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**Invitation to Quote to provide Design, manufacture and install a Broads National Park outdoor exhibition area and display on**

**a paved concourse in Norwich city centre for**

**the EXPERIENCE Project**

Contact: Rob Leigh

E mail Address: rob.leigh@broads-authority.gov.uk

Reference: AJ/KO

Contract commencement date: 2 August 2021

Period of Contract: 3 months with contract extensions up to 2 months subject to funding and satisfactory performance

Issue date: 28 June 2021

Closing date: 21 July 2021

# Statement of Requirements

Section 1: Background Information

Norfolk County Council (NCC) wishes to commission a contractor to design, manufacture and install a large outdoor display area for the Broads National Park on a paved concourse at the Forum, Theatre Plain in Norwich. The display will be unstaffed and permanently open to all for a period of 11months from 18 October 2021. The area will also be used to host events during that time. At the end of this period (5 September 2022) the display will be removed from Theatre Plain to be reused at another location.

This will support the delivery of EXPERIENCE, a €23.3 million project co-financed by ERDF via the France (Channel) England Programme and contribute to development of sustainable, off-season tourism based on the natural and cultural assets of Norfolk.

Applications from both organisations and freelancers with a successful track record in this area of expertise are welcomed.

Section 2: Background -EXPERIENCE Project

EXPERIENCE is an ambitious, €23.3 million 3-year project led by NCC which aims to deliver innovative and sustainable growth via a new tourism strategy. The project will extend the tourism season by attracting off-season visitors (October to March) and will be delivered across six pilot regions in the UK and France; Norfolk, Kent, Cornwall, Brittany, Pas-de-Calais, and Compiègne.

The project focuses on supporting and promoting experiential travel, which is a growing tourism trend. Modern travellers are looking for unusual, interactive experiences and authentic insight into daily life different to their own. Our region is brimming with culture, wildlife, unique natural and built heritage, tradition, history and gastronomy which form an ideal basis for the development of world-class experiential tourism products. New tourism products will feel genuine, unique and immersive to attract visitors in the off-season.

EXPERIENCE will generate more than 20 million new visitors across the six pilot regions by the end of the project, creating lasting and sustainable economic, environmental and social benefit by increasing the skilled workforce, year-round income and jobs, business stability and using local products and suppliers.

Section 3: Broads National Park - project overview

This project will be overseen by the Broads Authority, which has responsibility for managing the Broads National Park. The Authority has three purposes:

1. Conserving and enhancing the natural beauty, wildlife and cultural heritage of the Broads
2. Promoting opportunities for understanding and enjoyment of the special qualities of the Broads by the public
3. Protecting the interests of Navigation of the waterways of the broads

The Broads is a member of the family of 15 National Parks in the UK. The National Park boundary incorporates an area of Norwich with the river Wensum flowing through the city.

The Broads attracts 8 million visitors each year bringing over £640m into the local economy supporting 7,400 jobs in the area.

The COVID-19 pandemic caused increased domestic tourism and access to open spaces during 2020 and this is expected to continue for the foreseeable future. There was also a noticeable increase in first time visitors to the area with many trying new activities for the first time such as boating, canoeing, paddleboarding, country walking and cycling. Of these new visitors many were younger than the traditional audience for National parks and many were seeking to visit the countryside from urban environments.

There is a need to encourage our new audience to visit responsibly (taking litter home, no open fires/barbecues, parking considerately and maintaining social distancing) as well as being safe on the water. One of the aims of this project is to inspire people to care more about this special area, themselves and others. The first step of this is inspire them to visit.

The Authority is exploring opportunities to open a shared indoor visitor centre in the city to complement existing centres in How Hill and Hoveton however the demand for outdoor facilities at the current time has shifted the focus to this project in the short-term.

We are also seeking to encourage people to visit the park all year round, not just in the traditional holiday periods which is why the display will be open throughout autumn, winter and spring.

Section 4: Statement of Requirement

**Overview**

The Broads National Park outdoor exhibition area and display will support the objectives of the Interreg France (Channel) England EXPERIENCE project, which aims to attract visitors during the off-season by developing a unique, innovative, inclusive and sustainable tourism offer based on regional natural and cultural assets ([www.tourismexperience.org](http://www.tourismexperience.org)). This supports ambitions of generating innovative growth, building regional pride and enhancing a strong sense of place where people want to live, work and visit.

We are seeking a contractor to design, manufacture and install an accessible city centre display area in collaboration with the Broads Authority and Norfolk County Council. This offer will create an exhibition area that will be open to public from 18 October2021 to 5 September 2022, bringing the Broads National Park into the City Centre. Whilst being an attraction in its own right it will also inspire people to explore the Broads throughout the year by showcasing the huge wealth of cultural and natural heritage within the National Park, and telling the story of the link between the Broads and the growth of Norwich and Norfolk.

