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| THE ROYAL BOROUGH OF KENSINGTONAND CHELSEA |

REQUEST FOR QUOTATION

Digital and Digital Enabler Training Services

On-line and modular and facilitated courses

1. **Introduction**
	1. The Royal Borough of Kensington and Chelsea (the “Authority”) is issuing this request for a quotation (‘RFQ’) for the provision of Digital and Digital Enabler training that is on-line and modular and also facilitated training for general health and safety for managers. It needs to have a test element with pass and fail. The Health and Safety for managers and senior managers is a facilitated half day course which includes risk assessment.
	2. The detailed requirements (“the Services”) are described in the accompanying Service Specification. The RFQ documents are being made available on the condition that they are used solely in connection with this RFQ and for no other purpose.
	3. The successful supplier will be required for the contract price to provide the Services in accordance with the Specification and the Terms and Conditions.
	4. Contract period is initially for 12 months. The Authority reserves the right to extend the Contract on the same terms for a further period of 12 months, following a review to maximum total possible contract period of four years.
	5. This RFQ also sets out the procurement process and the required form and content of quotations, timetable and other administrative arrangements.
	6. The Authority is seeking a single provider able to deliver training on a range of health and safety topics including those listed in the service specification.
	7. The anticipated training volumes as well as indicative costs are set out in the Service Specification

The Specification sets out the Authority’s minimum requirements for the provision of the Services. Suppliers are (in accordance with the provisions set out below) invited to submit quotations by Friday 1st February 2019 at 4pm.

Timetable

* 1. To ensure the evaluation and award process is completed and the Contract executed prior to the commencement date the Authority has set the following timetable. The Authority reserves the right to amend the timetable.

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| **Activity** | **Completed by** |
| Request quotations from suppliers | 27/12/2019 |
| Closing date for submission of suppliers’ clarification questions | 25/01/2019 |
| Closing date for receipt of quotations | 01/02/2019 |
| Interviews of selected providers | 11/02/2019 |
| Notification of proposed award of contract on or around  | 18/02/2019 |

1. Right to Cancel or Vary the Process

The Authority reserves the right:

* 1. .1 to abandon the quotation process at any stage; not to award a contract;
		1. to require a supplier to clarify its submission in writing and/or provide additional information (failure to respond adequately may result in a supplier not being successful); and/or
		2. amend the terms and conditions of the quotation process.
1. Considerations Prior To Submission Of Quotation
	1. **Sufficiency of information**
		1. The supplier shall ensure that it is familiar with the content, of extent and nature of its obligations as outlined in the RFQ documents and It shall in any event be deemed to have done so before submitting its quotation.
		2. The supplier will be deemed for all purposes connected with the RFQ documents to have carried out all research, investigations and enquiries which can reasonably be carried out and to have satisfied itself as to the nature, extent, volume and character of the Services (in the context of and as described in the Specification) and the extent of the personnel, equipment, assets, plant and machinery which may be required and any other matter which may affect its quotation.
	2. **Costs and expenses**
		1. All costs, expenses and liabilities incurred by the Supplier in connection with preparation and submission of the quotation will be borne by the supplier.
		2. The supplier shall have no claim whatsoever against the Authority in respect of such costs and in particular (but without limitation) the Authority shall not make any payments to the successful supplier or any other supplier save as expressly provided for in the Contract and (save to the extent set out in the RFQ documents) no compensation or remuneration shall otherwise be payable by the Authority to the successful supplier in respect of the Services by reason of the scope of the Services being different from that envisaged by the successful supplier or otherwise.
	3. **Further information and enquiries**
		1. Any questions about this procurement should be submitted in writing via the capitalEsourcing Portal. Suppliers must clearly indicate, when submitting a question, which (if any) part of their question they view as confidential and applicable only to the supplier submitting the question. If the Authority does not agree that the question is confidential and applicable only to the supplier, the supplier will be given the right to withdraw the question without it being answered.
		2. The closing date for clarification questions to be raised will be 31st October at noon. Once the procurement event is live, a supplier is able to submit clarification questions through the Messages feature within the Portal, accessed via the 'Messages' tab. This should be used for all queries and requests for clarification regarding the procurement as it provides an effective and auditable trail. A supplier’s queries will be secure and cannot be seen by any other suppliers. The Authority will publish the question and the response, in a suitably anonymous form, via the Messages tool to all suppliers before the Deadline.
	4. **Freedom of Information**
		1. The Authority is subject to the provisions of the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (FOI). If the supplier considers that any information supplied by it is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity given. In such cases the relevant material will, in response to FOI requests, be examined in the light of the exemptions provided for under FOI.
		2. Suppliers shall treat all information supplied by the Authority in connection with this RFQ as confidential. Information may be disclosed by suppliers insofar as is necessary for the preparation, submission and evaluation of quotations.
2. QUALIFICATION ENVELOPe

5.1 Tenderers should read and state whether they accept the Conditions of Contract and answers the two questions concerning grounds for mandatory and discretionary exclusion.

5.2 Tenderers must also state that they either have or will have the required type and level of insurance cover indicated.

