Request for Quotation (RFQ)

Natural England’s Full People Survey 2024

October 2023

You are invited to submit a quotation for the requirement described in the specification, Section 2.

Please confirm by email, receipt of these documents and whether you intend to submit a quote or not.

Your response should be returned to the following email address by:

E-mail: Angela.m.hennell@naturalengland.org.uk

Date: Tuesday 31 October 2023

Time: 17:00 pm

Ensure you include the name of the quotation and ‘Final Submission’ in the subject field of the email to make it clear that it is your response.

Contact details and timetable

Angela Hennell will be your contact for any questions linked to the content of the quote or the process. Please submit any clarification questions via email and note that, unless commercially sensitive, both the question and the response will be circulated to all tenderers.

The key dates for this procurement are anticipated to be as follows:

|  |  |
| --- | --- |
| Activity | Proposed Dates |
| Date of issue of the RFQ | 11th October 2023  |
| Deadline for clarification questions | 24th October 2023  |
| Deadline for receipt of quotation | 31st October 2023  |
| Intended date of contract award  | 14th November 2023  |
| Intended contract start date. | TBC -Week commencing 20th November 2023. |
| Secure Natural England Research Ethics Committee sign-off | By end January 2024 |
| Survey planning culminating in final business approval for launch. | December 2023 to February 2024 |
| Survey window open | 4th March to 22nd March 2024 |
| Reporting -Headlines | 1st April 2024 |
| Reporting -Full report presented to NExCo (Natural England Executive Committee) | 6th May 2024 |
| Reporting -Local reports available. | 13th May 2024 |

SECTION 1: GENERAL INFORMATION

Glossary

Unless the context otherwise requires, the following words and expressions used within this Request for Quotation shall have the following meanings (to be interpreted in the singular or plural as the context requires):

|  |  |
| --- | --- |
| “Authority” | Means Natural England who is the contracting authority |
| “Contract” | means the contract to be entered into by the Authority and the successful supplier |
| “Response” | means the information submitted by a supplier in response to the RFQ |
| “RFQ” | means this Request for Quotation and all related documents published by the Authority and made available to suppliers |

Conditions applying to the RFQ

You should examine your Response and related documents ensuring it is complete and in accordance with the stated instructions prior to submission.

Your Response must contain sufficient information to enable the Authority to evaluate it fairly and effectively. You should ensure that you have prepared your Response fully and accurately and that prices quoted are arithmetically correct for the units stated.

By submitting a Response, you, the supplier, are deemed to accept the terms and conditions provided in the RFQ. Confirmation of this is required in Annex 2.

Failure to comply with the instructions set out in the RFQ may result in the supplier’s exclusion from this quotation process.

Acceptance of Quotations

By issuing this RFQ the Authority does not bind itself to accept any quotation and reserves the right not to award a contract to any supplier who submits a quotation.

Costs

The Authority will not reimburse you for any costs and expenses which you incur preparing and submitting your quotation, even if the Authority amends or terminates the procurement process.

Self-Declaration and Mandatory Requirements

The RFQ includes a self-declaration response (Annex 1) which covers basic information about the supplier, as well as any grounds for exclusion. If you do not comply with them, your quotation will not be evaluated.

Any mandatory requirements will be set out in Section 2, Specification of Requirements and, if you do not comply with them, your quotation will not be evaluated.

Clarifications

Any request for clarification regarding the RFQ and supporting documentation must be submitted via email no later than the deadline for clarifications set out in the Timetable.

The Authority shall be under no obligation to respond to queries raised after the clarification deadline. The Authority will respond to all reasonable clarifications as soon as possible but cannot guarantee a minimum response time. The Authority will publish all clarifications and its responses to all suppliers via email unless deemed commercially sensitive.

If a supplier believes that a request for clarification is commercially sensitive, it should clearly state this when submitting the clarification request. However, if the Authority considers either that:

* the clarification and response are not commercially sensitive; and
* all suppliers may benefit from its disclosure,

then the Authority will notify the supplier (via email), and the supplier will have an opportunity to withdraw the request for clarification by sending a further message requesting the withdrawal of the clarification request. If not withdrawn by the supplier within 2 working days of the Authority’s notification, the Authority may publish the clarification request and its response to all suppliers and the Authority shall not be liable to the supplier for any consequences of such publication.