**Site details**

The location for the Broads National Park outdoor exhibition area and display is a paved concourse at the Forum, Theatre Plain in Norwich. The site is approximately 15.5 metres long and 12.7 metres at its widest point narrowing to 8.45 metres at its shortest. The area is lit in the evening, covered by CCTV and is served with electricity. The installation will need to be secured to the existing hard standing surface. A plan of the area accompanies this document. Site visits for organisations interested in providing a quotation may be arranged by contacting rob.leigh@broads-authority.gov.uk

**Vision for the display**

To create a massive map of the Broads National Park area on the ground which people can walk over to view. At strategic points there would be panels inspired by familiar shapes from the Broads landscape (such as boathouses, mills, reeds and churches) with pictures and interpretation illuminating the history and unique features of the area and inviting people to connect or reconnect with the nature and culture of the Broads. Interpretation will be both innovative and accessible to as wide an audience as possible.

The display space will be bold and impactful in an urban environment whilst also conveying the special qualities of the Broads. These include the wide-open skies, waterways, boating, landmarks such as mills, churches, boathouses, as well as the flora, fauna and wildlife of the Broads, many of which are rarely found anywhere else.

Design of the exhibition space and displays therin must consider the following **as a minimum**:

* A significant visual impact that will exploit the full potential of this high footfall area of the City Centre.
* Accessibility – ensuring everyone can access and enjoy the experience, including those with disabilities and hearing & vision impairments.
* An element of open shelter and shade to allow for use throughout all four seasons. This area should not be enclosed, must remain ‘open-air’ and be in line with the vision/theme – for example, using large wherry sails as inspiration which could also double as screens for images to be projected onto.
* Design should enable the area to be used for outdoor events all year round to inspire and entertain people – from nature demonstrations and talks, to outdoor performances.
* All elements of the display must be secured to the existing hard surface and capable of withstanding the elements and 9 months of high footfall with minimal maintenance.
* Able to be dismantled and moved to other locations for continued use beyond the period of this project. Lease of display elements would also be considered to maximise value for money.

Suppliers may propose additional infrastructure elements or ideas where this supports and enhances the visitor experience.

The Broads Authority and Norfolk County Council will provide some content such as text, images and video as well as branding narratives and graphics to be incorporated. The contractor will also need to liaise with the Forum Trust who manage the space and Norwich City Council which has responsibility for planning and advertising consent. The contractor must also be familiar with planning regulations regarding such displays and will be required to assist with the application for relevant permissions.

Proposals which demonstrate a sustainable approach to the development of this new visitor experience will be favoured.

**Outputs**

The successful supplier will be responsible for the following;

* Management of the design, production and installation of the facility by 18 October 2021. (Installation on site can commence no earlier than 4 October 2021)
* Developing project management tools such as a schedule, operations strategy and plan to ensure the structure is delivered on time and within budget.
* Design of each element of the display area – ground, display panels, shelter and lighting. This will require consultation with the Broads Authority and the EXPERIENCE project to ensure narrative and brand guidelines are followed
* Delivery of a high quality and visually striking unique display area that showcases the Broads National Park, attracting passing footfall as well as acting as a standalone attraction and venue for relevant events
* Managing health and safety, risk assessments, site management, planning applications (where relevant), licensing, advertising consent and maintenance plans.
* Ensuring all works are fit for purpose and adhere to health and safety standards
* Providing weekly progress reports to the Head of Communications at the Broads Authority
* Hold a public liability insurance of £5,000,000.

**Support**

The successful supplier will receive practical support from Broads Authority and EXPERIENCE project team to ensure successful delivery and adherence to Interreg France (Channel) England guidelines (including communication & publicity guidelines, which the successful supplier must comply with). The Broads National Park outdoor exhibition area and display will also be supported by EXPERIENCE project marketing & PR activities.

**Reporting Requirements**

The appointed consultant(s) will report to the Head of Communications at the Broads Authority and will be required to attend weekly update meetings. These meetings may initially take place online but as COVID restrictions are relaxed it is expected that site visits and face to face meetings will be required.

Support for design may also be provided through the Authority’s Communications Team and the EXPERIENCE project. Broads National Park, Norwich City of stories and UK National Parks assets will be available. This will include brand guidelines, images and narrative.

Progress updates with the programme team may also be required on occasion.

The exact format of progress meetings will be agreed following contract award.

