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# Halesworth Town Council

# INVITATION TO TENDER

# Specification

**Contract Title: Halesworth Town Centre Wayfinding System Implementation**

**ProContract Ref: HTC - Wayfinding Tender 2023**

**Closing Time / Date: 12:00 noon on the   
25th August 2023**

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**INVITATION TO TENDER**

**SPECIFICATION**

1 Introduction and aims

1.1 Halesworth Town Council Wayfinding System is a project to deliver new wayfinding signage and infrastructure for the Town Centre.

1.2 As part of the Town Centre’s ongoing development, wayfinding is crucial to welcoming and showcasing all that Halesworth has to offer as a historic market town.

1.3 The Town Council along with other stakeholder groups have identified that the current system is not adequate and, following a tender process, appointed Peter McGrail of Streetwise to undertake a review of the existing needs of the town and to develop a set of recommendations on what a new system should consist of.

1.4 The Invitation to Tender does not constitute an offer and the Council does not have to accept any quotation received.

**2 Supporting Tender Documentation**

2.1 Alongside this specification, tenderers are asked to familiarise themselves with the supporting documents that accompany this tender and provide further detail of the proposed services and infrastructure required. These include:

* The recommendations proposed as seen in Streetwise Doc 1 and Streetwise Doc 2 have been accepted by Halesworth Town Council. These include:
* Signage Schedule- tables identifying each infrastructure element, approximate position and proposed signed content type for each location.
* Sketches of the nature of the wayfinding elements required, but this does allow those bidding to put forward their recommendations in detail on the hardware that would be provided to achieve the outcomes desired.
* Signage removal schedule, identifying the signs which are proposed to be removed as part of the contract.
* Indicative content and finishes (still to be finalised), please note that this tender does not require the tenderer to undertake the final artwork, this will be provided by Halesworth Town Council to the required specification of the successful tenderer.
* A summary of requirements is given in Streetwise Doc 2 – this contains a list of the elements needed, and it is here that tenders can provide the prices per unit type required for each location, along with installation costs.
* Tenderers Offer Document, for completion and submission by tenderer,
* Pricing Schedule, for completion and submission by tenderer.

3 Contractor Responsibilities and Specification

3.1 The successful tenderer will help the Council to deliver a new, high quality wayfinding system which will improve the welcome offered to visitors, help them navigate the town centre and showcase what ijt has to offer. We are looking for suitably qualified and experienced delivery partners who can help us achieve this objective whilst offering good value and a high level of customer service to the Council.

3.2 The key tasks the successful tenderer will be responsible for are:

* Manufacturing / sourcing the wayfinding infrastructure, as detailed in this specification, and accompanying documents;
* Implementing the infrastructure on site and refurbishing existing infrastructure where required in the locations specified in the accompanying schedule (or variations to be agreed with the Council) and obtain all necessary approvals to do so;
* Removing existing signage as set out in the accompanying schedules and disposal/recycling of materials.
* Providing construction and foundation drawings and a schedule of required aftercare.

Manufacturing / sourcing the wayfinding infrastructure

3.3 The successful tenderer will be required to manufacture or source the new wayfinding infrastructure including the display units, fingerposts, finger heads and blades, and wall maps and signage. The specifications have been developed in consultation with the Council and partners and have been recommended by the Council’s wayfinding consultant as the most appropriate genre of products. The tender documents indicate the finished result in terms of display form that is required to carry the information to be presented. The tenderers should put forward what they believe are suitable products that meet the Council’s requirements. The onus will be on the tenderer to prove that any products offered have the quality, durability and ease of maintenance sought.

3.4 The displays in the majority of cases are double sided, certain units are one sided only. The displays contain two types of information, directional information to key destinations (with distances and approximate walking/cycling times) and mapping, consisting of a town centre wide map and a local area map. These maps identify all destinations and other facilities. The other side of the sign displays interpretive information about the history and offer in the local area. These displays must be designed to be easy to maintain and update.

3.5 There is a range of signage requirements and tenderers can see the quantities and details of each location in the two documents provided by Streetwise, those being Streetwise Doc 1 and Streetwise Doc 2, the latter is a tabular summary.

3.6 The network includes fingerposts, which act as links between destinations and provide directional information to destinations that are close at hand (with distances and approximate walking times). The fingerposts offered need to be easily updated; to add or remove fingers, without re-engineering onsite. Some of the information points except one are to have fingerposts integrated as part of the unit and there are others which are simply free-standing fingerposts, as per the schedule.

