**INVITATION TO Tender (ITT)**

 **CIOS Growth Hub Telephony**

**TEN 447 Version 3**

**1. About Cornwall Development Company**

Cornwall Development Company (CDC) is the arms-length economic development arm of Cornwall Council (CC) and is part of the CORSERV Ltd group of companies.

On behalf of CC, Cornwall & the Isles of Scilly Local Enterprise Partnership (LEP) and a range of stakeholders, CDC provides a bespoke, business facing service which helps deliver the economic vision and strategy for Cornwall.

**2. Background**

The Cornwall and Isles of Scilly Growth Hub (CIOSGH) is part of Government’s National Growth Hub network and provides a ‘one stop shop’ service for pre-start, start up and established SMEs to seek bespoke support to foster growth and enhance productivity across Cornwall and the Isles of Scilly (CIOS). It does this by providing a comprehensive support service consisting of;

* Business Navigators- Phone based service; limited advice, appointment management (for Connectors), eligibility checks, Growth assessment, CRM Management etc
* Business Connectors- Information, Diagnostic and Brokerage (IDB) service, client account management, support knowledge experts, networking and marketing
* Website- Comprehensive website to provide the ‘Hub’ and focus for businesses seeking to grow in CIOS, communication of ‘Growth Ecosystem’ advice on service, provide case studies/PR for client businesses, news, listings, events etc
* Data Management- Reporting, CRM Management, intelligence
* Communications- Comprehensive communications and PR function including marketing, website management and social media delivery to market and showcase service.

This project represents a second phase to the current activity delivered by the Cornwall and Isles of Scilly Growth Hub (CIOSGH). It reflects the experience of the current CIOSGH project, client feedback and intelligence from other Growth Hubs nationally. The project works closely with other ERDF funded business support in Cornwall, the private sector support and national support to ensure pre-starts and SME businesses get the support and advice they need to grow.

Phase 2 (2018-2021) will continue to offer a ‘Hub’ diagnostic service (to enable SMEs in CIOS to swiftly access the most appropriate business support to foster growth and develop productivity.)

After a successful Phase 1 project, a Phase 2 bid has now been commissioned.

**3. This Commission Overview**

CDC on behalf of the CIOS Growth Hub wishes to appoint a dedicated telephone system provider over the course of the Phase 2 Project from 1/2/2019 to 30/9/2021:

* To provide a telephony solution that uses our current system - Splicecom Maximiser.
* To maintain our current Splicecom Maximiser system with the minimum specific functionality as listed below.
* To provide calls and telephone lines as part of the package.
* To provide a telephone system capable of supporting up to 10 simultaneous calls at any one time.
* To update hardware as required to keep system current- Please include envisaged costs
* To be able to route at least 6 lines to laptops for the team to be able to work from home and have full functions available externally to the office

**3.1 Current Specification**

Our current service/installation consists of the following and we would like to continue to use this system;

|  |  |
| --- | --- |
| 9 | PCS 563 |
| 1 | S716 Soft PBX Starter Pack |
| 1 | Map Server |
| 3 | Universal Trunk License |
| 4 | Voicemail Box License |
| 4 | Voice Processing Port License |
| 9 | User License |
| 10 | Navigate Phone Partner |
| 1 | Navigate CRM Start Pack |
| 4 | Navigate CRM User License |
| 1 | iPCS Starter Pack |
| 1 | iPCS Application License |
| 1 | Small Vision Reports |

**3.2 Support**

We require an ongoing service that give the equivalent to;

* Support for a 4 hour response 24 hours a day, 7 days a week, 365 days a year and a next day handset swap out.
* The cover should also include parts and labour.
* Provide remote system changes free of charge.

**3.3 Required Specification**

* Anonymous call rejection (at users discretion)
* Call Forwarding (All, On Busy, No Answer, Not Reachable, Selective to either mobile or other desk users)
* Call Parking
* On Hold
* Group call pickup – Self programmable
* Direct extension pickup
* Screened and non-screened transfer
* Call waiting notification
* Call queuing - We need to be able to put callers in a queue and customise the hold messages ourselves, so we can change them intermittently.
* Configurable overflow programming.
* DDI number range including outbound CLI presentation of both main number and DDI.
* Configurable ring sequence
* Voicemail – Both individual and group/department
* Conference calling (What is the maximum party number you support?)
* Integration with Cloud hosted CRM- Zoho.
* Call logging and reports – available to download in PDF and CSV.
* “Extension anywhere” type feature so mobile users can operate from their smartphones/laptops.