Section 5: Target Audience

1. EXPERIENCE is targeting those audience groups which are seeking experiential travel and are interested in/able to travel during the off-season, outside of school holidays.
2. Identified market segments include:
3. Younger, child-free residents of urban areas longing to escape and discover new experiences, beautiful scenery and interesting towns and cities with rich cultural offerings.
4. Older demographics (55+) who prefer to experience rural life and scenery without the crowds.
5. Walkers and cyclists who will travel during the quieter shoulder season, stay longer and spend more in a region than other groups.
6. Visitors with additional physical, cognitive or sensory access needs, including wheelchair users, visually impaired, D/deaf visitors and neurodiverse audiences.
7. EXPERIENCE is also seeking to broaden the cultural diversity of tourism in Norfolk, targeting underrepresented groups such as BAME and LGBTQ+ communities.
8. The Broads experiences will be open to all, locals and visitors from the UK and abroad, including those who enjoy the outdoors as well as demographics less likely to visit the countryside.
9. Access to the countryside and open spaces is increasingly recognised as being important for mental and physical health and many people visited National Parks for the first time in 2020. The products within the experience collection should inspire people to visit and care for these special landscapes by highlighting the rich natural and cultural heritage whilst also encouraging them to visit beyond the traditional visitor season.
10. Our target audience is wide-ranging and non-exclusive. The display should appeal to our established outdoor and boating enthusiasts but also cater to people who would not normally consider a National Park for their leisure activity.

Section 6: Contract

**Location**

The contract holder will be required to work from their own office, using their own IT equipment and internet access. No equipment is provided with this contract.

The Broads Authority will provide a ‘hotdesk’ space and meeting rooms for occasional use within their Head Office in Norwich as required.

Section 7: Fees and payment

Contract price

The contract price must include:

1. The contract price must be all inclusive. No further funding is available for this service.
Payment triggers
• The maximum contract value is £45,000.
• The fee will be paid in 2 instalments, within 30 days of invoicing.
• 40% of the total cost to be invoiced at contract commencement – exact date to be agreed.
• 60% of the total cost to be invoiced on completion but no later than 31 December 2022.

# ITQ Management

* 1. Bid completion

Proposals are requested for a Supplier to deliver design, manufacture and install a Broads National Park outdoor exhibition area and display on a paved concourse in Norwich City Centre for the EXPERIENCE Project. This contract will be awarded under the Terms and Conditions of Contract appended to this Invitation to Quote. Suppliers will need to describe how they will deliver the services to meet all of the above outcomes and requirements in the Supplier Questions.

Please complete:

* Section 10 - Supplier Information
* Section 11 - Supplier Questions
* Section 12 - Pricing Schedule

Receipt of the quote

1. Your response must be received no later than 11am UK time on 21 July 2021
2. Your response must be submitted through the in-tend portal <https://in-tendhost.co.uk/norfolkcc>.
3. The Council will not consider any late responses to this Invitation to Quote nor will it consider requests for extension of the time or date fixed for the submission of responses. It may, however, in its own absolute discretion extend the time or date fixed for submission and in such circumstances the Council will notify all Suppliers of any change.
4. The Council may at its sole discretion change any aspect of, or stop this procurement exercise at any point and if it stops the exercise not provide any Supplier with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.
	1. Clarifications

Please email angela.jefford@norfolk.gov.uk with any clarification questions.

If you don’t have any questions but wish to be kept informed or any questions that we respond to, please provide a contact e-mail address to angela.jefford@norfolk.gov.uk

* 1. Format and content of response
1. Submissions must not be password protected
2. Suppliers are to answer all questions.
3. Suppliers’ responses shall be clearly legible and in at least 11-point type, on a line spacing of at least 1.3 times the type size.
4. Documents shall not include any embedded objects. If you are required to attach a document to support a response, you should upload that separately.
5. Proposals shall not contain any attachments or text other than that requested, and the Council will disregard any information contained therein.
6. The answer to each question shall be self-contained. Responses such as ‘see answer to question x’ are not acceptable, nor are responses which refer to or assume knowledge of existing arrangements.
7. Suppliers should not assume that the evaluators have any prior knowledge of their organisation, its capabilities or the solutions it offers.
8. Suppliers are reminded that their proposal should respond specifically to the Council’s requirements. Generic responses which do not take account of the Council’s requirements and circumstances are unlikely to achieve good marks.
9. Bids must be made against the contractual terms referred to at 2.1, without qualification or caveat. We do not expect to change the contract terms but if, exceptionally, you want to raise any issues about them you must do so at an early stage in the clarification process. You should not submit extensive proposals for change. We may issue revised contractual terms applicable to all bidders, and if we do so your bid must be submitted against those terms.
10. You must not caveat or qualify your bid. The following are some examples of caveats or qualifications:
	* statements that you have made certain assumptions and that, if these assumptions prove incorrect, you may wish to change price, timescales, quality, terms and conditions or other aspects of your offer;
	* statements that you do not comply with any mandatory requirement of the specification;
	* statements that you do not accept, or wish to modify, any aspect of the Contract or that any variant or additional term or condition will apply.
	1. Selection process

Scoring method for quality

1. The score for each question will be divided by the maximum possible score of five (5) and then multiplied by the individual weighting for that question to give a weighted score.
2. Suppliers must achieve a minimum quality threshold of 35 out of the 80 marks available for quality or the bid will be rejected.
3. Suppliers will be scored on their responses to the Supplier Questions in Section 6 in relation to the requirements of the specification. Each question is separately weighted.

