

Request for Quotation (RFQ)

Instruction Document



Hythe Town Hall – Window Replacements

October 2025

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SECTION 1 – BACKGROUND AND TIMETABLE

1.1 INTRODUCTION

- 1.1.1 Hythe Town Council (HTC) wishes to select and appoint a suitable supplier for the Town Hall Window Replacements and invites your organisation to submit a quotation to meet HTC's requirements. The specific requirements for the contract are detailed in the Specification at **Appendix A**.
- 1.1.2 This RFQ is issued to you only. Information about this RFQ is confidential and you must not share any of this information with any other organisation unless it is strictly necessary for preparing your quotation (e.g. discussions with sub-contractors).

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- 1.1.3 The contract is anticipated to start February 2026 and continue for a period of 2 weeks (with the option to extend for a further period of up to 1 month).

1.2 RFQ TIMETABLE

- 1.2.1 The key dates for this RFQ are outlined in the timetable below.
- 1.2.2 While we do intend to keep to this schedule, these dates are estimates and we may amend or deviate from the timetable. If we do change the timetable, we will notify you of the changes.

Date	Activity
24 October 2025	Publication of Request for Quotation (RFQ) document pack on the HTC website and Contract Finder's website
Tuesday 4 & Thursday 6 November 2025	Site visits
14 November 2025	Deadline for clarification questions
21 November 2025 5 PM	Quotation Return Date
24 – 27 November 2025	Score Tenders and send out invitations for interviews
09 & 11 December 2025	Presentation / interviews
12 December 2025	Report to full council
18 December 2025	Decision at Full council
19 December 2025	Successful/unsuccessful notifications
TBC (Anticipated for February / early spring)	Contract start date

SECTION 2 – SUPPLIER RESPONSES

2.1 INSTRUCTIONS FOR TENDERERS

- 2.1.1 Read these instructions carefully before completing the **RFQ Supplier Response document**. It is your responsibility to make sure the document is fully completed with

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any other required documents. If you fail to comply with these requirements, we may reject your quotation.

- 2.1.2 By submitting a response to this RFQ, you confirm that you understand and can provide services (or works or goods) that satisfy the requirements described in our specifications.
- 2.1.3 Complete the following documents.
- **RFQ supplier response document**
 - **RFQ sub-contractor information**
 - **Appendix B – Price Schedule**
- 2.1.4 You must submit your quotation via **post** to **The Town Clerk**, Hythe Town Council, Oaklands, 1 Stade Street, Hythe, Kent. CT21 6BG. Marked '**Private and Confidential**'.
- 2.1.5 See Section 4 for information about site visits.
- 2.1.6 You will be required to attend an interview as part of the quality/technical assessment of your quotation. See Section 5.
- 2.1.7 **TUPE** – Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to the contract.
- 2.1.8 You are permitted include appendices with your quotation to support answers to the quality/technical questions in the **RFQ Supplier Response document**. Any additional documents you include should be relevant and, if part of your answer to a quality question, comply with any word count limits.
- 2.1.9 You are not required to submit copies of audited accounts, insurance certificates or company policies with your quotation. If you are successful, you must provide these and any other evidence we request, before HTC enters into contract with you.
- 2.1.10 Quotations must be submitted by the Quotation Return Date (see section 1.2). We will not consider late quotations unless agreed by the HTC authorised officers in exceptional circumstances.
- 2.1.11 **Quotation Validity** – your quotation must be open for acceptance for at least 90 days from the Quotation Return Date. We will not accept any changes to your quotation in that period, unless a genuine error is found and corrected before we make the award decision.
- 2.1.12 **Modification & Withdrawal** – You may modify or withdraw your quotation at any time before the Quotation Return Date. This should be done by contacting the Projects Officer. If you need to withdraw your quotation after the deadline, please contact the Projects Officer.
- 2.1.13 **Queries and Clarifications** – All enquiries about this RFQ should be sent using the email address Projects@Hythe-tc.gov.uk. We will try to answer all questions as quickly as possible before the Clarification Closing Date. We recommend you submit your questions as early as possible.

2.2 PRICE

- 2.2.1 Please complete **Appendix B – Price Schedule**.

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Detailed instructions on how to complete the schedule are included in that document.

- 2.2.2 Prices/rates are to be in £ Sterling (GBP), net only, and inclusive of all costs associated with the provision of the services (or works or goods).
- 2.2.3 Price(s) submitted must be **exclusive** of Value Added Tax (VAT). The percentage and amount of VAT will be shown on invoices at the current rate at the time of invoicing, if VAT applies.
- 2.2.4 Any estimated requirements (e.g. volumes) we give are intended for guidance only and are not guaranteed. Please submit your best commercial offer based on the information provided.
- 2.2.5 Unless otherwise stated, prices must be fixed (i.e. not subject to variation) for the period of the contract subject.

Contract pricing will be subject to variation during the contract period to accommodate any changes to the National Living Wage.
- 2.2.6 If we find any arithmetical or mathematical errors in your quotation, we correct it and inform you of any corrections we make. However, we are not responsible for finding errors. It is your responsibility to make sure your quotation is complete, comprehensive and correct.