The Authority reserves the right to seek clarification of any aspect of a quotation and/or provide additional information during the evaluation phase to carry out a fair evaluation. Where the Authority seeks clarification on any aspect of the quotation, the supplier must respond within the timeframe requested by the Authority.

Amendments

The Authority may amend the RFQ at any time prior to the deadline for receipt. If it amends the RFQ the Authority will notify you via email.

Suppliers may modify their quotation prior to the deadline for Responses. No Responses may be modified after the deadline for Responses.

Suppliers may withdraw their quotations at any time by submitting a notice via the email to the named contact.

Conditions of Contract

The Authority’s standard terms and conditions (Procurement at Natural England - Natural England - GOV.UK (www.gov.uk) provided as part of the RFQ will be included in any contract awarded as a result of this quotation process. The Authority will not accept any changes to these terms and conditions proposed by a supplier.

Suppliers should note that the quotation provided by the successful bidder will form part of the Contract.

Prices

Prices must be submitted in £ sterling inclusive of VAT (Value Added Tax).

Disclosure

All Central Government Departments, their Executive Agencies and Non- Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement, including ensuring value for money and related aspects of good procurement practice. For these purposes, the Authority may disclose within Government any details contained in your quotation. The information will not be disclosed outside Government during the procurement.

In addition, the Authority is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004, which provide a public right of access to information held by public bodies. In accordance with these two statutes, the Authority may be required to disclose information contained in your quotation to any person who submits a request for information pursuant to those statutes.

Further to the Government’s transparency agenda, all UK Government organisations must advertise on Contract Finder.

For the purpose of this RFQ the Authority is classified as a central contracting authority with a publication threshold of £12,000 inclusive of VAT.

If this opportunity is advertised via Contracts Finder, we are obliged to publish details of the awarded contract including who has won the contract, the contract value, and indicate whether the winning supplier is a small and medium-sized enterprise (“SMEs”) or voluntary organisation or charity. A copy of the contract must also be published with confidential information redacted.

By submitting a Response, you consent to these terms as part of the procurement.

Disclaimers

Whilst the information in this RFQ and any supporting information referred to herein or provided to you by the Authority have been prepared in good faith the Authority does not warrant that this information is comprehensive or that it has been independently verified.

The Authority does not:

* make any representation or warranty (express or implied) as to the accuracy, reasonableness, or completeness of the RFQ;
* accept any liability for the information contained in the RFQ or for the fairness, accuracy, or completeness of that information;
* accept any liability for any loss or damage (other than in respect of fraudulent misrepresentation or any other liability which cannot lawfully be excluded) arising as a result of reliance on such information or any subsequent communication.

Any supplier considering entering into contractual relationships with the Authority following receipt of the RFQ should make its own investigations and independent assessment of the Authority and its requirements for the goods and/or services and should seek its own professional financial and legal advice.

Protection of Personal Data

In order to comply with the General Data Protection Regulations 2018, the supplier must agree to the following:

You must only process any personal data in strict accordance with instructions from the Authority.

* You must ensure that all the personal data that we disclose to you, or you collect on our behalf under this agreement are kept confidential.
* You must take reasonable steps to ensure the reliability of employees who have access to personal data.
* Only employees who may be required to assist in meeting the obligations under this agreement may have access to the personal data.
* Any disclosure of personal data must be made in confidence and extend only as far as that which is specifically necessary for the purposes of this agreement.
* You must ensure that there are appropriate security measures in place to safeguard against any unauthorised access or unlawful processing or accidental loss, destruction or damage or disclosure of the personal data.
* On termination of this agreement, for whatever reason, the personal data must be returned to us promptly and safely, together with all copies in your possession or control.

General Data Protection Regulations 2018

For the purposes of the Regulations the Authority is the data processor.

The personal information that we have asked you provide on individuals (data subjects) that will be working for you on this contract will be used in compiling the tender list and in assessing your offer. If you are unsuccessful the information will be held and destroyed within two years of the award of contracts. If you are awarded a contract, it will be retained for the duration of the contract and destroyed within seven years of the contract’s expiry.

