



Invitation to Tender

Facilities Support

(NFNPA – 0055)

Date : 27 August 2024

New Forest National Park Authority

Lymington Town Hall, Avenue Road, Lymington, Hampshire SO41 9ZG

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CHAIRMAN David Bence **CHIEF EXECUTIVE** ALISON BARNES

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1. SUMMARY

The New Forest National Park Authority (NFNPA / the Authority) is seeking facilities professional(s) to assist the Authority in its initial preparations to move offices towards the end of 2026 / early 2027 – this date is when the lease expires on our current premises at Lymington Town Hall, Avenue Road, SO41 9ZG. We have around 80 staff at any one time and have hybrid working arrangements in place that allow staff to work from home for part of the week. Current office occupancy varies but usually it falls anywhere between 15 – 45 staff on site at any one time.

This initial contract is expected to cover Stages 0 and 1 of the RIBA Plan of Works (2023) i.e. Strategic Definition and Preparation/Brief. The reviews / planning at this stage should be general in nature, around the future space and operational requirements of the Authority, and not be site-specific / consist of any precise designs.

2. NEW FOREST NATIONAL PARK OVERVIEW

The **New Forest National Park Authority** is the organisation responsible for promoting the two statutory purposes of the National Park as set out in the Environment Act 1995 which are:

- To conserve and enhance the natural beauty, wildlife and cultural heritage of the area
- To promote opportunities for the understanding and enjoyment of the special qualities of the Park by the public.

The Authority also has a duty to seek to foster the economic and social well-being of the local communities within the National Park.

3. WORKING ARRANGEMENTS

Any queries may be submitted through our [In-tend supplier portal](#) or via the contact details below:

For tender process / procurement queries:

Tom Knott, Finance & Sustainable Procurement Officer - 01590 646678
tender@newforestnpa.gov.uk

For technical and organisational queries:

Steve Avery - 01590 646659, steve.avery@newforestnpa.gov.uk

4. TENDER SPECIFICATION

Overview of requirements

The Authority currently leases space at Lymington Town Hall – a total of 1,152 sqm spread over 3 floors at the front of the building. The rent is £108,000 per annum, with a service charge of £45,000, rates of £60,000 and utilities of £25,000. The lease expires in November 2026 and is unlikely to be renewed by the landlord.

The Authority is looking to downsize its facilities, to save space and money, and is likely to be looking at offices around half the size of the current premises.

We are seeking facilities professional(s) to assist the Authority in its initial preparations to move offices. This would start with an external, independent review of our likely needs and requirements as seen in RIBA Plan of Works levels zero and one:

Level Zero – Strategic Definition:

Strategic Definition is a new stage in which a project is strategically appraised and defined before a detailed brief is created. This is particularly relevant in the context of sustainability, when a refurbishment or extension, or indeed a rationalised space plan, may be more appropriate than a new building. Certain activities in Stage 0 are derived from the former (RIBA Outline Plan of Work 2007) Stage A – Appraisal.

Level One - Preparation and Brief:

Preparation and Brief merges the residual tasks from the former Stage A – Appraisal – with the Stage B – Design Brief – tasks that relate to carrying out preparation activities and briefing in tandem.

To be clear - this does not reach the full concept design stage.

Outputs/Deliverables

The following deliverables will be required:

- A General initial information, to be provided / supported by NFNPA:
 - Provide list of relevant individuals and assist in scheduling meetings
 - Update on business: division structure and priorities
 - Senior Officer discussion of main facilities drivers / existing future plans.

- B Staff questionnaire(s) and visioning workshops:
 - Post-Covid new ways of working. Propose and issue a plan for scheduled sessions to act as agenda and guide. c10 sessions/interviews allowed for
 - Required amenities and facilities, to include ICT / storage
 - Required feel and look
 - Work to establish current & future workflows and occupancy patterns.

- C Expertise provided by consultants from previous knowledge/experience:
 - Lessons learned – productivity, efficiency, creativity, management, training recruitment & onboarding
 - Use of typical modern office spaces - hybrid working, agile working, work settings,

- meetings & collaboration settings, technology (potential use of benchmarking)
- Fitting an office to culture / brand.

D Zoning & block planning

- Space budget – summary of suggested requirements, options and potential cost.
 - Critical adjacencies / suggested layouts & zoning
 - Expansion / contraction plans – c100 / c60 staff
 - Added value ideas and thoughts.

To be clear - this does not reach the full concept design stage.

Please feel free to advise if you think something different is required, you are the experts not us, additional credit may be given for these.

Cost

We are estimating the contract will cost no more than £20,000 (excluding VAT); as it could be less than this, please make it clear in your submission which elements you would absolutely recommend us to undertake and which could be add-ons / additional value items.

Timescales

We are estimating the work would be undertaken this Autumn (with feedback to us as the client at the end of the calendar year).

Summary of Contract

The contract is from September until December 2024 and has a budget of up to £20,000.

5. EVALUATION OF TENDERS

Suppliers must complete, in full, the Assessment Document which is attached below. This outlines the minimum information required from suppliers and will form the basis upon which your submission will be evaluated. It is envisaged that this scoring and evaluation exercise will take no longer than 2 working days after the ITT response deadline, which is noon 13th September 2024. It is envisaged that a decision will then be made on or around 17th September 2024.

