

INVITATION TO TENDER

SPECIFICATION

For the provision of a Contract to supply a
microfilm scanner to the Valuation Office
Agency

VOA/059/2017

1. INTRODUCTION

1.1. The Valuation Office Agency (VOA) is an executive agency of HMRC with circa 3,500 staff. Our main functions are to compile and maintain the business rating and council tax valuation lists for England and Wales, value property in England, Wales and Scotland for the purposes of taxes administered by HMRC, provide statutory and non-statutory property valuation services in England, Wales and Scotland, determine Local Housing Allowance levels and register fair rents in England.

1.2. The Valuation Office Agency's rating and council tax valuations provide the base valuation data for the collection of around £51 billion of local taxation a year.

1.3. The work of the VOA encompasses:

- compiling and maintaining lists of rateable values of the 1.96 million non-domestic properties in England, and the 100,000 in Wales, to support the collection of around £25 billion¹ in business rates;
- compiling and maintaining the lists of [council tax](#) bandings of some 25 million domestic properties in England and 1.3 million in Wales, to support the collection of around 26 billion² in council tax;
- determining [local housing allowances](#) across some 150 Broad Rental Market areas for housing benefit purposes and registering some 60,000 Rent Act 1977 [fair rents](#) in England;
- delivering a range of statutory and non-statutory valuation and surveying [services](#) to central and local government departments and the wider public sector; and
- providing valuation advice to HMRC in connection with capital gains, inheritance tax and other tax compliance work.

1.4. Please see www.voa.gov.uk for further details.

2. BACKGROUND

2.1. The VOA holds a large number of historic records on microfilm. The organisation is legally obliged to retain these records for long periods of time, but frequently has need of the stored information when doing business as usual casework.

2.2. The business has hitherto made use of an all-in-one microfilm viewer and printer to retrieve stored information, but this machine is no longer fit for purpose. The VOA requires a modern, digital solution.

3. REQUIREMENT

3.1. The VOA requires a machine that can electronically scan microfilms. The machine must be:

- 3.1.1. compatible with 3M Cartridge Microfilm System cassettes, with a tape width of 16mm;
- 3.1.2. compatible with Windows 7 and Windows 10 PC systems;
- 3.1.3. capable of outputting the scanned images as PDF files;
- 3.1.4. supplied with a comprehensive instruction manual that can facilitate in-house installation, set-up, and use;
- 3.1.5. powered by either mains electricity or the PC to which it is connected;
- 3.1.6. light enough in weight to be lifted and carried by a single individual.

3.2. The VOA requires delivery of the machine no later than 05/03/2018.

4. MANAGEMENT INFORMATION

4.1. As a minimum we would expect regular communications concerning maintenance/servicing to be made to the contract manager, in accordance with any agreed maintenance/servicing packages.

5. VOA CONTRACT MANAGER DETAILS

5.1. The VOA contract manager will be Sam Jackson, sam.jackson@voa.gsi.gov.uk She will be responsible for liaising with the supplier post-delivery.

6. PAYMENT TERMS

6.1. Payments will be made via an electronic payments system, ERP. Invoices should be provided for each milestone within one month of agreement of deliverables and sent to VOA Accounts Payable (accounts.payable@voa.gsi.gov.uk) copying in sam.jackson@voa.gsi.gov.uk and tenders@voa.gsi.gov.uk (including the purchase order provided). Payments will be made into the bank account provided by the supplier.

7. TERMS AND CONDITIONS



VOA Short Form
Terms & Conditions

8. TENDER REQUIREMENTS

8.1. Quality Criteria (this will form 80% of the evaluation)

Mandatory Questions

- 8.1.1. Please confirm that you can deliver a machine by 05/03/2018 (mandatory);
- 8.1.2. Please confirm the machine is compatible with operating system as outlined in 3.1.2) (mandatory).