We may monitor the performance of the individuals during the execution of the contract, and the results of our monitoring, together with the information that you have provided, will be used in determining what work is allocated under the contract, and in any renewal of the contract or in the award of future contracts of a similar nature. The information will not be disclosed to anyone outside the Authority without the consent of the data subject unless the Authority is required by law to make such disclosures.

Equality, Diversity & Inclusion (EDI)

The Client is striving to create a diverse and inclusive working environment where every individual has equality of opportunity to progress and to apply their unique insights to making the UK a great place for living. The Service Provider is expected to respect this commitment in all dealings with Natural England staff and service users.

Suppliers are expected to;

* support Defra group to achieve its Public Sector Equality Duty as defined by the Equality Act 2010, and to support delivery of Defra group’s Equality & Diversity Strategy. [Defra group equality, diversity and inclusion strategy 2020 to 2024 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/defra-group-equality-diversity-and-inclusion-strategy-2020-to-2024/defra-group-equality-diversity-and-inclusion-strategy-2020-to-2024)
* meet the standards set out in the Government’s Supplier Code of Conduct. [Codes of conduct for suppliers and grant recipients - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/supplier-code-of-conduct)
* work with Defra group to ensure equality, diversity and inclusion impacts are addressed (positive and negative) in the goods, services and works we procure, barriers are removed, and opportunities realised

Sustainable Procurement

Addressing global sustainability impacts and realising additional community benefits within commercial activity is core to Defra group’s approach, working with its supply chain is key to achieving sustainable outcomes. In addition to supporting Defra group to meet its outcomes we look to understand and reduce negative sustainability impacts associated with our commercial activity and realise benefits.

The Client encourages its suppliers to share these values, work to address negative impacts and realise opportunities, measure performance and success.

Suppliers are expected to have an understanding of the Sustainable Development Goals, the interconnections between them and the relevance to the Goods, Services and works procured on the Client’s behalf

Conflicts of Interest

The concept of a conflict of interest includes but is not limited to any situation where an Involved Person or Relevant Body has directly or indirectly, a financial, economic, or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure and/or affect the integrity of the contract award.

We expect suppliers to mitigate appropriately against any real or perceived conflict of interest through their work with government. A supplier with a position of influence gained through a contract should not use that position to unfairly disadvantage any other supplier or reduce the potential for future competition.

Where the supplier is aware of any circumstances giving rise to a conflict of interest or has any indication that a conflict of interest exists or may arise you should inform the Authority of this as soon as possible (whether before or after they have submitted a quotation). Tenderers should remain alert to the possibility of conflicts of interest arising at all stages of the procurement and should update the Authority if any new circumstances or information arises, or there are any changes to information already provided to the Authority. Failure to do so, and/or to properly manage any conflicts of interest may result in a quotation being rejected.

Provided that it has been carried out in an open, fair, and transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the supplier.

SECTION 2: THE INVITATION

Specification of requirements

1. Introduction

The following contract opportunity is for a suitably experienced supplier to work with Natural England to deliver an Employee Engagement Survey and associated services on their behalf.  This provider must have proven experience of carrying out employee engagement research with large and complex organisations and will work with Natural England to design a full employee Staff Survey.

This needs to include experience of measuring engagement and identifying what drives a positive engagement score; developing, testing, and running online Employee Engagement surveys, demographic analysis and reporting to identify opportunities for improvement, engagement drivers by job and personal demographics and generating reports for different levels of leadership.

The provider will deliver information that will derive national performance indicators in which Natural England is required to report upon in accordance with treasury guidelines and timetables.

NE (Natural England) is looking for a provider who can manage and administer an online Employee Engagement Survey to collect staff views and experiences of working in our organisation, building upon those previously issued and completed in 2022.

1. Background to Natural England

Natural England is the government’s advisor on the natural environment. We provide practical advice, grounded in science, on how best to safeguard England’s natural wealth for the benefit of everyone.

Our remit is to ensure sustainable stewardship of the land and sea so that people and nature can thrive. It is our responsibility to see that England’s rich natural environment can adapt and survive intact for future generations to enjoy.

Natural England was formally established on 01 October 2006 following the successful passage of the Natural Environment and Rural Communities (NERC) Act 2006 through Parliament. We are an independent statutory Non-Departmental Public Body. The NERC Act sets out Natural England's purpose: to ensure that the natural environment is conserved, enhanced, and managed for the benefit of present and future generations, thereby contributing to sustainable development.