Scoring method for Price

1. The price for this contract is capped at £45,000. Prices bid above this cap will automatically receive a score of 0 and their bid will be rejected, regardless of the score achieved for quality.
2. The formula to be used to calculate the score for price is as follows:
	* The bid with the lowest total price will be allocated the maximum number of points, with other Bidders being awarded marks in proportion to this price, so that for example a total price that is 30% more expensive will receive 30% fewer marks, one that is 60% more expensive will receive 60% fewer marks etc.
3. A total of 20% of the overall score is allocated to Price.

Overall score

1. The Contract will be awarded to the Supplier whose quote results in the highest combined quality and price score.

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| --- |
| **Award Criteria - Weightings for quality and price** |
| **Overall Price weighting** | 20% |
| **Overall Quality weighting** | 80% |
| **Total** | 100% |

1. All questions will be scored using the following descriptors:

|  |
| --- |
| **Descriptors for the award of quality marks** |
| **The mark to be awarded is that for which the descriptors most closely match the bidder’s response** | **Mark awarded** |
| An excellent response that is realistic, appropriately detailed and specific. There is no material weakness and:* the approach embodies accepted good practice in all material respects and offers excellent levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics;
* the response is tailored to the requirement wherever relevant and, where relevant, to specific circumstances;
* all material aspects of the question are fully answered, and the approach described fully meets all material aspects of the requirement;
* where relevant the proposal is ambitious in terms of outcomes, and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and
* where relevant, the organisation, qualification and experience of staff assigned to performing the contract are excellent.
 | 5 |
| A good response that is realistic, appropriately detailed and specific and with only minor weaknesses, where:* the approach generally embodies accepted good practice and offers good levels of (as appropriate) functionality, performance, environmental performance, outcomes, ease of use and other relevant characteristics;
* the response is generally tailored to the requirement where relevant and, where relevant, to specific circumstances;
* all material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions;
* where relevant the proposal seeks to deliver a good level of outcome, and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and
* where relevant, the organisation, qualification and experience of staff assigned to performing the contract are good, with only minor deficiencies
 | 4 |
| A satisfactory response that is realistic in all material respects, and that is at least sufficiently detailed and specific to give general clarity about what is to be delivered and how. There are some weaknesses, but:* the approach does not materially conflict with accepted good practice and generally offers acceptable levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics;
* most material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions;
* while the response may be somewhat generic, it is not inappropriate to the specific circumstances or too high-level to give reasonable clarity and confidence;
* where relevant the proposal seeks to deliver acceptable outcomes, and sets out a reasonably convincing, coherent and evidence-based approach to achieving the outcomes claimed; and
* where relevant, the organisation, qualification and experience of staff assigned to performing the contract are generally acceptable.
 | 3 |
| A rather deficient response where:* there is insufficient detail or specificity to be clear, wholly or for material aspects of the requirement, what is to be delivered and how;
* material parts of the question are not answered or material parts of the response are unrealistic or the approach described, in some material respects, appears not to meet the requirement;
* the approach described appears, in some material respects, not to deliver expected levels of (as appropriate) functionality, performance, environmental performance, ease of use or other relevant characteristics;
* the approach conflicts with accepted good practice in some material respects;
* the approach is in material part inappropriately generic or a poor fit with the specific circumstances or context;
* the approach is rather unambitious in terms of outcomes or the approach to achieving the claimed outcomes is somewhat unconvincing; and/or
* where relevant, the organisation, qualification and experience of staff assigned to performing the contract do not reach the expected levels in some material respects.
 | 2 |
| An inadequate response that is in part or in aggregate sufficiently unrealistic as to cast serious doubts over deliverability or efficacy or very materially lacking in detail or specificity or where, individually or in aggregate, there are very material weaknesses. | 1 |
| No response or a response with insufficient content to allow meaningful evaluation or a fundamentally unrealistic response or a clearly unacceptable response where the weaknesses, individually or in aggregate, are fundamental. If any question receives a score of ‘0’, the entire submission will be rejected. | 0 |

# Procurement Timetable

The procurement timetable, outlined below, is for information and potentially subject to change. The council reserves the right to amend any aspect of the timetable during the procurement and evaluation process.

|  |  |  |
| --- | --- | --- |
|  | Invitation to Quote issued | 28 June 2021 |
|  | Deadline for clarifications | 12 July 2021 |
|  | Deadline for responses | 11:00 am 21 July 2021 |
|  | Contract Award | Monday 26 July 2021 |
|  | Contract commencement | Monday 2 August 2021 |

# Supplier Information

Suppliers are to edit the header of this form to insert their name at the top of every page.

Suppliers are to complete this Form and return it as the front cover of their submission.

Part 1 is information relevant to the procurement. If bidding as a consortium please complete a copy of this form for each organisation bidding.