3.7 The network also includes wall mounted signage, as per the schedule. The exact position of these are to be confirmed with the Council prior to installation to ensure the necessary approvals are in place with the landowners. Tenderers should give a price for this. We are looking for a robust, high-quality product.

3.8 All the mapping and artwork for the monoliths and fingerposts will be designed by a third party on behalf of the Council and the digital files provided to conform with the technical requirements of the successful tenderer.

Implementing the infrastructure on site

3.09 The successful tenderer will be required to install the required infrastructure on site and ensure the necessary works permissions and health and safety measures are put in place. This includes signage removal, ground works, foundation installation, making surfaces good and securing infrastructure and blades.

3.10 Whilst the locations for the infrastructure have been agreed in principle with the Council, the successful tenderer will require to work with Halesworth Town Council but also take the lead in obtaining planning approval. Exact locations and siting for all infrastructure elements must be agreed with the Council and marked up on street, prior to implementation.

3.11 The Council recognise the constraints in implementing on street infrastructure in constrained ground conditions such as those found in the Town Centre. The intended locations for the signage have been subject to a ‘walk round’ survey with the necessary officers from Halesworth Town Council, East Suffolk Council, and Suffolk County Council Highways. There has been no further detailed ground investigations and surveys of the proposed locations albeit some locations are replacements of existing infrastructure in the same location. At this point, it is believed that the standard foundation requirements for the types of information displays and fingerposts envisaged, will prove suitable to provide a high-quality installation. Tenderers must, however, comment on this and provide as part of their bid documents, details of the nature of the foundations required for their hardware, and diagrams of these, detailing dimensions and materials to be used to install each type of display or post offered in their bid.

3.12 In a small number of instances, the post element of existing fingerposts will be re-used, as set out in the accompanying information. The successful tenderer will be required to repaint / clean these posts and include new heads and fingers as specified.

3.13 The successful tenderers will be responsible for making good the surfacing following installation of the foundations and ensuring any foundations are left in a safe and attractive manner, including if there is a time gap between foundation installation and the monoliths / fingerposts being secured in place.

3.14 The exact position of the wall maps is to be confirmed with the Council prior to installation to ensure the necessary approvals are in place with the landowners.

Removing existing signage

3.15 As set out in the accompanying documents the successful tenderer will be responsible for removing signage which is considered superfluous to the new system and recycling of materials. Much of this is mounted to existing columns or walls and should be relatively easy to remove.

3.16 Streetwise Doc 1 sets out the posts, signs and the display units to be removed. The successful tenderers will be responsible for making good the surfacing following removal where a replacement monolith or fingerpost is not to be located in a similar position.

Providing drawings and aftercare specification

3.17 The successful tenderer will be required to provide the Council with a handover document on completion which sets out any warranties and details of aftercare. This should show the detailed drawings for the products used and the general foundation details employed at each location.

3.18 The handover document will set out any specific information as to how the infrastructure should be maintained and how it can be updated. The Council will use this as the basis for ongoing maintenance of the infrastructure.

4 Council Responsibilities and Project Management

4.1 The Council will work with the successful tenderer to ensure that the necessary planning permissions are obtained for the new infrastructure.

4.2 We will supply the cartographic and graphic design digital files to the successful tenderer in good time prior to the manufacture of finger blades, wall maps and monolith screen as high resolution outlined PDF files.

4.3 We will work with the successful tenderer to help them to obtain the necessary approvals to undertake all works in line with an agreed programme.

4.4 It is anticipated that the principal point of contact for this tender process from Halesworth Town Council will be Nick Rees as detailed below.   
In the first instance, please use email to make contact.

Nick Rees - Town Clerk   
clerk@halesworthtowncouncil.org.uk

Halesworth Town Council  
Council Offices  
London Rd  
Halesworth  
Suffolk   
IP19 8LW

[www.halesworthtowncouncil.org.uk](http://www.halesworthtowncouncil.org.uk/)

4.5 A steering group of Town Councillors, officers from East Suffolk Council, local stakeholders plus wayfinding and graphic design consultants, has been established to guide the successful tenderer and act as a consultative body.

5 Information to be returned as part of tender

5.1 The following information must be submitted as part of the tender submission:

1. A completed Tenderers Offer Document, including statement of skills and experience, reference projects, copy of insurance certificates, statement of capacity to undertake the works, quality statement and

a programme in accordance with the Conditions of Contract.