The Act states that this purpose includes:

● promoting nature conservation and protecting biodiversity

● conserving and enhancing the landscape

● securing the provision and improvement of facilities for the study, understanding and enjoyment of the natural environment

● promoting access to the countryside, open spaces and encouraging open air recreation

● contributing in other ways to social and economic wellbeing through management of the natural environment

The organisation has approximately 3,100 employees and has grown considerably in the last three years to this number. Our national teams are mainly office based and our area teams are a mix of office and field teams. The field staff are in the offices infrequently so will require a different approach to encourage them to take part in the survey. We will involve our National field services team to help us reach this group.

Our values

We are ambitious.

* We are bold, influential, and focussed on delivering our vision and mission.
* We encourage and inspire each other to innovate, leading by example to encourage and inspire others to act.
* We are positive and celebrate our successes and those of our partners.

We act with integrity.

* We are a professional knowledge and evidence-led organisation.
* We explain the reasons behind our decisions and our work.
* We take appropriate action, using all available tools, to protect the natural environment.
* We earn trust by being objective and open in our decisions and clear on the outcomes to be achieved.

We are inclusive.

* We care about our people and their wellbeing.
* We treat each other with respect externally and internally.
* We aim to be representative of our community and we reach out to a diverse range of partners.
* We welcome diversity of thought and challenge that seeks the best outcomes.

We are collaborative.

* We build and nurture partnerships, working across internal teams and with external partners to deliver our vision for people and planet.
* We share our expertise and strive for excellence.
* We listen and learn to continuously improve together.

Further information on what we do can be found at: [Natural England](http://www.naturalengland.org.uk/)

1. Background to NE’s People Surveys

Historically, Natural England all-employee surveys have been developed and managed in-house.

These surveys provide an important channel for our employees to have their say; to tell us what matters most to them and what motivates them, to help us make NE a great place to work. The survey results also provide a mechanism to measure progress against our People Strategy and Workforce Strategy and manage our Corporate and Organisational risks.

Natural England is looking for an employee engagement survey specialist, with proven experience of carrying out organisation-wide engagement surveys with large, complex organisations. The successful provider will have a proven track record of designing, testing, and running online surveys. They will have a deep understanding of engagement, how to measure it and the drivers of positive engagement. They will be experienced in producing insightful reporting and analysis to help the business make evidence-based decisions, that result in enhanced employee engagement. They will also be able to provide recommendations to drive increased levels of employee participation and support the development of resulting actions, based on their Industry experience.

Historically, Natural England has largely aligned with the questions included within the annual Civil Service (CS) survey, run through the Cabinet Office. This enables benchmarking of performance with similar Organisations. Although it is envisaged that most of the core questions will remain aligned with the latest CS survey, there is scope for an element of tailoring based on the specific needs of NE and external best practice presented by the successful provider.

The objectives of the Natural England all-employee surveys are:

1. Provide evidence for our measures of success that track progress against our People Strategy, Workforce Strategy, EDI, and Wellbeing Action Plans. Identify areas for improvement where progress has stalled.
2. Provide an important channel for employees to feel heard and demonstrate our commitment to making NE a more inclusive organisation.
3. Benchmark NE performance against the Department for the Environment, Food and Rural Affairs (Defra) and the wider CS.

The principals that should underpin all Natural England employee surveys are:

* Timeliness and Agility
1. In communicating survey results and the subsequent identified actions
2. In taking action and updating employees on progress being made
3. In identifying and responding to emerging issues through pulse surveys
* Meaningfulness
1. Questions aligned to NE’s ability to deliver its mission and strategic priorities.
2. Questions linked to delivery of the NE People Strategy and action plan.
3. Questions aligned to NE’s vision, values, and behaviours.
4. Broadly consistent question sets that enable benchmarking and analysis of performance trends over time.
5. Results benchmarked against Defra and CS for comparative performance analysis.
* Transparency
1. Results that are available and accessible to all employees
2. Results presented in a way that provides all employees with a clear view of their respective teams and 23 directorates performance.
3. Survey KPIs (Key Performance Indicators) tracked annually for inclusion in the Annual Report.

