

Instructions for Tenderers

**TENDER REFERENCE
COL_001**

**TENDER FOR
SPECIFICATION
FOR PROVISION OF

Collections Online**

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1. THE TENDER PROCESS

1.1. General

These Instructions for Tenderers ("Instructions") apply to the submission of Tender for the provision of Collections Online (Col_001)

- 1.1.1. Tenders must be submitted in accordance with these Instructions. Tenders not complying with these Instructions may be rejected by the Royal Air Force Museum whose decision in the matter will be final. These Instructions will not form part of any contract for the Service
- 1.1.2. The contact person for this competition and their contact details are:

Kevin Carter,
kevin.carter@rafmuseum.org
- 1.1.3. Contact must be made by email only. Except where otherwise directed in these Instructions, Tenderers must not contact any person in relation to this competition other than the contact person, above or, if nominated, their designated deputy. The name of any designated deputy will be confirmed in writing.
- 1.1.4. The Tender must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to tender or release details of the tender documents, other than on an "in confidence" basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender. Tenderers should not release information concerning the invitation to tender and/or the tender documents for publication in the press or on radio, television, screen or any other medium.
- 1.1.5. The Royal Air Force Museum does not undertake to accept the lowest or any tender and reserves the right to accept the whole or part of any tender.
- 1.1.6. In any tender submitted, your organisation must warrant that it has not either directly or indirectly entered into any agreement or participated in any collusion or otherwise taken any action that might result in, or reasonably be expected to result in, the operation (in whole or part) of a cartel or price-fixing or market sharing agreement.
- 1.1.7. Offering an inducement of any kind in relation to obtaining this or any other contract will disqualify you from being considered and may constitute a criminal offence.

1.2. Tender Programme

Activity	Date
Tender Invitation	19/7/2019
Last Date for Tender Queries	9/8/2019
Last Date for Expression of Interest	9/8/2019
Tender Return Date	15/8/2019
Tender Assessment	16/8/2019
Tender Interviews/Presentation	03/09/2019
Tender Award	06/09/2019

2. SUBMISSION OF TENDERS

2.1. General

- 2.1.1. Tenders and supporting documents must be written in English.
- 2.1.2. Tenders must be submitted in accordance with the tender documents including any tender amendments. Tenders must not be qualified or accompanied by statements or a covering letter that might be construed as rendering the tender equivocal. The Royal Air Force Museum decision as to whether or not a tender complies with these instructions will be final.

- 2.1.3. Tenders must be accompanied by the Form of Tender that must be signed by the Tenderer and returned together with the documents identified in the Form of Tender and listed in Appendix A in these Instructions. Unauthorised alterations or additions must not be made to any component of the tender documents.
- 2.1.4. For those sent by registered post, recorded delivery, courier or hand delivery in a plain sealed envelope, whichever method is used, the envelope must not bear any marks, sign or reference that may indicate the name of the tenderer. The Tender must be sealed in an envelope clearly marked as follows:

TENDER REFERENCE COL_001

Kevin Carter,
Head of Digital Experience
RAF Museum
Grahame Park Way
London NW9 5L

- 2.1.5. In addition we ask that you submit a digital version of your tender. Emails should be titled **TENDER REFERENCE COL_001** and sent to tender@rafmuseum.org. The email should contain a link to an accessible online storage service, from where we can download a zipped file containing all tender documents and supporting materials.
- 2.1.6. The Tender must be submitted to the above address/s by the tender return time and date given in the invitation to tender letter. Any late tenders may be rejected. It is the tenderers responsibility to ensure that the tender is received on time. The Royal Air Force Museum decision as to whether to accept a late tender or not will be final.