1. Pricing information and the completion and return of Streetwise Doc 2 as well as the Pricing Schedule.

A Tenderers Offer Document to be completed and returned (50% of Tender evaluation)

5.2 Please refer to the Tenderers Offer Document for the breakdown of requirements / information to be provided by the tenderer and details of scoring weighting. Please ensure this is completed and returned as part of the tender submission with any supporting documentation / evidence clearly referenced within the document and attached to the submission.

B Pricing information- complete and return Price List Template and Pricing Schedule (50% of Tender evaluation)

5.3 The Tenderer is required to provide a detailed breakdown of costs for each item identified in Streetwise Doc 1 and Doc 2. A cost should be given for each infrastructure element and foundation type as set out in the specification documents. The Tenderer should complete and return Streetwise Doc 2 so the costs of the infrastructure elements are set out clearly in a comparable format. This will make clear the costs of each element so they can be compared between tenderers and added to if needed or removed from the specification. Tenderers are also asked to complete, sign and return the separate Pricing Schedule.

5.4 As explained above the exact foundation type for each element is not yet known, tenderers are asked to specify their assumptions in terms of the foundation solutions indicated in the specification and the associated costs. The different solutions should be itemised in the tenderers price list.

5.5 Subject to budgetary constraints and prior to contract award or completion the Council reserves the right to delete or add to some or all of the items listed on the attached schedules or Contractor’s Price List. Whilst it is not envisaged there will be substantive change to the infrastructure requirements this cannot be guaranteed and so an itemised list of prices will enable us to add or subtract from the specification or tenderers fees if required.

5.6 Although sufficient information is set out in the supporting documents, Tenderers are encouraged to undertake site visits of the proposed locations for the infrastructure as set out in the supporting documents to inform their tender process.

Payment

5.7 It is anticipated full payment will be made following final site walkover, inspection and handover. However, if the tenderer requires a payment schedule to be developed this should be suggested in the offer document and programme for consideration, with payments made at appropriate points, e.g. following delivery and inspection of infrastructure, on handover etc.

6 Tender process

6.1 Indicative timetable

* Tender out date: **28 July 2023**
* Deadline date - register interest in tendering **7 August 2023**
* Deadline date for submission of written   
  questions or points for clarification: **11August 2023** **12 noon**
* Deadline date for Council’s response

to clarification questions from tenderers: **18 August 2023**

* The closing time and date for

the Tender Return is 12 Noon, 1 September 2023

* Notification of award: **W/C 18 September 2023**
* Commencement date: **25 September 2023**

6.2 It is envisaged that the contract will start on 25 Sep 2023 and run until end of April 2024, with the installation works taking place in April 2024,   
all being signed off on or before Tuesday 30 April 2024.

6.3 Please note that apart from the tender return date and clarification periods, the timetable dates above are provided as indicative dates only. The Council may, if necessary, extend the period for completing the award process. The Council may, if necessary, extend the contract period in agreement with the successful tenderer.

7 Tender Evaluation Strategy

7.1 An initial examination will be made to establish the completeness of submitted tenders. The Council reserves the right to disqualify any tender submission which is incomplete.

7.2 Tenderers should satisfy themselves of the accuracy of all fees, rates and prices quoted, since the Tenderer will be required to hold these or withdraw their Tender in the event of errors being identified after the submission of Tenders. If a Tenderer fails to provide fully for the requirements of the Specification in the Tender, it must either:

* Absorb the costs of meeting the full requirements of the Specification within its tendered price; or
* Withdraw its Tender.

7.3 The evaluation panel will likely consist of representatives from the Council (members and officers), plus Streetwise who are supporting the Council on this project. Streetwise will review the tender submissions and provide comments and observations to the Council. The formal scoring and appraisal will be undertaken by the above group, with a recommendation made to the full Town Council.

7.4 The Tenderer’s written response to any Supporting Information required by the Council will be taken into account in the evaluation of competing tenders and which, if approved, will be binding but will not detract from the Specification nor terms and conditions of Contract.

7.5 Your tender will be assessed on both quality and price. A score will be given for each part of the tender information submitted that is to be assessed as indicated above. The maximum amount of marks available for quality will be 50%. The maximum amount of marks available for price will be 50%.

7.6 The tender will be judged on your responses submitted within the Tenderers Offer Document and Item Price List. Please note the proposal and the pricing schedule may be incorporated as the basis of the contractual document.

7.7 The evaluation panel will score the responses using the evaluation weightings detailed below and described in detail in section 5 above.