The last full survey within Natural England took place in February 2022. The survey consisted of 318 questions, with 228 applicable to all respondents, and the remaining 90, logic based. The survey aligned with the core set of questions contained within the CS survey, plus questions covering the following topics: Stress, Learning & Development, Pay and Benefits, Leadership and Line Management. 76% of employees participated, with 62.5% completing the full survey.

In December 2022 Natural England’s People Committee made the decision to restructure the cycle of employee surveys, moving to a biannual full survey, supplemented with additional topic specific pulse surveys. The first pulse survey focused on the topic of Equality, Diversity, and inclusion. In addition, seven questions enabling the measurement of employee engagement and wellbeing were included. This survey was run for three weeks over February and March 2023, with 37% of employees choosing to participate.

The next full People survey is scheduled to run in March 2024.

1. Requirements Summary

Minimum Requirements Threshold

The following represent the minimum requirements threshold, which if not met will result in a failure when assessed against our scoring criteria:

* Server location should ideally be UK, but at a minimum within the E.U.
* Compliant with General Data Protection Regulations 2018
* Fully anonymised reporting
* Fully accessible to all employees on laptops, tablets, and mobile phones
* Compliant with the [Equality Act](https://www.legislation.gov.uk/ukpga/2010/15/contents) and [Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#meeting-accessibility-requirements).

Key Specification Requirements

The following represent the key specification requirements that will be used to score each submission, to identify the successful bid:

* There is an expectation the majority of the questions for the 2024 survey will align with our previous annual People Surveys. This will maintain benchmarking of performance over time and against the results across the Civil Service.
* However, there is also an expectation the successful bidder will be able to provide insights on best practice questions, based on their experience with other customers to complement this existing question set for 2024.
* The survey will be mainly closed questions but with up to 6 open questions. In previous surveys almost all employees do complete the open questions. Quoted costs must include analysis of all closed and open questions; please also provide costs for coding and reporting a single open question so we can scale up or down if necessary.
* The successful bidder should quote for question advice, amends, staff testing at the draft stage and online piloting before going live. Please provide costs for up to 20 drafts of the questionnaire.
* The survey should take no longer than 20 minutes to complete.
* We also require an option for telephone interviews to be available for exceptional circumstances. Bidders should provide a separate cost-per interview for the telephone option.
* The survey questions will be tested with staff groups at the draft stage and the online survey will be piloted with a small group of staff before we go live. We anticipate that both groups will meet virtually via Microsoft Teams, however we are open to suggestions of how else this can be achieved. Bidders should provide costs for organising, hosting, and delivering the testing and pilot. Natural England will recruit staff for both stages.
* Please include a breakdown of any incremental costs involved in anonymising open questions below total Organisation-wide level.
* Bidders will work with a Natural England IT lead to test access (firewalls) and functionality of the online site.
* Natural England will also require a full set of the raw data results within Excel format.
* The supplier will agree a schedule for issuing survey invites and reminders, taking advice from Natural England based on server capacity. The supplier will manage distribution of individual email invites and reminders to all staff who are accessing the survey online. They will need to be able to distribute around 3,100 emails in one go on scheduled days without glitches. We will include absent staff such as those on maternity leave or long-term sick (note: Natural England will manage invites to staff in these groups).
* The successful bidder will lead on provision of any relevant submissions required to successfully complete our Data Protection Impact Assessments (DPIA).
* The successful bidder will also support the Natural England Survey project team in the completion of the Natural England Research Ethics Checklist, including virtual attendance at the Ethics Committee sign-off meeting.
* The successful bidder will provide an online platform which is simple, with ease of access, and a clean & intuitive user interface.
* The successful bidder will provide live survey participation reporting at least weekly during the survey window.
* Ideally the successful bidder will provide an online results portal, with multi filter capability, allowing NE employees to “self-serve” and view high-level results directly. If this is not possible, at a minimum the successful bidder will provide summary reporting packs, for each of our 23 Directorates. This will include both quantitative results, as well as insights analysis on any open questions. The reporting should clearly demonstrate NE strengths, areas for improvement and any weaknesses in a clear and simple format which is easy to digest, engaging and easily understood.
* The successful bidder should have the capability to capture and provide reporting on key demographics at both a total Organisation level and by each of the 23 Directorates. These would include tenure and specific protected characteristics such as Gender, Ethnicity, and others.
* The successful bidder will be able to demonstrate innovative ideas to encourage and maximise response rates. They will also be able to give an outline of how they will ratify response rates demonstrating procedures to minimise risk of data errors.
* Reporting should include performance benchmarking against 2022 results and the latest Civil Service results. Both datasets will be provided to the successful bidder within an agreed timeframe ahead of the survey window.
* The successful bidder will provide an executive survey report which will include an executive summary, in-depth analysis, interpretation, and recommendations as part of the reporting. The report should be user friendly, written in plain English and be visually appealing. **This reporting will help Natural England leadership understand, not just ‘****the what,’ but also the ‘so what’ and ‘now what****’**.
* We require the following meetings with the successful bidder to support Survey planning, design, sign-off, and results presentation:
	+ A virtual set-up meeting with the NE People Strategy Team.
	+ Weekly project update calls with the NE People Strategy Team.
	+ 1 X virtual meeting with Natural England Research Ethics Committee to secure Ethics Committee approval to run the Survey (January 2024)
	+ 2 x virtual questionnaire test group meetings with NE employees (NE will provide contacts)
	+ 1 virtual meeting with platform user test volunteers
	+ A report planning session in late November / early December.
	+ A virtual debrief meeting with the People Strategy Team
	+ A virtual end of project wash-up meeting with the NE People Strategy Team.
1. Guidance in submitting the Quotation
* Your submission should also include relevant evidence of compliance with all minimum threshold requirements.
* Your submission should clearly outline how you intend to meet all items outlined in point 4. Requirements Summary.
* Where any suggestions for enhancements to the specification are included in your submission, please be clear where these go beyond the stated requirements.
* Your submission should provide a clear summary of the costs to complete this work including any additional specific cost breakdowns as identified within **point 4. Requirements Summary.**