5.3 You may be disqualified if you decline to accept the terms and Conditions of Contract. You will be excluded if you are in one of the conditions that require mandatory exclusion. You may be excluded if there exist discretionary grounds for exclusion and you will be excluded if you do not have or decline to commit to have the required insurance cover.

**6. TECHNICAL RESPONSE ENVELOPE**

6.1 Within the RFQ on capitalEsourcing there is an electronic ‘Technical Response Envelope’ for the supplier to submit responses to the quality questions. Responses will be evaluated in accordance with the award criteria, weightings and marking scheme in Tables 1 and 2 below.

7. commercial RESPONSE ENVELOPE / Quotation

7.1 Within the RFQ on capitalEsourcing there is an electronic ‘Commercial Response Envelope’ for the supplier to complete and submit as its quotation.

7.2 The supplier must complete all sections of the Commercial Response Envelope.

7.3 All prices and rates requested in the Commercial Response Envelope must be inclusive of all disbursements and any other costs or expenses necessary for the proper performance of the Services and include for all Contractor risks under the Conditions of Contract. All prices and rates shall be exclusive of Value Added Tax. The Authority shall not pay any sum or sums other than those set out in the pricing document.

8. Conditions of contract

8.1 Suppliers should ensure that they understand and accept the terms and conditions of Contract contained in the ‘Attachments’ section of this RFQ before submitting their quotation. Amendments or variations to the terms and conditions requested by a supplier will not be acceptable to the Authority. Quotations will be considered non-compliant if any alterations are made and will be rejected.

9. Return Of quotations

9.1 Suppliers are required to submit their completed Commercial Response Envelope through the capitalEsourcing Portal. Use of this system does not require the purchase of high specification IT equipment or connections, or high level personal IT skills/capabilities. Suppliers are advised to complete their Commercial Response Envelope in advance of the Deadline to allow time to request guidance where it is required. It is the responsibility of suppliers to ensure they are familiar with the system and allow sufficient time for finalising their completed Commercial Response Envelope.

9.2 The Authority is not responsible for inaccurate or incomplete contact information input into the Portal by suppliers. It is the supplier’s responsibility to ensure that the contact information they have entered for their organisation on the Portal is accurate and kept up to date. Important notification messages relevant to this procurement may not be received by a supplier should the contact information be inaccurate. If at any stage a supplier needs to update the contact information held for their organisation this can be achieved by submitting it via the Portal. The Authority is under no obligation to respond/follow up on 'out of the office' responses received from a supplier and so suppliers will need to make appropriate arrangements to deal with absences. For any technical advice or assistance relating to the e-Bidding system if for any reason the Portal is not available, please contact the capitalEsourcing helpdesk between 8.00am and 6.00pm Monday to Friday on 0800 368 4850 (or +442033496601 if outside the UK) or e-mail help@capitalesourcing.com.) This email address should only be used where there are technical issues with the Portal. Otherwise, all questions and queries relating to this procurement should be submitted via the Portal.

9.3 All aspects (documents/attachments/responses) of the completed Qualification, Technical and Commercial Response Envelopes must be submitted electronically via the Portal. Once the completed Commercial Response Envelope has been submitted a pop-up box will appear notifying the supplier. Suppliers must not return by email any part of their completed Commercial Response Envelope. Any attempt by a supplier to email any part of its completed Commercial Response Envelope may result in its quotation being disqualified.

9.4 Suppliers are advised to allow plenty of time to submit their completed Envelopes onto the Portal as this will take some time and the Authority reserves the right to reject and not evaluate any completed Response Envelopes submitted after the Deadline.

9.5 All quotations must remain valid and open for acceptance by the Authority for a period of 6 months.

10. Evaluation MODEL AND EVALUATION METHODOLOGY

10.1 The Authority does not bind itself to accept the lowest or any quotation.

10.2 Each quotation will be checked to ensure that it is complete, legally compliant and meets the Authority’s minimum standards. If any questions that are marked pass or fail are not passed, then the quotation will be rejected.

10.3 The Authority intends to award Contracts on the basis of the quotation that represents the most economically advantageous offer to the Authority. The Authority shall evaluate quotations in accordance with the evaluation methodology set out below. Quality and price are weighted as follows:

Quality – 60 %

Price – 40 %.

10.4 The different criteria and sub-criteria for award together with the detailed scoring mechanism (Table 1) are set out below. The written responses to the Award Criteria will be evaluated. A weighting is attributed to each evaluation heading that reflects its relative priority.

10.5 The three highest scoring Tenderers will be invited to attend an interview with the Authority’s Evaluation Panel. The purpose of the interview will be to clarify effectively the accuracy of the information and proof provided by Tenderers. The Authority reserves the right to adjust the quality scores awarded in the light of information gathered at the interviews.

10.6 The final Quality Scores will be aggregated to give an overall score for the quotation.

10.7 Each supplier’s total weighted score for Table 2 (award criteria) and total weighted score for price will be added together and the quotation with the highest total weighted percentage score awarded will be the most economically advantageous quotation.

