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**Further Competition**

**For**

**Homes & Communities Agency Network Hardware Maintenance**

**Under Crown Commercial Service Agreement RM1058 – Technology Services – Lot 5**

CONTENTS

[1. introduction 14](#_Toc426110653)

[2. OVERVIEW OF Invitation to Quote 14](#_Toc426110654)

[3. FURTHER COMPETITION TIMETABLE 14](#_Toc426110655)

[4. questions AND CLARIFICATIONS 15](#_Toc426110656)

[5. Price 15](#_Toc426110657)

[6. Submitting a tender 15](#_Toc426110658)

[7. tender EVALUATION 16](#_Toc426110659)

[8. CONTRACT AWARD 17](#_Toc426110660)

Appendix A - Terms of Further competition

[1. INTRODUCTION 18](#_Toc426110661)

[2. CONDUCT 18](#_Toc426110662)

[3. COmpliance 19](#_Toc426110663)

[4. RIGHT TO CANCEL OR VARY THE Further Competition 19](#_Toc426110664)

Appendix B - specification

[1. INTRODUCTION AND BACKGROUND TO THE AUTHORITY 20](#_Toc426110665)

[2. Background to requirement/OVERVIEW of requirement 20](#_Toc426110666)

[3. SPECIFICATION 20](#_Toc426110667)

[4. CALL OFF CONTRACTS 20](#_Toc426110668)

Appendix C - Further COmpetition questionnaire

[1. introduction 21](#_Toc426110669)

[2. DOCUMENT COMPLETION 21](#_Toc426110670)

[3. RESPONSE TEMPLATE 21](#_Toc426110671)

GLOSSARY

## In this Further Competition Invitation the following words and phrases have the following meanings:

## “**Authority**” means Homes & Communities Agency, St. George’s House, Team Valley Trading Estate, Gateshead NE11 ONA;

## **“CCS”** means Crown Commercial Service;

##  “**Further Competition**” means the process used to establish a contract that facilitates the provision of Server Hardware Maintenance;

##  “**Further Competition** **Invitation**” means this document and all related documents published by the Authority in relation to this Further Competition;

##  “**Marking Scheme**” means the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes below the applicable question;

## “**Minimum Total Score**” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

## “**Total Score Available**” means the maximum potential score that can be awarded for a response to a question;

## “**Potential Provider**” means a company that submits a Tender in response to the Further Competition Invitation;

##  “**Supplier**” means the Potential Provider with whom the Authority has concluded the Contract;

## “**Tender**” means the Potential Provider’s formal offer in response to the Invitation to Tender;

## “**Tender Clarifications Deadline**” means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

## “**Tender Submission Deadline**” means the time and date set out in paragraph 4 for the latest uploading of Tenders.

# introduction

## This Further Competition Invitation contains the information and instructions that you needs to submit a Tender.

## This Further Competition is being conducted under the Crown Commercial Service - Technology Services Agreement (reference RM1058).

# OVERVIEW OF Invitation to Quote

## The following appendices accompany this ITQ:

### **Appendix A – Terms of the Further Competition**

### Sets out rights and obligations which apply to you and the Authority during this Further Competition.

### **Appendix B –Specification**

### A detailed description of the services that you will be required to supply to the Authority.

### **Appendix C – Tender Questionnaire**

### A template containing questions which you are required to respond to.

# FURTHER COMPETITION TIMETABLE

## The timetable for this Further Competition is set out in the table below.

## This timetable may be changed by the Authority at any time. You will be informed if changes to this timetable are necessary.

## All Tenders must be received by the Authority before the Tender Submission Deadline.

## Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Potential Providers are treated fairly. The decision whether to reject a Tender received after the Tender Submission Deadline is made entirely at the Authority’s discretion.

| **DATE** | **ACTIVITY** |
| --- | --- |
| Wed 21/12/16 | Publication of the Further Competition Invitation |
| Wed 21/12/16 | Clarification period starts |
| Tue 3/1/17 | Clarification period closes (“**Tender Clarifications Deadline**”) |
| Thu 5/1/17 | Deadline for the publication of responses to Tender Clarification questions  |
| Thu 12/1/17 | Deadline for submission of a Tender to the Authority Contact (“**Tender Submission Deadline**”) |
| Fri 13/1/17 | Issue of Award notification |
| Wed 1/2/17 | Expected commencement date for the Contract |

# questions AND CLARIFICATIONS

## You may raise questions or seek clarification regarding any aspect of this Further Competition at any time prior to the Tender Clarification Deadline.