6. Payment

The budget range for this contract is £15,000 - £20,000 inc. VAT. Proposals in excess of £22,000 are unlikely to be accepted.

The rates shall allow for all general risks, liabilities and obligations as set out in the Conditions of Contract.

The Authority will raise purchase orders to cover the cost of the services and will issue to the awarded supplier following contract award.

The Authority’s preference is for all invoices to be sent electronically, quoting a valid Purchase Order number. Payment can be made in two instalments, with 50% to be invoiced upon receipt of the inception note, and the remaining 50% to be invoiced upon agreement of the final deliverables.

It is anticipated that this contract will be awarded for a period of 6.5 months to end no later than 31 May 2024. Prices will remain fixed for the duration of the contract award period. We may at our sole discretion extend this contract to include related or further work. Any extension shall be agreed in writing in advance of any work commencing and may be subject to further competition.

Bidders must not undertake work until they have written notification that they have been awarded the contract, have signed the contracts, and are required to start work.

7. Evaluation Methodology

We will accept the offer and award this contract which is considered to be the most economically advantageous tender and will consider both cost and quality elements before making a decision.

Prior to assessing each bid against the Technical and Commercial criteria, each bid must first pass all of the below minimum threshold requirements. Any bid which fails one or more of these criteria will be discounted from further assessment.

|  |  |
| --- | --- |
| Minimum Threshold Requirement | Pass / Fail |
| Server location should ideally be UK, but at a minimum within the E.U |  |
| Compliant with General Data Protection Regulations 2018 |  |
| Fully anonymised reporting |  |
| Fully accessible to all employees on laptops, tablets, and mobile phones |  |
| Compliant with the [Equality Act](https://www.legislation.gov.uk/ukpga/2010/15/contents) and [Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018](https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps#meeting-accessibility-requirements). |  |

The contract will be awarded on the basis of the following criteria as set out in the following award criteria:

* Quality/Technical – 60%
* Price/Commercial – 40%

The quality criterion is split into sub-criteria, which are weighted to reflect their relative importance and/or risk. These sub-criteria are listed below, along with the information we require you to return as part of your tender submission.