* 1. Part 1

|  |  |
| --- | --- |
| Name of person or organisation tendering  |  |
| Trading as… |  |
| Are you bidding in conjunction with another supplier? | Answer ‘yes or no’       |
| If yes, who is the lead bidder? |  |
| **Person managing bid** | **Director, partner, trustee overseeing bid** |
| Mr/Mrs/Ms/Other       | Mr/Mrs/Ms/Other       |
| Name |       | Name |       |
| Address |                      | Address |                      |
| Postcode |  | Postcode |  |
| Country |       | Country |       |
| Phone |       | Phone |       |
| Mobile |       | Mobile |       |
| Email |       | Email |       |
| **Registered office address** | **Bidder’s registration numbers, as applicable** |
|       | Company registration no.  |       |
|        | Charity registration no.  |       |
|       | VAT registration no. |       |
| Postcode |       | Level of VAT to be charged | Choose an item. |
| Country |       | Other relevant reg. no. |       |
| **Group structure (as applicable)** | **Type of organisation (select one box only)** |
| Name of immediate parent organisation |       | Sole Trader |[ ]  Public sector |[ ]
| Name of ultimate UK holding company |       | Partnership(Unincorporated) |[ ]  Private Company |[ ]
| Company regn. no. of ultimate UK holding co. |       | Limited Liability Partnership (‘LLP’) |[ ]  Public Limited Company |[ ]
| Name of ultimate parent organisation |       | Private Co. Limited by Guarantee |[ ]  VCSE, please select: Choose an item. |
| If known, DUNS number  |       | Other (please write in): |       |
|  |  | Are you a SME? Yes/No |       |

Part 2 is information relevant to contract management if you were to be successful and is non-mandatory.

* 1. Part 2

|  |  |
| --- | --- |
| *Who will manage the contract* | *Email addresses and phone numbers of relevant contacts, as applicable* |
| Mr/Mrs/Ms/Other       |
| Name |       | For invoice and payment queries |       |
| Address |                      |
| Postcode | For out of hours contact in an emergency |       |
| Country |       |
| Phone |       |
| Mobile |       |
| Email |       |

**If you are not an existing NCC supplier please complete the BACS form below.**

|  |
| --- |
| Bank Details |
| Account Type |    |
| Name of Bank |        |
| Address of Bank |        |
| Sort Code |        |
| Account Number |        |
| Building Society Roll Number |        |
| Name the account is held in |        |
| Pay Method |
| NB: Norfolk County Council’s preferred method of payment is by BACS and preferred remittance delivery is by email. |
| Pay Method |   |

* 1. Conditions of contract

|  |  |
| --- | --- |
|  **Answer yes or no** | **Yes – pass / No – fail** |
| We are willing to enter into the contract in accordance with the specified terms and conditions, without modification. | [ ]  Yes[ ]  No  |

|  |  |
| --- | --- |
| We understand the requirements of the Data Protection Act (DPA) 2018 and guarantee our ability to comply with the applicable regulations and legislation and with the Data Processing Schedule appended to the terms and conditions. | [ ]  Yes[ ]  No  |

|  |
| --- |
| Please provide details of your organisation’s insurances.  |
| **Specific minimum insurances** | We already hold this insurance (state insurer, policy number, extent of cover and expiry date below) | *Or* We are willing and able to obtain and maintain this insurance if awarded the contract (answer yes below) |
| Employer’s liability to at least to the level required by law  |  |  |
| Public liability to £5,000,000 in respect of any one claim; no annual or total cap |  |  |
| Product Liability insurance to £1 million in respect of any one claim; no annual or total cap |  |  |
| Contract Works insurance to cover all risks to £2,000,000 in respect of any one claim; no annual or total cap |  |  |

|  |  |
| --- | --- |
| ScorePass/Fail | If you do not currently hold and are unwilling or unable to obtain the minimum levels of insurance, your application will be rejected and your tender will be taken no further. |

* 1. Health and Safety

The Council needs to be confident that Applicants have a good track record of managing Health and Safety both for their own organisation and the public, and organisations should be able to demonstrate they have previous experience in undertaking the type of work involved safely. In order to demonstrate this please answer the following questions.

We have identified risks for this contract due to it being for Design, manufacture and installation.

The Council reserves the right to seek further information from any Applicant to support the statements provided below, including but not limited to requesting copies of relevant policies and procedures, method statements and copies of risk assessments for this type of work, and verifying that any stated sub-contractors meet the same standard.

The criteria at the end of this section will be used to evaluate the responses to each of the questions in this section. If you do not pass this part of the evaluation, your tender will be rejected.