## Submit any clarification requests by email to justin.hannan@hca.gsi.gov.uk with a subject starting with **NWMAINT1718**

## The Authority will not enter into exclusive discussions regarding the requirements of this Further Competition with Potential Providers.

## To ensure that all Potential Providers have equal access to information regarding this Further Competition, the Authority will publish all its responses to questions raised by Potential Providers on an anonymous basis.

## Responses will be published in a Questions and Answers document to all Potential Providers who expressed an interest and were subsequently invited to tender.

## At times the Authority may issue communications to the email address for the tender contact provided in Appendix C (Tender Questionnaire), therefore please ensure that this mailbox is reviewed on a regular basis.

# Price

## Submitted pricing should be itemised against each entry in the attached hardware inventory based on the required SLA

## Pricing for 12 months should be presented

## If additional suitable options exist these should also be presented

## Any listed items with existing manufacturer warranties should be co-termed with the contract end date of this further competition and clearly marked so on the response

## Details of any additional costs outside hardware break/fix e.g. time and materials

# Submitting a tender

## The submission should include an overview of the organisations capabilities within the area of the further competition along with a detailed quotation adhering to the requirements

## A Tender must remain valid and capable of acceptance by the Authority for a period of 30 days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

# tender EVALUATION

## Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).

## The tender score will be evaluated by a comparison score of quality based on the information provided relating to the quality of the service and a direct price comparison of the total items costs for the service.

## The Total Score Available for each criterion is as follows:

| **Criteria** | **Area** | **TOTAL SCORE AVAILABLE** |
| --- | --- | --- |
| [1] | **Quality**Level of understanding of the requirements, robustness and clarity of processes of the contract such as incident logging, support ability and availability | 30 |
| [2] | **Price**Overall contact cost | 60 |
| [3] | **Delivery Date**Ability to meet the timescales for contract commencement | 10 |
| **Total**  | **100%** |

# CONTRACT AWARD

## The Potential Provider that achieves the highest total percentage score will be awarded the Contract, unless failure to meet criteria 3 for the start of the contract.

## If the Authority receives only one Tender in relation to this Further Competition, that Potential Provider will be awarded the Contract provided that they meet the Minimum Total Score of **70**, with the exception of condition for contract start date in 8.1

Appendix A – Terms of the Further Competition

# INTRODUCTION

## These Terms of the Further Competition regulate the conduct of Potential Providers and the Authority throughout the Further Competition. These terms also grant the Authority specific rights and limit its liability.

## In these Terms of the Further Competition any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

# CONDUCT

You agree to abide by these Terms of the Further Competition and any instructions given in the Further Competition Invitation and agree to ensure that any of your staff, contractors, subcontractors, consortium members and advisers involved or connected with the Further Competition abide by the same.

## **Contact during the Further Competition exercise and canvassing**

1. You must not directly or indirectly canvass any Minister, public sector employee or agent regarding this Further Competition or attempt to procure any information from the same regarding the Further Competition (except where permitted by the Further Competition Invitation). Any attempt to do so may result in your disqualification from this Further Competition.

## **Collusive Behaviour**

### You must not (and shall ensure that your subcontractors, consortium members, advisors or companies within its Group do not):

#### fix or adjust any element of the Tender by agreement or arrangement with any other person;

#### communicate with any person other than Justin Hannan the value, price or rates set out in the Tender or information which would enable the precise or approximate value, price or rates to be calculated by any other person;

#### enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;

#### share, permit or disclose to another person, access any information relating to the Tender (or another Tender to which it is party) with any other person; or

#### offer or agree to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person for doing or having done or causing or having caused to be done in relation to the Tender any other Tender or proposed Tender, any act or omission, except where such prohibited acts are undertaken with persons who are also participants in the Potential Provider’s Tender, such as subcontractors, consortium members, advisors or companies within its group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security.

### If you breach paragraph 2.2.1, the Authority may (without prejudice to any other criminal or civil remedies available to it) disqualify you from further participation in the Further Competition.

### The Authority may require you to put in place any procedures or undertake any such action(s) that the Authority in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

# COmpliance

1. You agree that in cases where your Tender is deemed non-complaint when compared with the requirements set out within the Invitation to Tender (e.g. budget, terms and conditions) you shall be excluded from the Further Competition.