Quality Criteria (60% of overall score)

There are four quality/technical criteria outlined below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  Question Number  | Question  | Maximum Available Score  | Weighting %  | Maximum length  |
| E01 E02 | Working with Natural England to deliver a powerful, ethical, and engaging Survey* How will you work with Natural England to develop a final question set that meets our specification requirements, whilst also incorporating your best practice and insights.
* How will you support the Natural England Survey project team with the completion of the DPIA.
* How will you support the Natural England Survey project team in securing Research Ethics Committee sign-off
 | 100 100 | 15% 25% | 500 words, font size 11 500 words font size 11 |
| Working with Natural England to meet server platform, access and Data requirements.* Where will the server be located?
* How will you ensure the survey is fully accessible to all employees on laptops, tablets and mobile phones?
* Please demonstrate how you are compliant with GDPR 2018, Equality Act, Public Sector Bodies (Websites and Mobile Applications ) (No2 ) Accessibility Regulations 2018 ?
 |
|  |
| E03  | Outline the processes, approaches and methodologies you will use to deliver this contract within the specified timeframesTo enable this assessment to be made, you must:* Provide a description of key tasks to be undertaken and the way in which you will approach them.
* Outline what steps you will take to ensure all compliance requirements are met.

 * Outline how you intend to work with Natural England staff to deliver against these timelines.
* Include a high-level timeline, with expected number of days required to complete each of the main project milestones.
* Outline what actions you will take to mitigate risks associated with delivery of this project within the required timelines
 | 100  | 20%  | 500 words, font size 11  |
| E04  | Outline how you will deliver the reporting insights and capabilities as outlined within the specification requirements.  | 100  | 25%  | 750 words, font size 11 |
| * Provision of an online results portal, with multi filter capability, allowing NE employees to “self-serve” and view high-level results directly, or at minimum summary insights reporting by Directorate.
* Outline how the reporting will cover both quantitative results, as well as insights analysis on any open questions.
* Outline how the reporting will clearly demonstrate NE strengths, areas for improvement and any weaknesses in a clear and simple format which is easy to digest, engaging and easily understood.
* Provision of live survey participation reporting at least weekly during the survey window.
* Provision of an executive survey report which will include an executive summary, in-depth analysis, interpretation, and recommendations as part of the reporting. **This reporting will help Natural England leadership understand, not just the ‘what****’, but also the ‘so what’ and ‘now what****’**.
* Provision of performance benchmarking against 2022 results and the latest Civil Service results.
 |
|  |
|   |
| E05 | Provide evidence of how you have successfully worked with other comparable Organisations. * Ability to demonstrate working with Organisations within the Public Sector will score more highly
 | 100 | 15% | 500 words, font size 11 |
| Total |  |  | 100% |  |

Scores for the quality criteria will be based on the following:

| Description | Score  | Definition |
| --- | --- | --- |
| Very good  | 100 | Addresses all the Authority’s requirements with all the relevant supporting information set out in the RFQ. There are no weaknesses and therefore the tender response gives the Authority complete confidence that all the requirements will be met to a high standard.  |
| Good | 70 | Addresses all the Authority’s requirements with all the relevant supporting information set out in the RFQ. The response contains minor weaknesses and therefore the tender response gives the Authority confidence that all the requirements will be met to a good standard.  |
| Moderate | 50 | Addresses most of the requirements with most of the relevant supporting information set out in the RFQ. The response contains moderate weaknesses and therefore the tender response gives the Authority confidence that most of the requirements will be met to a suitable standard.  |
| Weak  | 20 | Substantially addresses the requirements but not all and provides supporting information that is of limited or no relevance or a methodology containing significant weaknesses and therefore raises concerns for the Authority that the requirements may not all be met. |
| Unacceptable | 0 | No response or provides a response that gives the Authority no confidence that the requirement will be met.  |

Commercial Award Criteria (40% of overall score)

The Contract is to be awarded as a schedule of rates which will be paid according to the completion of the deliverables stated in the Specification of Requirements.

Suppliers are required to submit a total cost to provide the deliverables stated in the Specification of Requirements. In addition to this the Commercial Response template must be completed to provide a breakdown of the whole life costs against each deliverable used in the delivery of this requirement.