**3.4 Calls**

We require a flat monthly fee for all calls, support and reporting.

**4. Tender and Commission Timetable**

|  |  |
| --- | --- |
| **Milestones** | **Date** |
| Tender sent out | 21/12/18 |
| Latest date for raising clarifications (by email) | 14/1/19-5pm |
| Clarifications posted on Contracts finder by | 17/1/19 |
| Deadline to return the Tender to CDC | 31/1/19- 5pm |
| Evaluation of Tender by CDC | 4/2/19 |
| Award of Contract by CDC | 6/2/19 |
| Inception (preferred bidder) meeting  | 11/2/19 |

**5 Corporate Requirements**

Cornwall Development Company has a statutory requirement to ensure compliance with a number of corporate considerations when delivering its services. It is therefore incumbent upon us to ensure that these statutory requirements are carried out by any contractor that is appointed by CDC. Consequently, we are looking for a commitment within Tender applications to assist CDC in the following duties. We do not consider that these requirements will be onerous and so pricing should not be affected in complying with any of these obligations, however, if a Tenderer believes there is a pricing impact, the impact of complying with these obligations should be clearly identified in their Pricing Schedule.

**5.1 Cross Cutting Themes (CCT)**

**5.1.1 Equality and Diversity**

We are committed to providing our services in a way which promotes equality of opportunity at every possibility. It is expected that the successful Tenderer will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. **If successful you will be required to provide evidence of your equality and diversity policies/practices to ensure compliance with this.**

**5.1.2 Environmental Issues**

We are committed to sustainable development and the promotion of good environmental management. It is expected that the successful Tenderer will be committed to a process of improvement with regards to environmental issues. **If successful you will be required to provide evidence of your environmental sustainability policies/practices to ensure compliance with this.**

**5.2 Freedom of Information Legislation**

CDC may be obliged to disclose information provided by bidders in response to this Tender under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (“the Freedom of Information Legislation”).

Bidders should be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies. Bidders should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

**5.3 Prevention of Bribery**

Applicants are hereby notified that Cornwall Development Company is subject to the regulations of the Bribery Act 2010 and, therefore, has a duty to ensure that all bidders will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to this legislation.

**5.4 Document Retention**

EU regulations require this project to retain all records and ensure all original documents relating to activity associated with this contract are retained until the licences have lapsed.

**5.5 Conflicts of Interest**

Please provide a statement with regards to a conflict of interest for this procurement through the provision of either:-

A Declaration that to your knowledge there is no conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure.

Or

A Declaration that there is a likely conflict of interest between your company and the Cornwall Development Company or project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the contexts of this procurement procedure, please provide details of this connection.

This will permit CDC, that in the event of a conflict of interest, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

**5.6 Exclusion**

Cornwall Development company shall exclude applicants from participation in this procurement procedure where they have established or are otherwise aware that the applicant (including administrative, management or supervisory staff that have powers of representation, decision or control of the applicants’ company) has been the subject of a conviction by final judgment of one of the following reasons:-

 Participation in a criminal organisation

 Corruption

 Fraud

 Terrorist offences or offences linked to terrorist activities

 Money laundering or terrorist financing

 Child labour and other forms of trafficking in human beings

**5.7 Consortium or sub-contracting**

Tenderers should note that consortia can submit a tender but the sub-contracting of aspects of this commission after appointment will not be allowed.

**5.8 Health and Safety**

All relevant rules, procedures and statutory requirements concerning health and safety, including the Company's health and safety policy which shall be provided to the Supplier and if not so provided shall be requested by it.

The Supplier shall at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements and the Company’s policies and procedures relating to health and safety copies of which are available on request.

**5.9 Indemnity and Insurance**

Without prejudice to its obligations under this Condition, the Supplier shall effect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the Suppliers obligations and liabilities under this Condition, including but not limited to:

* Public liability insurance with a limit of liability of not less than £2 million;
* Employers liability insurance with a limit if liability of not less than £2 million;

For any one occurrence or series of occurrences arising out of any one event in the performance of this contract.

**5.10 Standard Terms and Conditions of Purchase of Goods and Services**

The supplier is to ensure that they provide within their Covering Letter agreement to the Standard Terms and Conditions including the Enclosures.