10.8 The Authority reserves to itself the right in its absolute discretion:

* to award the Contract(s) to any supplier;
* not to award the Contract(s) to any of the suppliers or at all.

10.9 The responses to the questions relating to the Award Criteria will be scored using the scoring mechanism below (Table 1), and then weighted in accordance with the weightings listed in Table 2.

10.10 IF NONE OF THE OFFERS RECEIVED ACHIEVE A QUALITY SCORE OF AT LEAST 50%, THE AUTHORITY WILL ABANDON THE PROCUREMENT PROCESS AND (AT ITS ABSOLUTE DISCRETION) MAY ENTER INTO DIRECT NEGOTIATIONS WITH SERVICE PROVIDERS.

10.11 Written responses to each award criterion should be clear and concise and contained on no more than 4 sides of A4 (not including supplementary material such as session plans and CV’s which can be submitted additionally).

**Table 1: MARKING SCHEME**

| **Score** | **Rating** | **Criteria for Awarding Score** |
| --- | --- | --- |
| 0 | **Unacceptable****(fail)** | The information is omitted/no details provided, or irrelevant answer provided |
| 1 | **Poor** **(fail)** | The Authority has serious reservations that the supplier understands the requirement in the question. The proposal provides very limited evidence and assurance that the relevant aspect of the service would be delivered to the expected standard and there are serious doubts about aspects of the response. |
| 2 | **Fair**  | The submission is superficial and generic in its scope. The Authority has some reservations that the supplier understands the requirement in the question. The proposal provides some limited evidence and assurance that the relevant aspect of the service or requirement would be delivered to a satisfactory standard. |
| 3 | **Satisfactory** | The Authority is reasonably confident that the supplier understands the requirement in the question and the proposal provides some satisfactory evidence and assurance that the relevant aspect of the service or requirement would be delivered to a satisfactory standard. |
| 4 | **Good** | The submission is robust and well documented. The Authority is confidentthat the supplier understands the requirement in the question and the proposal provides good evidence and assurance that the relevant aspect of the service or requirement would be delivered to a good standard. |
| 5 | **Excellent** | The proposal is innovative and adds value. The Authority is completely confident that the supplier understands the requirement in the question and the proposal provides very good evidence and assurance that the relevant aspects of the service or requirement would be delivered to an excellent standard. |

**Table 2**: **Technical Quality 60% total weighting**

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| **Technical Response (Quality) Award Criteria**  | **Marks** |
| **Experience** |
| Please provide details of your experience of design and delivery of both on-line digital training and facilitated training as outlined in the specification over the last three years. Please include the organisations you have delivered for and the volumes involved. | 40 |
| **Trainers**  |
| Trainers must be experienced and qualified trainers/ facilitators and be an expert in the subject matter. Please provide CVs for the trainers that will deliver on this RFQ. | 20 |
| **Example Course Structure** |
| Please demonstrate that the facilitated training delivery is structured to be interactive and engaging, including ‘live scenarios’ and uses a range of up to date learning techniques. Provide one detailed session plan that includes times, learning methods and outcomes. | 15 |
| Demonstrate the content is up-to-date and is designed to engage the participant. Please provide an example of the on-line learning for basic digital training, this can be a link / temporary login to a web based course if available. | 15 |
| **Systems**  |
|  Please provide examples of positive evaluation from organisations to whom you have delivered this training. | 3 |
| Explain the administration processes and invoicing arrangements to ensure the service provided is efficient and accurate. | 3 |
| Explain processes in place for:• implementing the on-line modules within an organisation • managing changes to the software e.g. upgrades.• Troubleshooting throughout the contract • Automated reminders | 4 |
| **Total Marks**  | 100 |

The 60% weighting for Quality will be applied to the Tenderer’s total score to obtain the weighted score for quality.

**11.** **PRICE EVALUATION (40% weighting)**

11. In the Commercial Envelope, Tenderers must enter a cost per day rate for either 2 x half day or one full day.

11.2 Two half day courses will be run on one day. The price should be inclusive as per the specification.

11.3 The cost per day must be inclusive of design, development, travel, accommodation, attendance certificates, course material and additional learning materials. This is not an exhaustive list. You will be disqualified from the procurement process if your price does not include ALL costs (except VAT).

11.4 The online element must be inclusive of design, working with our technical IT team to ensure compatibility, tailoring to company branding / requirements and any other test/ implementation stage.

11.5 The quotation with the lowest total for providing the courses will automatically be awarded full marks (40%). Thereafter each other quotation is compared against the lowest priced quotation in accordance with the following formula:

(A÷B) x C = X

Where:

A = the lowest submitted price of all quotations

B = the total price submitted by supplier

C = the maximum percentage score i.e. 40%

X = the score for Price

11.6 Tenderer’s weighted quality score will be added to their weighted price score to produce a total.

11.7 The tenderer with the highest total score (representing the most economically advantageous offer) will be awarded the contract subject to verification that they satisfy any pass fail tests described in the Qualification Envelope.

12 Acceptance Of quotation

12.1 Any acceptance by the Authority of a quotation shall be notified to the successful supplier in writing by the Authority.