Calculation Method

The method for calculating the weighted scores is as follows:

● Commercial

Score = (Lowest Quotation Price / Supplier’s Quotation Price ) x [40%] (Maximum available marks)

● Technical

Score = (Bidder’s Total Technical Score / Highest Technical Score) x [60%] (Maximum available marks)

The total score (weighted) (TWS) is then calculated by adding the total weighted commercial score (WC) to the total weighted technical score (WT): WC + WT = TWS.

Information to be returned

Please note, the following information requested must be provided. Incomplete tender submissions may be discounted.

Please complete and return the following information:

● completed Commercial Response template

● separate response submission for each technical question (in accordance with the response instructions)

● completed Mandatory Requirements (Annex 1)

● completed Acceptance of Terms and Conditions (Annex 2)

Award

Once the evaluation of the Response(s) is complete all suppliers will be notified of the outcome via email.

The successful supplier will be issued the contract via a Purchase order.

Annex 1 Mandatory Requirements

Part 1 Potential Supplier Information

Please answer the following self-declaration questions in full and include this Annex in your quotation response.

Part 1.1 Potential Supplier Information:

| Question no. | Question | Response |
| --- | --- | --- |
| 1.1(a) | Full name of the potential supplier submitting the information |  |
| 1.1(b)  | Registered office address (if applicable) |  |
| 1.1(c) | Company registration number (if applicable) |  |
| 1.1(d) | Charity registration number (if applicable) |  |
| 1.1(e) | Head office DUNS number (if applicable) |  |
| 1.1(f) | Registered VAT number  |  |
| 1.1(g) | Are you a Small, Medium or Micro Enterprise (SME)? | (Yes / No) |

Note: See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en>

Part 1.2 Contact details and declaration

By submitting a quotation to this RFQ I declare that to the best of my knowledge the answers submitted, and information contained in this document are correct and accurate.

I declare that, upon request and without delay you will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

| Question no.  | Question | Response |
| --- | --- | --- |
| 1.2(a) | Contact name |  |
| 1.2(b) | Name of organisation |  |
| 1.2(c) | Role in organisation |  |
| 1.2(d) | Phone number |  |
| 1.2(e) | E-mail address  |  |
| 1.2(f) | Postal address |  |
| 1.2(g) | Signature (electronic is acceptable) |  |
| 1.2(h) | Date |  |

Part 2 Exclusion Grounds

Part 2.1 Grounds for mandatory exclusion

| Question no.  | Question | Response |
| --- | --- | --- |
| 2.1(a) | Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below. |
|  | Participation in a criminal organisation.  | (Yes / No)If yes please provide details at 2.1 (b) |
|  | Corruption.  | ((Yes / No)If yes please provide details at 2.1 (b) |
|  | Fraud.  | (Yes / No)If yes please provide details at 2.1 (b) |
|  | Terrorist offences or offences linked to terrorist activities | (Yes / No)If yes please provide details at 2.1 (b) |
|  | Money laundering or terrorist financing | (Yes / No)If yes please provide details at 2.1 (b) |
|  | Child labour and other forms of trafficking in human beings | (Yes / No)If yes please provide details at 2.1 (b) |
| 2.1(b) | If you have answered yes to question 2.1(a), please provide further details.Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction.Identity of who has been convictedIf the relevant documentation is available electronically, please provide the web address, issuing authority, precise reference of the documents. |  |
| 2.1 (c) | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (i.e., Self-Cleaning) | (Yes / No) |
| 2.1(d) | Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | (Yes / No) |
| 2.1(e) | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. |  |

Part 2.2 Grounds for discretionary exclusion

| Question no.  | Question | Response |
| --- | --- | --- |
| 2.2(a) | The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision, or control in the organisation |
| 2.2(b) | Breach of environmental obligations?  | (Yes / No)If yes please provide details at 2.2 (f) |
| 2.2(c) | Breach of social obligations?  | (Yes / No)If yes please provide details at 2.2 (f) |
| 2.2(d) | Breach of labour law obligations?  | (Yes / No)If yes please provide details at 2.2 (f) |
| 2.2(e) | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages, or other comparable sanctions? | (Yes / No)If yes please provide details at 2.2 (f) |
| 2.2 (f) | If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) |  |

Annex 2 Acceptance of Terms and Conditions

I/We accept in full the terms and conditions appended to this Request for Quote document.

Company \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_