**6. Clarification**

There will not be any negotiations of any of the substantive terms of the tender Documents. Only clarification queries will be answered. Any clarification queries arising from the Tender Documents which may have a bearing on the offer should be raised as soon as possible in writing to:

stu@ciosgrowthhub.com by 9/1/19 5pmand strictly in accordance with the Tender & Commission Timetable in section 4.

Responses to clarifications will be anonymised and uploaded by CDC to Contracts Finder and will be viewable to all tenderers.

No representation by way of explanation or otherwise to persons or corporations tendering or desirous of tendering as to the meaning of the tender, Contract or other Tender Documents or as to any other matter or thing to be done under the proposed contract shall bind us unless such representation is in writing and duly signed by the Head of Corporate Services of Cornwall Development Company. All such correspondence shall be returned with the Tender Documents and shall form part of the Contract.

**7. Tender Application Requirements**

Tenders may be submitted in either paper or electronic form but must comply with all requirements within this tender brief. The submission should contain 2 parts; a Covering Letter and the ITT response.

7.1 The **covering letter** should set out the following (**Please note failure to supply a covering letter will constitute a fail in the scoring criteria set out in section 8)**;

* A single point of contact for all contact between the tenderer and CDC during the tender selection process, and for further correspondence.
* Confirmation that the tenderer has the resources available to meet the requirements outlined in this brief and its timelines
* Confirmation that the tenderer accepts all the Terms and Conditions of the Contract
* Confirmation that the tenderer will be able to meet the Corporate Requirements (see Section 5) to include confirmation that Equality and Diversity and Environmental policies are in place and, if successful, supporting documentation will be provided as evidence
* Confirmation that the tenderer holds current valid insurance policies as set out below and, if successful, supporting documentation will be provided as evidence
* Conflict of interest statement

The **ITT response** must include the following supporting evidence;

7.2 Demonstrate how the contractor(s) will fully meet the requirements of this brief by completing the Compliance Matrix at Annex 1

7.3 Provide a cost for the duration of the contract to be billed monthly together with any one-off costs to be shown separately.

**8. Tender Scoring, Evaluation and Award Criteria**

Tender returns will be assessed on the basis of the following tender award criteria and any contract awarded as a result of this tender process will be in accordance with CDC’s standard terms and conditions.

Each Tender will be checked for completeness and compliance with all requirements of this Invitation to Tender (ITT) - see below

Tender Evaluation Criteria

|  |  |
| --- | --- |
| Section I: Covering Letter |  |
| * Acceptable covering letter including confirmation of the requirements detailed at 7.1
 | Pass/Fail |
| Section II: Compliance matrix |  |
| * Clarity and credibility of the proposal
* Understanding of the specification
* Proposal meets specification
* Compliance matrix provided
 | Pass/Fail |
| Section IV: Budget |  |
|  Provide a cost for the duration of the contract | Pass/Fail |

Assessment of the Tender;

The contract we be awarded on the lowest compliant tender.

**10. Tender Returns**

Tenders may be returned by email or post, or by delivery in person.

Tenders are to be returned by:-

Latest date to be returned: 31/1/19

Latest time to be returned: **5:00 pm (GMT)**

If submitting by **email,** tenders should be sent electronically to finance@cornwalldevelopmentcompany.co.uk with the following message **clearly noted in the Subject box; ‘Tender Ten 447 – CIOS Growth Hub Telephony Strictly Confidential -’**

Tenderers are advised to request an acknowledgement of receipt when submitting by email.

If submitting by post or in person, the Tender must be enclosed in a sealed envelope, only marked as follows:-

**‘Tender Ten 447 – CIOS Growth Hub Telephony -Strictly Confidential -’**

‘For the attention of Nicky Pooley, Head of Corporate Services’

Addressed to:

Cornwall Development Company

Tyncroft House, South Wheal Crofty Station Road, Pool, Redruth, Cornwall

TR15 3QG

The envelope should not give any indication to the Tenderer’s identity. Marking by the carrier will not disqualify the tender.

If delivery **by hand** please obtain an official Receipt at point of delivery

**11. Disclaimer**

The issue of this documentation does not commit Cornwall Development Company (CDC) to award any contract pursuant to the bid process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

Bidders must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their tender responses. Information supplied to bidders by CDC or any information contained in CDC’s publications are supplied only for general guidance in the preparation of the tender response. Bidders must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by bidders of such information.

Bidders shall be responsible for their own costs and expenses in connection with or arising out of their response. CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by bidders during the procurement process.

**Enclosures:**

Annex 1- Compliance Matrix

Annex 2- Contract terms & conditions