No information contained in this ITT, or in any communication made between the Authority and you in connection with this ITT shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this ITT. The Authority reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability in respect of this ITT or any supporting documentation.

Please answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to your organisation, this should be indicated, with an explanation.

Completeness and Further Information

The information supplied will be checked for completeness and compliance with the instructions before responses are evaluated.

Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that you are not invited to participate further. In the event that none of the responses are deemed satisfactory, the Authority reserves the right to terminate the procurement and where appropriate re-advertise the procurement.

You should be explicit and comprehensive in your responses to this ITT as this will be the single source of information on which responses will be scored and ranked. You are advised neither to make any assumptions about any past or current supplier relationships with the Authority nor to assume that such prior business relationships will be taken into account in the evaluation procedure.

The ITT is provided on the same basis to all tenderers. Please note that to ensure fair and open competition, the responses to any questions raised by interested contractors will be made available to all other contractors, where appropriate. Any such clarifications will be posted on our In-tend portal and you will receive email notification to make you aware of this. If you wish to be updated with any tender clarifications but do not wish to register on our In-tend portal, then you must formally request to receive such clarifications via email, to the contact listed in Section 3 of this ITT. The deadline for receipt of clarifications relating to the specification or any other part of this ITT is noon 6th September 2024.

Please note that the spaces provided in the Assessment Document should not be viewed as an indication of the length and depth of responses we require for a particular section. Suppliers are encouraged to generate as much space as required to answer each section in full, ensuring that any additional pages used are clearly cross-referenced to the relevant section being addressed, where applicable.

It should be noted that whilst some sections of the Assessment Document are not directly scored (e.g. financial information), the Authority reserves the right to take into account supplier responses to these elements when evaluating and awarding the contract.

Supplier responses in the Assessment Document shall form part of the contract, where appropriate, thus the supplier will be legally obliged to comply with the responses provided therein. Should your company be successful and be awarded the contract, any variations to the proposals in the Assessment Document must receive prior written approval from the Authority.

The Authority expressly reserves the right to request you to provide additional information supplementing or clarifying any of the information provided in response to the requests set out in this ITT. The Authority may seek independent financial and market advice to validate information declared, or to assist in the evaluation.

Disqualification and selection

The Authority may disqualify you if you fail to:

1. Provide a satisfactory response to any questions in the ITT or inadequately or incorrectly complete any question or have not provided the required information; and/or
2. Submit the completed ITT before the stated deadline.

The potential providers who are not disqualified in accordance with the above grounds shall be evaluated on the qualification criteria which take into account the economic and financial standing and the technical or professional ability of each.

The Assessment Document is attached here:

[Facilities Support - Assessment Document](#)

The Contract will be awarded on the basis of the most economically advantageous tender to Authority, based on the evaluation criteria of 30% price and 70% quality. Tenders will be evaluated and assessed by NFNPA staff using the scoring matrix below.

Criteria	Weighting
Price	30%
Evidence of suitability	70%

Sub-weightings for the Quality Criteria are provided below:

Section	Quality Heading	Sub-Weighting
A	Company Information	0%
B	Your Approach	40%
C	Scope of Services	30%
D	Your Experience / References	30%

The following scoring mechanism will be used to allocate points available.

Scoring	Points
Response meets the required standard in all material respects and adds value in some or all of the major requirements	9 – 10
Response meets the required standard in all material respects	7 – 8
Response meets the required standard in most material respects, but is lacking or inconsistent in others	5 – 6
Proposal falls short of achieving expected standard in a number of identifiable respects	3 - 4
Response significantly fails to meet the required standard, contains significant shortcomings or is inconsistent with other responses	1 - 2
Completely fails to meet required standard or does not provide a response	0

Price – with regards to the price evaluation, the lowest accepted (i.e. reasonable) submitted price will be awarded the maximum price score of **30%**. Thereafter, each tender will be ranked and scored in accordance with how much more expensive their respective price is compared to the lowest price (e.g. – if it is 50% more expensive than the lowest price, it will be awarded 50% less price points in comparison to the lowest price tender).

Quality - weighted scores will be calculated by multiplying the score for each quality criteria by its weighting. The weighted scores will be totalled for each tender. The totals will be normalised so that the normalised highest total will attract the highest Quality score of **70%**.

There is an overall quality threshold of **6 points**. If the summation of the weighted scores under each quality heading is below this figure, then the tender will no longer be considered, regardless of price.

The Authority reserves the right to withdraw this contract opportunity at any point, without notice, and will not be liable for any costs incurred by suppliers during any stage of the process. Suppliers should also note that, in the event a tender is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that tender may be rejected.