Please note, failure to provide adequate insurance certificates for the services identified in this specification may automatically disqualify the tenderer.

|  |  |
| --- | --- |
| **Sub Categories-** refer to table above for detailed questions under each category | **Weightings** |
| Section A  Q1-4 Skills, experience and quality control |  |
| 1 Evidence of skills, experience and similar contracts | **7.5%** |
| 2 Approach to performance monitoring and ensuring quality control | **7.5%** |
| 3 Quality and suitability of infrastructure and foundations proposed | **15%** |
| 4 Approach to obtaining Social Value | **5%** |
| Total of Q1 to Q4 = | **35% of evaluation** |
| **Q5 Insurance certificates** | **Pass / Fail** |
| Q6-7 Capacity and Works Programme | **15% of evaluation** |
| 6 Confirmation of availability to undertake works | **5%** |
| 7 Acceptability of proposed programme | **10%** |
| Total of Q6 to Q7 = | **15% of evaluation** |
| **Section B - Pricing information** | **50% of evaluation** |
| **Total of cells in red =** | **100% of evaluation** |

7.8 The evaluation panel will score the responses to each question using the evaluation matrix detailed on the next page.

Evaluation Matrix

|  |  |  |
| --- | --- | --- |
| Assessment | Score | Interpretation |
| Totally Inadequate | 0 | The answer is non-compliant and/or no relevant information has been received to demonstrate the Tenderer can achieve the required outcomes for this Contract. |
| Serious reservations | 1 | There are serious indications that the proposal lacks requirements to achieve the required outcomes for this Contract. |
| Slight concerns | 2 | There are some concerns that the proposal may lack certain requirements to achieve the required outcomes for this Contract. |
| Potential | 3 | The information presented indicates the potential to achieve the required outcomes for this Contract. |
| Capable | 4 | A comprehensive and strong answer indicating the proposal is capable of delivering the required outcomes for this Contract. |

7.9 The scores for each sub category will then be calculated as a score out of the sub category weighting.

7.10 The bid with the lowest overall cost will be assigned 100% and all other quotes will be calculated as a percentage of this. This percentage will then be used to calculate the points scored (maximum 100%) for each quotation. This is shown in sub total B in the evaluation example below.

7.11 The final evaluation score will then be calculated for each quotation by adding together sub totals A and B and a final ranking position reached. See worked example on the next page.

Example

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Tenderer** | | **A** | **B** | **C** | **D** |
|  | | | | | |
| **Proposal** | | | | | |
| **Total Quality Score** | | | | | |
|  | (0-4 from table above- evaluation matrix) | score | score |  |  |
|  | Quality Weighting | 50 | 50 |  |  |
|  | A1a 5% | 4 = 5% | 4 = 5% |  |  |
|  | A1b 5% | 4 = 5% | 3 = 3.75% |  |  |
|  | A1c 15% | 3 = 11.25% | 3 = 11.25% |  |  |
|  | A1d 10% | 2 = 5% | 3 = 7.5% |  |  |
|  | A3a 5% | 4 = 5% | 2 = 2.5% |  |  |
|  | A3b 10% | 3 = 7.5% | 3 = 7.5% |  |  |
| **A** | **Quality Score** | **28.75% of 50 %** | **37.5% of**  **50 %** |  |  |
|  |  |  |  |  |  |
|  | | | | | |
| **Cost** | | | | | |
|  | Total Cost (£) | 200,000 | 180,000 |  |  |
|  | % of Highest Score | 90 | 100 |  |  |
|  | Weighting | 50 | 50 |  |  |
| **B** | **Cost Score** | **90% of 50= 45** | **100% of 50= 50** |  |  |
|  | | | | | |
| **Final Evaluation Score** | | | | | |
|  | **TOTAL SCORE A+B** | **73.75** | **87.5** |  |  |
|  | **FINAL RANKING POSITION** | **2** | **1** |  |  |

7.12 In this example tenderer B would be successful subject to providing satisfactory proof of insurance cover.

8 General Instructions, conditions and disclaimers

8.1 These instructions are designed to ensure that all tenderers are given equal and fair consideration. It is important that you provide all the information asked for in the format and order specified.

8.2 Tenderers should read these instructions carefully before completing the tender response. Failure to comply with the completion and submission requirements may result in the rejection of the tender. Participation in the tender process automatically signals that the tenderer accepts these conditions of participation.