* Please limit each response to a maximum of 500 words.
* The responses to these questions will be evaluated by Norfolk County Council's Health and Safety team.

|  |  |
| --- | --- |
|  | Please provide a health and safety risk assessment or a written explanation of the significant hazards present in your business and the control measures that you employ.We are looking for information that confirms that a suitable approach to controlling **significant** risks is in place. You should answer these questions with suitable input, if needed, from your company or organisation’s health and safety adviser. Your response should include:* What you regard as the significant hazards associated with your business
* Who you think could be harmed by those hazards
* What you do to control the risks
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|  |

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| --- | --- |
|  | If your work involves activity where registration or licensing with a statutory body is required, please provide details of e.g. the date of the last inspection by CQC and the outcome; or details of how your employees meet competency requirements for gas and electrical safety or licensed asbestos work. Where there are no relevant regulatory bodies for your work, please state Not Applicable. |
|  |
|  | In relation to your business, please give details of any pending or completed prosecutions and prohibition or improvement notices served by the HSE, EHO or Fire Service and actions taken as a result, over the past three years.A number of significant incidents will not automatically preclude an organisation from the process, unless the evidence provided about the actions taken is unsatisfactory, or there are enforcement actions for the same type of deficiency. |
|  |
|  | In relation to your business, please provide the following information for the last three years: * The number of incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
* A summary of incident details, investigation findings and actions identified to prevent recurrence.

Confirmation that all actions have been implemented |
|  |

* Please limit each response to a maximum of 500 words.
* The responses to these questions will be evaluated by Norfolk County Council's Health and Safety team.

|  |  |
| --- | --- |
| Descriptor FOR THE ALLOCATION OF PASS/FAIL scores | Mark awarded |
| The application shows one or more of the following features appropriate to the question:* Applicant has not provided a response
* Applicant provides a response of such a poor standard as to provide no confidence that the Applicant could meet the requirements
* Applicant provides no evidence that their experience and/or expertise is relevant to this contract
* The Applicant has demonstrated poor industry practice in their response
* The Applicant does not hold the required qualification(s), registration(s) or licence(s) in order to perform the contract and will not do so by contract commencement
* Supporting documents (where requested) are of insufficient quality, depth or relevance to provide any confidence that the Applicant could meet the requirement.
 | Fail |
| The application shows, relevant to the appropriate question, that:* The Applicant has the required experience and/or expertise to provide the service and provides some confidence that they would be able to perform the contract
* The Applicant has demonstrated that they have the capability to perform the contract
* The Applicant has demonstrated that they hold the required qualification(s), registration(s) or licence(s) in order to perform the contract or that they will do so by contract commencement
* The Applicant has demonstrated good industry practice in their response
* The supporting documents (where requested) are of good quality, relevant and of sufficient depth and demonstrate that the Applicant could meet the requirement.
 | Pass |

# Supplier Questions (80%)

* Suppliers are to edit the header of this section to insert their name at the top of every page.
* Please answer all questions and complete this form retaining the questions and numbering, and return it as part of your bid.
* You should not assume that the evaluators have any prior knowledge of your organisation, its capabilities or the solutions your organisation offers and you should ensure your responses to each question presume the evaluators know nothing of your organisation, and where relevant your subcontractors, consortium members or partners if you are heavily reliant on a third party in a bid.
* Where answers are limited to a maximum number of words, do not go over that limit. Any part of an answer beyond the point of the maximum is highly likely to be disregarded. Where a guide has been issued, ensure that your answers are succinct and do not drift over the guide unnecessarily. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification.
* Please ensure your answers are fully referenced to the relevant question.
* Responses shall be clearly legible and in at least 11-point type, on a line spacing of at least 1.3 times the type size.
* You must achieve a minimum quality threshold of 35 out of the 80 marks available for quality or your bid will be rejected.

|  |
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| 1. **Experience and Track Record of the proposed team** (40%)

Please give an overview of the experience of the team you are proposing to deliver this project demonstrating experience of; project management in the context of delivering similar successful public exhibition installationscollaborative project delivery, working with multiple partnersan understanding of sustainable tourisman understanding of local authority planning processes and health and safety requirements for this type of projectyour knowledge and understanding of the family of UK National Parks, the Broads, Norwich and Norfolkplease include CVS of the team to support your response. (maximum 1,500 words) |
| 1. **Approach to this brief** (40%)

Please outline your project management approach to delivering this contract. This should include:1. Workplan and tools for delivering the project outputs on time and to budget. 2. Resources that you will allocate to the design, production and installation.3. Draft design concepts for the main display elements – ground /display panels / shelter. Giving evidence of understanding of inclusion and diversity.(maximum 1,500 words) |

# Price (20%)

1. Insert your organisation’s name in the header
2. Prices must be in £ sterling and exclusive of VAT
3. Bids above the cap of £45,000 will be rejected
4. The total cost will be used to allocate your score for price

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| **Item** | **Unit** | **Price** |
|  |  |  |
| **Total price for evaluation** |  | **£** |