6. INSTRUCTIONS TO TENDERERS

The proposed Tender timescales are as follows, however these are subject to change. In such an event, all Tenderers will be informed immediately via our In-tend supplier portal:

Tender Process	Deadline
Invitation to Tender (ITT) sent out	Tuesday 27 th August 2024
Deadline for ITT clarifications / questions	Noon, 6 th September 2024
ITT response deadline	Noon 13 th September 2024
Evaluation of ITT submissions	13 th /16 th September 2024
Contract Award	17 th September 2024
Contract Commencement date / Inception meeting with key NPA and partner representatives	w/b 23rd September 2024

Tenders submitted after the stipulated time and date advised will be rejected, unless exceptional circumstances are proven, such as clear evidence of postal guarantee or record of successful submission through In-tend.

Tenderers must ensure that their completed Assessment Document has been returned, by noon 13th September 2024 in order for their bids to be evaluated:

- a. If your submission is via our [In-tend supplier portal](#), then it must be completed noon 13th September 2024. Please note that you will have to register on this portal before you can view the Invitation to Tender document and submit a tender
- b. If your submission is via email, please return it to: tender@newforestnpa.gov.uk - to arrive no later than noon 13th September 2024
- c. If you wish to post a hard copy reply, it must be marked for the attention of Tom Knott, to

arrive no later than noon 13th September 2024 and sent to:

FAO: Tom Knott, Finance and Sustainable Procurement Officer – [NFNPA 0055]
New Forest National Park Authority
Lymington Town Hall
Avenue Road
Lymington
Hampshire
SO41 9ZG.

Please note that you must ensure that the envelope used must bear **no mark to identify the sender**. Failure to comply with this may result in your tender being excluded from the evaluation process.

Please note that you may use either [In-tend](#) or post in submitting your responses, or both should you wish. Posted entries are sent at the risk of the supplier and confirmation of receipt will not be provided by the Authority, unless specifically requested by the supplier; the Authority will not be liable in any way for entries not received or delayed in the post. Furthermore, the Authority is unable to return any documentation provided, whether the supplier is successful or not.

The Authority shall keep all tenders received unopened until after the ITT submission deadline of noon 13th September 2024. Any tenders received after this time shall not be considered for evaluation and shall be returned promptly to the tenderer.

7. CONDITIONS OF TENDER

The Terms and Conditions of Contract will be based on the Authority's General Standard Conditions of Contract, a copy of which can be found below:



NFNP Standard
Terms Contract Aug.

The Authority reserves the right to withdraw this contract opportunity without notice and will not be liable for any costs incurred by suppliers during any stage of the process. Suppliers should also note that, in the event a tender is considered to be fundamentally unacceptable on a key issue, regardless of its other merits, that tender may be rejected.

Representations

A supplier may contact the Authority to obtain any further information about the requirements of the contract or the tendering procedures if these are not evident or clear from the documents supplied to suppliers.

No questions will be answered that provide a competitive advantage to any party interested in tendering.

Should questions arise during the tendering period, which in our judgment are of material significance, we will inform all suppliers to explain the nature of the question, and our formal reply. All suppliers should then take that reply into consideration when preparing their own bids and we will evaluate bids on the assumption that they have done so.

Specification

For the avoidance of doubt, the contract specification shall include all requirements explicit or implied within this Invitation to Tender.

The Authority reserves the right to withdraw this tender document and all funding contained within it without notice.

Conflicts of Interest

Tenderers must disclose in their Tender any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest by taking part in this competition, or if awarded any contract as a result of this opportunity. This also applies to any sub-contractors that the Tenderer wishes to employ as part of any contract.

Where Tenderers identify such potential conflicts, they should immediately state these to the Authority and confirm how they intend to avoid such conflicts. The Authority reserves the right to reject any Tender which, in the opinion of the Authority gives rise, or could potentially give rise to, any conflict of interest.

Tenders Excluded

No tender will be considered for acceptance if the supplier has indulged or attempted to indulge in any corrupt practice or canvassed the tender with an employee of the Authority. If a supplier has indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the successful suppliers.

It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in the specification.

Collusive Tendering

In submitting a tender against this contract, the supplier confirms that they have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

The supplier also certifies that at no time, before or following the submission of the tender, has the Supplier carried out any of the following acts:

- i) communicating to a person other than the person calling for the tenders the amount or approximate amount of the proposed tender, except where such disclosure is required for the purpose of obtaining insurance
- ii) entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted
- iii) offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort

described above. In the context of this clause the word 'person' includes any persons and any body or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

Freedom of Information

The National Park Authority is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 and therefore information in relation to this tender may be requested by third parties. Requests for information will be considered on a case by case basis and consideration will be given as to whether or not the information is exempt from disclosure under the legislation.

Suppliers should identify if any of the information supplied by them is confidential or commercially sensitive and provide details of why they feel release of the information would prejudice their interests. This will not guarantee that the information will not be disclosed but your views will be taken into account when considering a request.

It is important to note that information may be commercially sensitive for a time (e.g. during a tender process) but afterwards it may not be. The timing of any request for information will be taken into account when determining whether or not the information is exempt, however suppliers should note that no information is likely to be regarded as exempt forever.

Confidentiality

The Tenderer (whether this Tender is accepted or not) and all other recipients of the Specification and documents (whether they submit a tender or not) shall treat the details of the Specification and the documents attached hereto as private and confidential and shall not disclose the details to any party.