation or finding will not disbar your organisation from inclusion of this Quotation but failure to disclose will.* | Choose an item. |
| 3.6(b) | Within the last 5 years, has your organisation or any of its Directors or Executive Officers been prosecuted by or been issued with an infringement notice or other actions by the Health and Safety Executive (or equivalent body) in respect of a breach or suspected breach of health and safety legislation?  *If “Yes” please enclose full details of the nature of the notice or action and of any remedial steps subsequently taken by your organisation.* | Choose an item. |
| 3.7(a) | Within the last 5 years, has your organisation been prosecuted by or been issued with an improvement notice or an enforcement notice or an order by any environmental regulator or Council (including a planning authority in respect of a breach of planning control)?  *If “Yes” please enclose full details of the nature of the notice or action and of any remedial steps subsequently taken by your organisation.* | Choose an item. |
| Click here to enter text. | |

##### Pricing Criteria (30%)

The Bidder is responsible for including all costs associated with the proposed service. Any additional costs that are not reflected in the Quotation response will be the responsibility of the Bidder and shall not be incurred by the Council under any circumstances.

The payment schedule for this project will be 75% paid upfront with 25% paid at the completion.

All prices should include delivery, packing and insurance costs but shall exclude VAT. No minimum or small order charges are acceptable.

The following will be issued for completion:

1. Form of Quotation (Appendix A attached below)
2. RFQ Section 4 Price Schedule (Separate)

Prices must be fixed for a minimum period of 3 months.

Include a breakdown of how the cost(s)/price(s) have been formulated and give details of any discounts/retrospective rebates and how they are applied.

##### Quality & Social Value Criteria (70%)

|  |  |
| --- | --- |
| **Your organisation – 20% - 1000 Words** | |
| 1 | Demonstrate prior experience of your organisation successfully delivering a project (within the last three years) of a similar scale and nature to this Service.  Please provide examples of your work including nature of the service provided, value of the project and outcomes*.*  Please provide details of the team that will provide the service (including sub-contractors), their role and their specific experience of similar contract. |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Model/Methodology/Timeline – 17% - 1000 words** | |
| 2 | Please describe the activities that will be delivered by your project (the outputs) and how these are directly linked to the functional requirements listed in the service specification.  Proposal to include:  a.    Model– Description of your service model  b.    Scope – what will be delivered, when and to whom, any exclusions (Please note any elements that will be delivered by a Partner or sub-contracted agency)  c.     Key Milestones and timeline for mobilisation  d.    Risk, challenges in mobilisation and delivery and how you intend to mitigate these.  e.      If part of the service is sub-contracted, please detail the contractual arrangements, how you will ensure continuous meaningful collaboration across delivery partners. |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Partnership – 15% - 750 Words** | |
| 3 | Describe how you will engage effectively and work in partnership with other multi-agency partners and their processes.    Please include an example of how you have previously delivered integrated working and how stakeholders have helped shape the delivery of your project? |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Delivering Outcomes & Monitoring – 13% - 750 Words** | |
| 4 | The Provider must monitor, report, assess and manage their performance in accordance with the requirements set out in the Service Specification to achieve the desired outcomes.  Detail how you will ensure effective monitoring, reporting and management against the requirements set out in the service specification and how this will be provided to the Council in a timely manner and how you will respond to under performance against the quality/performance. |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Social Value – 5% - 500 Words** | |
| 5 | The Public Services (Social Value) Act (2012) has been adopted by Solihull Council and is aligned with the Solihull Council Plan 2020-2025 [Council Plan 2020-2025\_March 22 update v2.pdf](http://intranet/Portals/0/Council%20Plan%20docs/Council%20Plan%202020-2025_March%2022%20update%20v2.pdf) to improve the economic, social and environmental wellbeing.    Describe how you will add value and improve Social Value (stated in the specification) by delivering this service?    As part of the contractual performance, the provider will be monitored under the social value KPI and be required to report on how their service has achieved this |
| Click here to enter text. |

1. Form of Quotation

I/We the undersigned hereby undertake, on acceptance of my/our Quotation, either in whole or in part, to supply Goods or Services in accordance with the Council's Form of Agreement, Terms and Conditions of Contract including, where stated, additional Special Terms and Conditions.

I/We agree that the acceptance of this Quotation shall be by letter on behalf of the Council, whether for the whole or part of the items and I/we agree to enter into a formal contract that will be required to ensure the true and timely performance of this Quotation.

I/We hereby agree that this Quotation shall remain open to be accepted either wholly or in part by the Council and shall not be withdrawn for a period of 90 days from this date.

|  |  |
| --- | --- |
| **Name of person authorising this Quotation** | Click here to enter text. |
| **Post Held** | Click here to enter text. |
| **Signature** |  |
| **Date Signed** | Click here to enter text. |
| **Company Name** | Click here to enter text. |
| **Landline Telephone** | Click here to enter text. |
| **Mobile Telephone** | Click here to enter text. |
| **Email** | Click here to enter text. |

|  |
| --- |
| **In the case of a limited company a duly authorised officer of the company must sign this Quotation.** |

|  |
| --- |
| **Please note that this section is a PASS/FAIL part of the assessment.**  Any applicant who fails to complete this section will have failed the assessment. |

1. Freedom of Information and Local Government Transparency

I have read and considered and understood the Council’s obligations to share information under The Freedom of Information Act and Local Authority Transparency Code, and consent to relevant information being shared for this purpose.

|  |
| --- |
| I declare that I wish the following information to be designated as commercially sensitive: |
| Click here to enter text. |
|  |
| The reason(s) it is considered that this information should be exempt under FOIA is: |
| Click here to enter text. |
|  |
| The period of time for which it is considered this information should be exempt is: |
| Click here to enter text. |

|  |  |
| --- | --- |
| **Name** | Click here to enter text. |
| **Post Held** | Click here to enter text. |
| **Signature** |  |
| **Date Signed** | Click here to enter a date. |

|  |
| --- |
| **Please note that this section is a PASS/FAIL part of the assessment.**  Any applicant who fails to complete this section with satisfactory responses may have failed the assessment. |

1. Check List

|  |
| --- |
| **Please ensure that you have answered all questions in full and have included any evidence documents requested with your return**.  A checklist has been provided for assistance below, however this is not an exhaustive list and Bidders are reminded that it is their responsibility to ensure that their return is valid and complete. |

|  |  |
| --- | --- |
| **Section** | **Included** |
| **Section 1 Bidder Information** |  |
| **Section 2 Exclusion Grounds** |  |
| **Section 3 Assurance Grounds** |  |
| **Section 4 Pricing Criteria - Schedule** |  |
| **Section 5 Quality & Social Value Criteria** |  |
| **Appendix A Form of Quotation** |  |
| **Appendix B Freedom of Information and Local Government Transparency** |  |
| **Appendix C Checklist** |  |

1. [Tackling Domestic Abuse Plan - Command paper 639 (accessible) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/tackling-domestic-abuse-plan/tackling-domestic-abuse-plan-command-paper-639-accessible-version) [↑](#footnote-ref-2)
2. [Tackling Domestic Abuse Plan - Command paper 639 (accessible) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/tackling-domestic-abuse-plan/tackling-domestic-abuse-plan-command-paper-639-accessible-version) [↑](#footnote-ref-3)