# Important Legal Notice

1. Any person who participates in this procurement exercise shall be deemed to accept the conditions set out below and the terms and conditions of contract appended to this document. These conditions constitute the entire agreement between the parties concerning the conduct of the exercise.
2. Norfolk County Council (“the Council”) does not make any binding commitment to actual or potential suppliers (“Suppliers”) or to any other party about its conduct of this procurement exercise, other than to abide by its statutory obligations and the express terms of this Important Legal Notice. No other obligation on the Council shall be implied into any contract which may arise between the Council and any Bidder governing the conduct of this exercise.
3. Suppliers shall not, in connection with this procurement exercise, place any reliance upon any communication from the Council (including without limitation any notice published by the Council and any information published on any web site) unless it specifically states that it concerns this procurement exercise and bears the reference number stated on the front page of this document. Suppliers shall not place any reliance on any communication which is not in writing.
4. Information supplied by the Council is subject to constant updating and amendment in the future and is necessarily selective and is supplied for general guidance in the preparation of proposals. It does not purport to contain all of the information which Suppliers may require and Suppliers must satisfy themselves by their own investigations about the accuracy of such information. While the Council has taken all reasonable steps to ensure, as at the date of this document, that the facts which are contained in this Invitation are true and accurate in all material respects, the Council does not make any representation or warranty as to the accuracy or completeness of this Invitation, or the reasonableness of any assumptions on which this document may be based. The Council accepts no liability to Suppliers however arising and whether resulting from the use of the information provided, or any omissions from or deficiencies in the information. As such, the Council cannot accept responsibility for any inaccurate information obtained by Suppliers.
5. Any notice from any person in connection with this procurement exercise shall be sent to through in-tend to the contact person listed on the first page in accordance with the relevant timescales.
6. In inviting potential Suppliers to participate, the Council is not making an offer to enter into any contract for the supply of goods, services or works and does not bind itself to accept any offer it receives.
7. The Council reserves the right at its sole discretion to change any aspect of, or to discontinue this procurement exercise at any point and if it does discontinue the exercise need not provide any Supplier with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.
8. The Council will not under any circumstances be liable to pay Suppliers for any costs incurred as a result of their participating in this procurement exercise.
9. The Council may exclude from consideration any proposal which is not submitted in full compliance with the conditions and/or instructions contained within this Invitation and shall be under no obligation to consider any extenuating circumstance which may have arisen. The Council’s decision as to whether any response submitted complies with the instructions shall be final.
10. Suppliers may notify the Council of information they wish, acting reasonably, to designate as confidential and the reasons why. Suppliers shall not apply any blanket designation of confidentiality to their entire quote and the Council will not pay any regard to any such designation.
11. The Council is subject to laws concerning access to information including the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Audit Commission Act 1998 and may - notwithstanding any claim made by any Supplier that any information is provided in confidence or is confidential in nature – release any information provided to it in accordance with the law, subject to the Council’s discretion concerning any applicable exemption or the application of any public interest test. It is important to note that information may be commercially sensitive for a time, for example, during a quote process, but afterwards it may not be. The timing of any request for information may be extremely important in determining whether or not information is exempt. However Suppliers should note that no information is likely to be regarded as exempt forever.
12. The contents of this Invitation to Quote together with all other information, materials, specifications or other documents provided pursuant or in the course of this procurement process as a whole, or prepared by the Suppliers specifically for such purposes, shall be treated at all times as confidential by the Suppliers. Suppliers shall not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Suppliers´ company or group or use them for any purpose other than for the preparation and submission of a response to this Invitation or other requirement of the procurement process, nor shall Suppliers publicise the Council’s name or the Invitation to Quote without the prior written consent of the Council.
13. The Suppliers shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.
14. Suppliers must seek the approval of the Council before providing to third parties any information provided in confidence by the Council or its professional advisers or consultants and must maintain a register of all employees and third parties who have access to such information. If so requested by the Council, Suppliers must make such a register available for immediate inspection by the Council or its duly authorised representatives.
15. Any working documents produced by the Council in the course of evaluation shall remain confidential to and the property of the Council and need not be retained by the Council. For the avoidance of doubt, the Council’s only obligation to Suppliers concerning debriefing shall be to provide the Suppliers with a written statement, as approved by the chair of the evaluation panel.
16. Suppliers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from responding to this Invitation to Quote.
17. Suppliers should not, in connection with the proposed contract:
	1. offer any inducement, fee or reward to any officer or member of the Council or of the commissioning organisations;
	2. do anything which would constitute a breach of section 117(2) of the Local Government Act 1972 or Bribery Act 2010; or
	3. canvass any of the persons referred to in a) in connection with the response about any aspect of the proposed contract or for soliciting information in connection therewith.
18. If any Supplier or any employee of any Supplier or any third party acting on behalf of any Supplier commits an act detailed in clauses 16 to 17 inclusive or offers, promises or gives any bribe or inducement or makes any improper threat or colludes (or offers or agrees to collude) with any other Supplier in connection with this procurement exercise then, in addition to any criminal sanction such conduct may attract, the Council may:
	1. immediately exclude that Supplier’s offer from consideration;
	2. exclude that Supplier from future procurement exercises;
	3. terminate any contract entered into with that Supplier; and
	4. recover from that Supplier the reasonable costs of re-running this procurement exercise and any consequential losses (including loss of anticipated savings) which result from any delay in letting a contract.
19. If any person approaches any Supplier seeking any bribe or making any offer to collude in respect of this procurement exercise, that Supplier is to contact the Council’s Head of Law immediately.
20. All intellectual property rights in this Invitation to Quote and all materials provided by the Council or its professional advisers, consultants or information provided in connection with this Invitation to Quote are and shall remain the property of the Council and/or its professional advisers, consultants and/or information providers. The information they contain shall be used only for the purpose of preparing a proposal and delivering any resulting contract.
21. All responses and submissions provided by any Supplier will form part of the contract should the Supplier be successful.
22. The Council will not accept any variation to the terms of this legal notice and in the event that any Supplier submits any response which seeks to vary the above conditions such purported variation shall be void, even if the Council considers the proposal.
23. In the absence of a formal document signed by the Council and the successful Supplier, and for as long as such absence persists, then the acceptance by or on behalf of the Council of the Supplier’s written response shall itself constitute a binding agreement between the parties, the terms of which unless amended by agreement between the parties shall be the conditions of contract sent out with the Invitation to Quote and the prices and operational proposals set out by the Supplier in their response.
24. Suppliers should view the Procurement Privacy Notice on the council’s website [www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/corporate/data-protection](http://www.norfolk.gov.uk/what-we-do-and-how-we-work/policy-performance-and-partnerships/policies-and-strategies/corporate/data-protection) and must raise any concerns about the Privacy Notice and how personal information will be handled during the procurement process without delay.