# RIGHT TO CANCEL OR VARY THE Further Competition

## The Authority reserves the right:

### amend, clarify, add to or withdraw all or any part of the Further Competition Invitation at any time during the Further Competition;

### to vary any timetable or deadlines set out in the Further Competition Invitation;

### not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited; and

### cancel all or part of the Further Competition at any stage at any time.

## You accept and acknowledge that by issuing the Further Competition Invitation, the Authority is not bound to accept a Tender or obliged to conclude a contract with any Potential Provider at all.

Appendix B – Specification

# INTRODUCTION AND BACKGROUND TO THE AUTHORITY

# The Homes and Communities Agency (HCA) helps create successful communities by making more homes and business premises available to the residents and businesses who need them. We also regulate social housing providers in England. The HCA is a non-departmental public body sponsored by Department for Communities and Local Government (DCLG).

# Background to requirement/OVERVIEW of requirement

## The HCA internal IT Infrastructure team manage and maintain a significant on premise infrastructure across multiple data centres to provide a highly available and robust service to the organisation. Part of this service requires the assurance that all necessary network hardware is maintained to appropriate levels in case of failure.

# SPECIFICATION

## The Authority is seeking the provision of a hardware break/fix for a period of 12 months from 1/2/2017 to 31/1/2018 against the included hardware inventory document which includes HCA office locations and required levels of SLA per item.

## All quotations are to be sourced from Lot 5 of the Technology Services Agreement (RM1058).

## Services Required

### Hardware break/fix per specified hardware inventory

### SLA’s required are detailed on the supplied hardware inventory

### 6 month review of service between HCA and supplier

### Ability to add new hardware devices to the existing contract part way through the contract with co-termed pricing

# CALL OFF CONTRACTS

## In addition to the initial contract term for this competition, please provide the option for a +1 year extension detailing all necessary information and considerations such as cost increases if any.

Appendix C – Further Competition Questionnaire

# introduction

## Appendix C sets out the questions that will be evaluated as part of this Further Competition.

## The following information has been provided in relation to each question (where applicable):

### Weighting – highlights the relative importance of the question;

### Guidance – sets out information for the Potential Provider to consider when preparing a response; and

### Marking Scheme – details the marks available to evaluators during evaluation.

# DOCUMENT COMPLETION

## Potential Providers **must** provide a response to every question in the blue shaded boxes.

## Potential Providers **must not** alter / amend the document in any way.

## Potential Providers **must not** submit any additional information with your Tender other than that specifically requested in this document or “HCA Hardware List 2016” document.

# RESPONSE TEMPLATE

|  |  |
| --- | --- |
| **[1]** | **COMPANY INFORMATION** |
| [1.1] | Please state your full company name |  |

|  |  |
| --- | --- |
| **[2]** | **POTENTIAL PROVIDER CONTACT** |
| [2.1] | Please state the contact’s name |  |
| [2.2] | Please state the contact’s telephone number |  |
| [2.3] | Please state the contact’s e-mail address |  |

|  |  |  |
| --- | --- | --- |
| **[3]** | **Qualitative Question**  | **Weighting 30%** |
| **Guidance:** |
| This is about the quality and robustness of the service and process |
| **Question:** |
| Provide the summary of the process to follow in the event of a hardware failure  |
| **Maximum 200 words** |
| **Marking Scheme:**  |
| The following marking scheme will be used to assess the response provided to this question: Maximum of 30 points for a simple and robust process with reducing marks for more complex and less robust process.  |

|  |  |  |
| --- | --- | --- |
| **[4]** | **PRICE** | **Weighting 60%** |
| **Guidance:** |
| Set price per item for the term of the contract.All prices shall be in GBP and exclusive of VAT. |
| **Question:** |
| What is the total cost of the contract? | £  |
| **Marking Scheme:**  |
|  A comparison taken against all ITQ returns with lowest cost scoring maximum points available (60) with a reducing score for subsequent returns in ascending cost order. |

|  |  |  |
| --- | --- | --- |
| **[5]** | **DELIVERY DATE** | **Weighting 10%** |
| **Guidance:** |
| Ability to meet the required contract start date |
| **Question:** |
| Are you able to meet the date for the contract start date? | Yes / No  |
| **Marking Scheme:**  |
| 10 points for Yes, 0 points for No. If no, state earliest start date to enable risk to be assessed for maintenance gap. |