SECTION 3 – GENERAL INSTRUCTIONS

- 3.1.1 **Amendments to the RFQ** - At any time before the Quotation Return Date, HTC may amend the RFQ document(s). All tenderers will be notified of any changes and HTC may choose to change the Quotation Return Date to extend the deadline, if we consider this necessary.
- 3.1.2 **HTC's Right to Reject or Not to Award** – HTC reserves the right to reject any quotation, or abort the quotation process at any time, or to not award the contract to any organisation, without incurring any liability to the affected tenderers.
- 3.1.3 **Confidentiality** - All information supplied in connection with this RFQ is confidential and by submitting a quotation, you agree to be bound by the obligation to preserve the confidentiality of all such information.
- 3.1.4 **Freedom of Information** – HTC is subject to the Freedom of Information Act 2000 and may be required to provide information when requested under the Act. You should identify any information in your quotation that you require to remain confidential or consider to be commercially sensitive. We will honour this, if authorised by the provisions of the Act.
- 3.1.5 **General Data Protection Regulations (GDPR)**
HTC processes personal information in accordance with Data Protection Legislation namely the General Data Protection Regulations (Regulation (EU) 2016/679), the Law Enforcement Directive (Directive (EU) 2016/680), any applicable national implementing Laws as amended from time to time; the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; all applicable Law about the processing of personal data and privacy.

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This applies to information provided as part of a tender process. HTC's data retention policy states that your tender may be kept for up to 3 years after the award of the contract (or the date HTC cancels the RFQ process). If your quotation is successful, it will be kept for a minimum of 6 years after the expiry of the contract.

[Go to HTC Privacy Notice](#) for more information.

- 3.1.6 **Publicity** – Do not advertise or publicise the provision of the goods/services/works or the award of any contract will unless and until HTC gives written consent to the advert or article. You must ask permission for each publication and provide a draft of the text for HTC's approval.
- 3.1.7 **Transparency** – HTC must comply with transparency obligations and publish certain information about this RFQ and any resulting contract(s). HTC routinely publishes details of our contracts on the Contractor Finders Website and our website, including the estimated value of contracts and the identities of its contractors.
- 3.1.8 **TUPE** – the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to the provision of the Works/Services. You may wish to seek professional advice about this. If TUPE applies, you accept the associated risks of and consequences of the application of the Regulations.

SECTION 4 – SITE VISITS

- 4.1.1 You are invited to make a personal inspection of the site at Hythe Town Hall.
- 4.1.2 Site visits can be arranged by contacting the Projects Officer.
- 4.1.3 It is your responsibility to obtain all information you need for the preparing a quotation to make sure your quotation takes into account all matters and circumstances and is fully comprehensive and inclusive.
- 4.1.4 HTC will not reimbursement your organisation or any organisation for any costs associated with preparing your quotation.
- 4.1.5 The information provided by HTC is provided in good faith to assist you in preparing your quotation. No guarantee is given that the information is complete or exhaustive.
- 4.1.6 Questions about the Specification and supporting documents should be sent to the Projects Officer.

SECTION 5 – PRESENTATIONS AND INTERVIEWS

- 5.1.1 You will be required to attend an interview as part of the quality assessment of your quotation.
- 5.1.2 Presentations will be held on Tuesday 6 December and Thursday 8 December at the Council Offices, **Oaklands**, 1 Stade Street, Hythe, after the Quotation Return Date. Only organisations which submit quotation will need to attend.

We expect **1** HTC officer will be present to evaluate the interview.
- 5.1.3 Video display equipment will be available for your presentation.

We are unable to use USB sticks and flash drives on the Council's computers. If you need to borrow a laptop, please provide a copy of your presentation slides in advance to the Council Offices.
- 5.1.4 In total each interview will last up to **30 minutes**.

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- 5.1.5 You are asked to give a **20-minute** presentation on product, installation, materials, etc. The presentation itself will contribute up to a maximum of **25%** to the final evaluation score. This part of the interview could also include unscored questions to clarify parts of your presentation.
- 5.1.6 Following the presentation, you will be asked **1** 'blind' question which will not be provided to you in advance. This will contribute **10%** to the final evaluation score.
- 5.1.7 Please indicate a 1st, 2nd and 3rd time slot choice for your presentation from the list below **before** the Quotation Return Date. If you decide not to submit a quotation, we will automatically cancel your appointment:

Tuesday 9 December 2025: 2:00 pm or 3:00 pm or 4:00 pm or

Thursday 11 December 2025: 2:00pm or 3:00pm or 4:00 pm

You must book using the name of your organisation, not your personal name.

- 5.1.8 After the Quotation Return Date, we may be contacting you to confirm an appointment.
- 5.1.9 On arrival for your appointment, please use the car park provided and climb the stairs to the first floor of the building. Visitor parking at Oaklands is limited. Please use on- or off-street parking nearby if you cannot find a space.