8.3 The details of this document and all associated documents are to be treated as private and confidential and for use only in connection with this tender process. Copyright of all tender documents, including any amendments or further instructions, shall remain with the Council. This Invitation to Tender is not transferable.

8.4 The dates detailed in the specification are provided for information purposes only. The Council does not guarantee to complete each phase by those dates stated.

8.5 The information contained within this document should be regarded as a statement of the Council’s current position as it is able to determine at this time. Tenderers must carefully examine and consider the tender documents and satisfy themselves of the appropriateness and validity of any information provided. In submitting a tender, tenderers shall be deemed to have read and understood all of the tender documents.

Tender validity

8.6 The tenderer is required to hold the tender open for acceptance for a period of 90 days from the closing date for the submission of tenders.

Conditional Tenders

8.7 Conditional tenders will be disregarded where the condition upon which a tender is based cannot be fulfilled. Tenderers should, however, note that once a contract is entered into this stands alone. If a conditional tender is accepted, then the relevant amount in that tender forms the basis of the contract with that condition. Therefore, if for any reason another contract to which the condition relates is later terminated, the tenderer will not be able to require the price in this contract to be increased to what its associated conditional tender would have been. All contract variations are controlled via the variation to contract procedure.

Right to Reject/Disqualify

8.8 The Council reserves the right to reject or disqualify a tenderer where:

* the tenderer is guilty of serious misrepresentation in relation to its tender and/or the tender process; and or
* there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the tenderer.

Right to Cancel, Clarify or Vary the Process

8.9 The Council reserves the right to:

* amend the terms and conditions of the Invitation to Tender process,
* cancel the evaluation process at any stage without liability; and/or
* require the tenderer to clarify its tender in writing and/or provide additional information. (Failure to respond adequately may result in the tenderer not being selected).
* award the contract to more than one supplier if it is felt that this would achieve best value
* not to award the contract at all
* award only part of the intended contract
* discontinue the process at any time without liability.

Canvassing

8.10 Any tenderer who directly or indirectly canvasses any officer, member, employee, consultant or agent of the Council concerning this Invitation to Tender, or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee, consultant or agent concerning any other tenderer, tender or proposed tender will be disqualified.

Disclaimers

8.11 The Council, nor their directors, officers, members, partners, employees, other staff, consultants or agents:

* makes any representation or warranty as to the accuracy, reasonableness or completeness of the Invitation to Tender; or
* accepts any responsibility for the information not contained in the Invitation to Tender or for the fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage arising as a result of reliance on such information or any subsequent communication.

Collusive Behaviour

8.12 Any tenderer who:

* fixes or adjusts the amount of its tender by or in accordance with any agreement or arrangement with any other party; or
* communicates to any party other than the Council any amount or approximate amount of its proposed tender or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the tender or insurance or any necessary security); or
* enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a tender; or
* enters into any agreement or arrangement with any other party as to the amount of any tender submitted; or
* offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender, any act or omission,

shall be disqualified.

Council not bound

8.13 The Council does not bind itself to accept the lowest or any tender for all or any part of the requirement and will not accept responsibility for any expense or loss which may be incurred by any tenderer in the preparation of the tender.

8.14 Any discussions or correspondence between the Council and tenderers shall be conducted without any obligation whatsoever by the Council to enter into or become bound by any contract.

8.15 Unless agreed in writing by the Council, no amendment or modification can be made to the Invitation to Tender documentation.

8.16 The Council will not be bound by any contract until the Contract is embodied in a formal document and signed by all parties.

Freedom of Information

8.17 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the ‘FoIA’), the Council may, acting in accordance with Secretary of State’s Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the said Act, or the Environmental Information Regulations be required to disclose information submitted by the tenderer to the Employer.

8.18 In respect to any information submitted by a tenderer that it considers commercially sensitive the tenderer should:

* clearly identify such information as commercially sensitive;
* explain the potential implications of disclosure of such information; and
* provide an estimate of the period of time during which the tenderer believes that such information will remain commercially sensitive.

8.19 Where a tenderer identifies information as commercially sensitive, the Council will endeavour to maintain confidentiality. Tenderers should note, however, that, even where information is identified as commercially sensitive, the Council may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations (the ‘EIR’). In particular, the Council is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Council cannot guarantee that any information marked ‘confidential’ or “commercially sensitive” will not be disclosed.

8.20 Where a tenderer receives a request for information under the FoIA or the EIR during the procurement process, this should be immediately passed on to the Council and the tenderer should not attempt to answer the request without first consulting with the Council.

END OF DOCUMENT