# Supplier's Declaration

1. Suppliers may either print this Form Z on plain white A4 paper, sign and date it with a pen, scan and then upload it as the final part of their submission, or use an electronic signature.
2. Suppliers are to edit the header of this section to insert their organisation’s name at the top of every page of the forms.

##### Checklist

Check each issue below and tick each box.

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| We have completed the following forms: |  |
| * Supplier Information
 |  |
| * Supplier Questions
 |  |
| * Price Schedule
 |  |
| * This declaration, either printed then signed with an original signature, then scanned and uploaded as a .pdf, or signed electronically.
 |  |

|  |  |
| --- | --- |
| **We have:** |  |
| Amended the header on each form to insert our organisation’s name. |  |
| Made arrangements for the quote to be uploaded and submitted on time, with adequate contingency for ICT failures, power outages etc. |  |
| **We have not:** |  |
| Used a smaller typeface or line spacing than that permitted. |  |
| Annexed any document not specifically requested. |  |

##### Declaration

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| We agree to the conditions specified in the ‘Important Legal Notice’ at in this Invitation to Quote.We warrant, represent and undertake to the Council that:* neither we nor any employee or third party acting on our behalf has offered, promised or given any bribe or inducement or made any improper threat or colluded (or offered or agreed to collude) with any other person in connection with this procurement exercise
* we have complied in all respects with this Invitation to Quote
* all information, representations and other matters of fact contained in our quote are true, complete and accurate in all respects
* we have made our own investigations and research and have satisfied ourselves in respect of all matters (whether actual or contingent) relating to the Quote and have not submitted this Invitation to Quote response and will not have entered into the contract in reliance upon any information, representation or assumption (whether made orally, in writing or otherwise) which may have been made by or on behalf of the Council
* we have satisfied ourselves as to the correctness and sufficiency of the information we have inserted in the quote. we have full power and authority to enter into the contract and provide the services
* we are of sound financial standing and will have sufficient premises, working capital, skilled staff, and other resources available to us to provide the services in accordance with the contract
* we have obtained or are able to obtain all necessary consents, licences and permissions to enable us to provide the services.

We hereby offer to provide the services in accordance with the contract attached as the annexure to this Invitation to Quote which includes for the avoidance of doubt any documents specified in the contract as forming part of the contract including (but not limited to) the prices and operational proposals set out in this quote, the terms and conditions of contract, the Specification and any written clarifications issued or received by the Council prior to the written acceptance of the Council of this quote. We agree that the Council’s acceptance of this quote shall form a binding contract between us on the above terms. |
| Name of bidding Organisation |  | Signature of authorised officer |  |
| Date |  | Position of authorised officer |  |
|  |  | Name of authorised officer |  |
| Name of bidding Organisation |  | Signature of authorised officer |  |
| Date |  | Position of authorised officer |  |
|  |  | Name of authorised officer |  |

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| *This block will be signed on behalf of Norfolk County Council in the event that your quote is accepted.* |
| We, Norfolk County Council, hereby accept your offer for design, manufacture and install a Broads National Park outdoor exhibition area and display on a paved concourse in Norwich city centre for the EXPERIENCE Project and a binding contract now exists between us and you on the above terms.(To be completed by NCC when the results of the evaluation are known.) |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Name of authorised officer |  |
| Position |  |
| Signature |  |
| Date |  |