SECTION 6 – EVALUATION

6.1 EVALUATION CRITERIA

- 6.1.1 We will evaluate the quotations to find the 'most economically advantageous quotation' (MEAQ) based on **40% 'QUALITY' AND 40% 'PRICE' AND 20% 'PROGRAM'** (lead time). The weighted quality and price scores will be added together to identify the MEAQ.
- 6.1.2 During the evaluation, we may contact you to clarify something in your quotation or to check information in your quotation which we think could be incorrect. We will send these questions via email. You should answer any questions we have promptly by replying to the message to the Projects Officer.
- 6.1.3 We are not responsible for finding errors in your quotation. It is your responsibility to make sure your quotation is complete, comprehensive and correct. We are not obligated to accept corrections to any errors in your quotation which result in your quotation being rejected or given a particular score.

6.2 QUALITY EVALUATION

- 6.2.1 You must complete all questions in Section 1 of the **RFQ Supplier Response document**. Responses to the questionnaire will be evaluated on a pass/fail basis unless the question states otherwise. Any organisation which fails any section of the questionnaire will be disqualified and their quotation will be rejected.
- 6.2.2 We will assess the 'quality' part of your quotation using your responses to the quality questions set out in Section 2.4 of the **RFQ Supplier Response document**. These

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questions are based on the parts of the service (or works or goods) that we consider to be the most important to HTC.

6.2.3 If headline questions are used (Section 2.3), any organisation which fails any headline questions (pass/fail) will be disqualified and their quotation will be rejected.

6.2.4 The maximum quality score of 40% is divided across each of the quality questions in Section 2.4. The weighting of each question is shown below.

- Q1: Experience Demonstrated 10 %
- Q2: Risk Envisioned 10 %
- Q3: Safe & Efficient Installation 10 %
- Q4: Company's Unique Qualities 10 %
- **Total Quality Score 40 %**

6.2.5 Each question will be scored 0-5 based on the following method:

Assessment	Description	Score
Deficient	Response to the question (or an implicit requirement) significantly deficient or no response given.	0
Inadequate	Inadequate detail provided and some of the questions not answered, and/or some of the answers to questions are not directly relevant to the question.	1
Limited	Limited information provided, and/or a response that is inadequate or only partially addresses the question.	2
Acceptable	An acceptable response submitted in terms of the level of detail, accuracy and relevance.	3
Comprehensive	A comprehensive response submitted in terms of detail and relevance to the question.	4
Superior	As Comprehensive, but to a significantly better degree and a response which goes above and beyond to answer the question.	5

6.2.6 We will score your answers to the quality questions out of a maximum of 5 points each (as above) and calculate a weighted score for the question.

EXAMPLE

Criteria	Weighting	Score (out of 5)	Weighted Score
Criteria A	50%	4	40%

If 'Criteria A' was weighted 50% and the supplier's response received a score of 4 out of 5 then the following formula would be applied:

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$$\begin{aligned} &= (\text{Weighting} / \text{maximum score}) * \text{score awarded} &= \text{Criteria awarded \%} \\ &= (50/5)*4 &= 40\% \end{aligned}$$

- 6.2.7 If more than one person scores the quotations, a consensus scoring mechanism will be used (i.e. the panel will agree a score for each marked element).
- 6.2.8 The purpose of this RFQ is to select the organisation(s) best able to fulfil HTC's contract requirements. If your organisation achieves a score of 2 or lower for more than one question in Section 2.4, we may reject your application.

6.3 PRICE EVALUATION AND PROGRAM

- 6.3.1 We will score your price against the lowest price offered.

The lowest price will receive the full score of **40%**. Higher bids will be weighed using the following formula: (lowest price ÷ your price) × weighting.

EXAMPLE

	Bid	Price Weighted Score	Program Weighted Score
Contractor A	£12,000	40% (maximum score available)	20% (maximum score available)
Contractor B	£15,000	30%	20
Contractor C	£24,000	20%	10

- 6.3.2 The pricing schedule for this quotation is divided into the following sub-criteria:

- 6.3.3 If your tendered price appears to be abnormally low, we may ask for an explanation and more detailed breakdowns of your pricing. If we are not satisfied with the explanation, we may reject your tender as non-compliant with the requirements of the specification.

6.4 NOTIFICATION

- 6.4.1 Once we have completed the evaluation, we will send all suppliers an '**Intention to Award**' letter confirming whether their quotation is successful or unsuccessful. This letter will include some feedback on your quotation and the details of who to contact for more information about our decision.

SECTION 7 – TERMS AND CONDITIONS OF CONTRACT

- 7.1.1 The Terms and Conditions of Contract HTC intends to use for this contract are contained in **Appendix C**. We will not accept any alternative terms and conditions submitted as part of your quotation.

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- 7.1.2 If you have any queries or concerns about the Terms and Conditions of Contract, or required a non-material change to the terms, you **must** ask about this during the clarifications period and before the Quotation Return Date.
- 7.1.3 HTC may agree to any non-material changes to the Terms and Conditions of Contract which you consider to be in the interests of HTC and the project. However, any agreement will be at the sole and exclusive discretion of HTC after the proposed changes have been reviewed by our legal team.