Service Questions

- 8.1.3. Please give **TWO** examples of where you have provided a similar service to a client; [20%]
- 8.1.4. Please define your maximum delivery lead time and subsequently required ordering window; [10%]
- 8.1.5. Please demonstrate the image quality achieved by the machine, including any relevant standards; [15%]
- 8.1.6. Please specify the length of the warranty that comes with the machine; [15%]
- 8.1.7. Please specify the recommended system requirements for the computer to which the machine will be connected; [5%]
- 8.1.8. Please give details of any maintenance/servicing packages offered. [15%]

8.2. Pricing (This will form 20% of the evaluation)

8.2.1. Please provide a fully itemised quote for the purchase and delivery of one machine that fits the above requirements, including all applicable servicing and maintenance costs; [20%]

8.3. Scoring

8.3.1. Scoring will be kept within bands and scores allocated for each question in line with the scoring scheme contained in Appendix A. The maximum total score will be 100.

9. Specification Queries

9.1. Tenderers with any queries about the specification should contact procurement@voa.gsi.gov.uk by email before **12 noon on Friday 9th February 2018**.

10. Tender Submission

10.1. You should send a PDF or read-only electronic copy of your proposal by e-mail to tenders@voa.gsi.gov.uk, as an attachment to an e-mail message entitled “**VOA Microfilm Scanner Tender**”. Tenders must arrive **no later than 12 noon on Friday 16th February 2018** (unless the date is subsequently amended in writing by the VOA)

10.2. Please note that email messages sent to tenders@voa.gsi.gov.uk with the specified subject line will not be opened in advance of that deadline. No hard copies of the tender are required.

11. Tendering Timetable

11.1. The following timescales may be amended in writing by the VOA.

Invitation to Tender Published	2 nd February 2018
Clarification Question Deadline	12 noon Friday 9 th February 2018
Bid Submission Deadline	12 noon Friday 16 th February 2018
Deadline for Evaluation of Bids	Friday 23 rd February 2018
Notification of Success and Contract Award	W/C 26 th February 2018

Appendix A

Score	'Closed' Question Criteria	'Open' Question Criteria
100	Excellent answer which meets all of the requirements and provides all of the required detail.	<p>Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources and quality measures required.</p> <p>The response is excellent and completely relevant.</p> <p>The response is comprehensive, unambiguous and demonstrates an excellent understanding of, and meets, the requirements in all aspects, with no clarification required.</p> <p>The response is well thought out and/or provides</p> <ul style="list-style-type: none"> • highly credible examples; • benefits; or • innovation.
80	Good answer which meets all of the requirements but lacks some minor detail	<p>Sufficient evidence provided of the appropriate knowledge, skills and experience.</p> <p>The response is good and highly relevant. The response indicates a good understanding of the requirements and provides sufficient detail across all areas. The response demonstrates how the requirements will be met in the main, which may require minor clarification only.</p>
60	Satisfactory answer, which meets the requirements in many aspects, but fails to provide sufficient detail in some areas.	<p>The response is satisfactory and relevant.</p> <p>Reasonable evidence provided of the appropriate knowledge, skills and experience.</p> <p>The response indicates a satisfactory understanding of the requirements in most aspects, although may lack detail in certain areas.</p> <p>The response suggests that the outline requirements would be met satisfactorily but some clarification may be required.</p>
40	Limited answer which satisfies some aspects of the requirements, but fails to meet the specification in the whole.	<p>The response is limited and only partially relevant.</p> <p>The response indicates partial understanding of the requirement.</p> <p>Some evidence provided of the appropriate knowledge, skills and experience.</p> <p>Meets the requirements in some areas but with important omissions.</p> <p>The response contains ambiguities or deficiencies, which suggests that the requirements could be met, but clarification would be required.</p>

Score	'Closed' Question Criteria	'Open' Question Criteria
20	Poor answer which significantly fails to meet the requirements.	<p>The response is poor and only partially relevant.</p> <p>Very little evidence of appropriate capability, experience or expertise.</p> <p>The response addresses some aspects of the requirements but contains insufficient/limited detail or explanation.</p> <p>The response demonstrates only limited understanding of the requirement.</p> <p>The response contains ambiguities or deficiencies which suggest the requirements would not be met.</p>
0	<p>The response is not considered relevant. The response is unconvincing, flawed or otherwise unacceptable.</p> <p>Response fails to demonstrate an understanding of the requirement.</p> <p>No evidence is provided to support the response.</p> <p>No response</p>	