2.2. Freedom of Information

- 2.2.1. As part of the Government's commitment to a culture of openness, we have to comply with the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (together "FOIA"). That means we may be obliged, upon request, to provide details of our spending contracts to anyone who asks for the information. Those details may include, amongst other things, the disclosure of a winning proposal price, the nature of the goods or service provided, standards of service or performance and our proposal evaluation criteria.
- 2.2.2. Please note that the intention of FOIA is not to allow your competitors to gain information on your organisation. The intention is rather to give people and organisations the right to see information on many aspects of Government funded organisations' operations, unless the information requested is covered by an exemption or exception under FOIA.
- 2.2.3. By responding to this tender, you acknowledge that, in order to comply with FOIA, we may be obliged to disclose information provided by or relating to you or which is likely to affect your interests. The decision as to whether an exemption or exception applies under FOIA will need to be decided by us (as the public authority to which FOIA applies) on a case-by-case basis.

2.3. Tender Costs

- 2.3.1. The Royal Air Force Museum will not be liable for any costs incurred in tendering. While the information supplied by the Royal Air Force Museum in these documents is provided in good faith, it is the responsibility of the tenderers to obtain all information necessary for the preparation of the tender.

3. TENDER ASSESSMENT

3.1. General

- 3.1.1. Costs will be an important factor in the assessment of bids. However, the RAF Museum is not bound to accept the lowest bid. The Museum is seeking the best technical solution that provides overall best value for money within the Authority's budget.
- 3.1.2. The award criteria for Tenders will be the Most Economically Advantageous Tender taking into account compliance with the list of criteria. Tenders that fail to meet the mandatory requirements or have areas of significant weakness will be deemed non-compliant and will be rejected.
- 3.1.3. The Royal Air Force Museum will not be responsible for any inaccuracies within this tender or misinterpretation by the tenderer of its contents that the tenderer fails to clarify as part of their submission.
- 3.1.4. The Royal Air Force Museum reserves the right not to issue the contract to any of the companies tendering.
- 3.1.5. Tenderers are required to submit the tender in three parts:

Envelope A: Standard Selection Questionnaire

The Royal Air Force Museum asks potential suppliers to self-certify that they meet certain criteria as part of the Standard Selection Questionnaire and, that they are able to provide documentation to support this. Only the successful tenderer will be asked to provide this supporting documentation.

The Standard Selection Questionnaire must be contained in an envelope marked **Envelope A:** Standard Selection Questionnaire (one copy required). We will assess the content of envelopes 'B' and 'C' only for the companies that pass the Standard Selection Questionnaire assessment.

Envelope B: Quality Submission

For the Quality Submission tell us:

- Your approach and project management methods & tools
- Planned & anticipated outcomes for users
- Proposed delivery technologies & process
- The type and number of workshops you may run (incl. locations, number of attendees, etc.)
- Project team (incl. CV's) delivering the project
- Additional delivery methods (soft launching, launching in beta)
- Proposed resourcing schedule
- Indicative delivery timeline
- List of deliverables based on your understanding of the tender
- Three examples of relevant projects
- Your view and mitigation of the three main project risks.

The quality submission can be up to 6 pages (12 sides) of A4, bound in landscape or portrait format, colour or black and white. Please keep in mind accessibility guidelines when compiling your proposal (black text on white paper preferred). A PDF version must also be provided. You can also provide links to online projects you would like to highlight as part of your approach and past experience.

The Quality Submission must be contained in an envelope marked **Envelope B:** Quality (one copy required). Envelope 'B' Quality must **not** contain any pricing information relating directly to the tendered price.

Envelope C: Fee

Submitted on the tender pro-forma attached according to the information in 14.3. and contained in an envelope marked 'Envelope C Fee' (one copy required).

All 'A', 'B' and 'C' envelopes should be marked with the tenderer's name. These three envelopes should then be sealed in an outer plain envelope without marking of any kind identifying the tenderer as instructed in paragraph 2.1.5 above.

3.1.6. Interviews: Response

We will shortlist and invite teams to interview to present a creative and technological response, as detailed in the Tender Specification, paragraph 4.0 – Collections Online – Success Criteria. The presentations will be followed by a Q+A session. The interviews will take place at the RAF Museum in London.

We are as interested in how you will work with the Museum as we are in the quality of creative and technological thinking included in your proposal.

3.2. Evaluation Method

3.2.1. The Royal Air Force Museum assessment panel will judge the tender submissions, based wholly on the contents of the tender submission that must therefore contain all the information that tenderers wish to be considered. During the financial assessment, consideration will be given to the viability of rates and prices against any historical precedence and the indicative budget. Following the financial assessment, consideration will be given to the sustainability and affordability of the whole bid.

3.2.2. Marks will be based on all the information supplied and will be awarded on the following assessment criteria, which reflect the project objectives:

The **written submission** represents **60%** of the overall tender marks composed of:

- Approach and methodology – 40% weighting
- Experience of similar projects – 40% weighting
- Fee – 20% weighting

Interviews with presentation of creative/technological response represents **40%** of the tender.

Each will be weighted as shown and assessed against the following basic scoring:

Zero (unacceptable) Not relevant or no effort

One (acceptable with reservations) Basic understanding, poor communication

Two (acceptable) Good understanding, clear thinking, well communicated

Three (exceeds expectations) as 2, with additional value, outstanding

SCORE	Written submission (60%)		Interview (40%)
	Quality (80%)	Fee (20%)	
Approach	0, 1, 2 or 3	The lowest tender will secure the highest mark.	The interview will consist of the presentation of the creative response and will be scored 0, 1, 2 or 3
Methodology	0, 1, 2 or 3		
Experience of similar projects	0, 1, 2 or 3		

3.2.3. The Royal Air Force Museum reserves the right to undertake credit checks on companies tendering and may request copies of audited financial statements or other indicators of financial performance.

3.3. Site Visits

- 3.3.1. The Royal Air Force Museum may carry out visits to reference sites identified by the tenderer, in order to validate the proposals set out in the Quality Submission.

3.4. Standard Selection Questionnaire

- 3.4.1. The Royal Air Force Museum asks potential suppliers to self certify that they meet certain criteria as part of the Standard Selection Questionnaire and, that they are able to provide documentation to support this. Only the successful tenderer will be asked to provide this supporting documentation.

4. TENDER AWARD

4.1. General

- 4.1.1. The Royal Air Force Museum reserves the right not to proceed with any proposal made in response to this invitation.
- 4.1.2. All Tenderers will be given the opportunity to obtain feedback (written or verbal) from an appropriate representative of the Royal Air Force Museum following the award of the contract.

APPENDIX A TENDER DOCUMENTS

1. List of Documents included with Invitation to Tender:

- a) Instructions for Tenderers
- b) Model Terms and Conditions of Contract
- c) Form of Tender
- d) Specification
- e) Standard Selection Questionnaire

2. List of Documents to be returned to the Royal Air Force Museum as part of tender submissions:

Envelope A

- a) The completed Standard Selection Questionnaire

Envelope B

- a) The Quality Submission should describe all of the elements detailed in paragraph 3.1.5. The submission can be up to 10 pages (20 sides) of A4 or A3, bound in landscape or portrait format, colour or black and white. A PDF version must also be provided. You can also provide links to online projects you would like to highlight as part of your approach and past experience.

Envelope C

- a) The completed Form of Tender
- b) The Price Schedule, Appendix B

APPENDIX B PRICE SCHEDULE

You should provide full details of costs to enable us to make an assessment of your financial submission. Budget can be found in the Tender Specification 7.0.

Activity	Cost
List all activities that have costs associated in order to deliver the provision of Collections Online Tender (COL_001). The Price schedule will form the basis of your tender offer.	
Fee	
Foundation Stage (see Tender Specification 3.3.1)	
Evolutionary Development Stage (see Tender Specification 3.3.2)	
Delivery (incl. code, training and documentation)	
Service Level Agreement to cover one year period	
TOTAL CONTRACT PRICE	£

Tenderer:

Date:

Signed: