

PART 2 - Tender Response

# Salesforce Implementation Partner Services at Wythenshawe Community Housing Group

Procurement Reference: 585

# Contract Period: August 2023 – March 2026, with the option to extend (insert any extension options)

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| FORM OF TENDER |

* 1. FORM OF TENDER
     1. Tender for Salesforce Implementation Partner
     2. To: Wythenshawe Community Housing Group
     3. I/We the undersigned, having examined and understood your Instructions for Tendering; Supplier Questionnaire; Response Document; and Appendices (the “Tender Document”)
     4. In the event of acceptance of this tender, I/We agree to execute within 15 days of request a formal written Contract to be prepared by WCHG and comprising the Tender Document, including my/our tender responses. Until and unless such an agreement is executed, your written acceptance together with the above documents will constitute the contract between us.
     5. I/We understand that you may accept more than one (1) tender; you may accept a tender(s) in whole, in part or may not accept any tender whatsoever. No Bidder will be reimbursed for any costs incurred in submitting a tender
     6. I/We agree that my/our tender shall be submitted on the preconditions stipulated in the Instructions for Tendering.
     7. I/We confirm that the information supplied to WCHG and forming part of this Tender including (for the avoidance of doubt) any information supplied to WCHG as part of my/our initial expression of interest in tendering, was true when made and remains true and accurate in all respects. I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as required.

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| ANTI-COLLUSION CERTIFICATE |

* 1. ANTI-COLLUSION CERTIFICATE
     1. As a public body it is important that WCHG receives genuine competitive offers from Bidders, and that all Bidders act in a manner that is honest and reflects best practices. Bidders are therefore required to sign this document to certify that they have not and will not undertake any acts of canvassing or collusion.
  2. STATEMENT OF NON-CANVASSING:
     1. I/we hereby certify that I/we have not canvassed any member, director, employee or adviser of WCHG in connection with this Tender and the proposed award of the Contract by WCHG; and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.
     2. I/we further hereby undertake that I/we will not canvass any member, director, employee or adviser of WCHG in connection with this Tender and the proposed award of the Contract and that no person employed by me/us or acting on my behalf, or advising me/us, will do any such act. I/we agree that WCHG may, in consideration of this bid, and in any subsequent actions, rely upon the statements made in this Certificate.
  3. STATEMENT OF NON-COLLUSION:
     1. The essence of the public procurement process for selective tendering for the Contract is that WCHG shall receive bona fide competitive Tenders from all Bidders.
     2. In recognition of this principle, I/we hereby certify that this is a bona fide offer, intended to be competitive, and that I/we have not fixed or adjusted the amount of the offer or the price in accordance with any agreement or arrangement with any person (except any sub-contractor identified in this offer).
     3. I/we also certify that I/we have not done, and that I/we will not do, at any time during the tender process or in the event of my/our tender being successful while the resulting Contract is in force, any of the following acts:
        1. enter into any agreement or agreements with any other person that they shall refrain from tendering to WCHG or as to the amount of any offer submitted by them; or
        2. inform any person, other than WCHG of the details of the Tender or the amount or the approximate amount of my/our offer except where the disclosure was in confidence and was essential to obtain insurance premium quotations required for the preparation of the Tender; or
        3. cause or induce any person to enter into such an agreement as is mentioned in paragraph 1 and 2 above or to inform us of the amount or the approximate amount of any rival Tender for the Contract; or
        4. offer to agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for causing or having caused to be done in relation to any other Tender or proposed Tender for the performance of the Project covered by the Tender any act or omission
     4. In this Certificate, the word ’person’ includes any person, body or association, corporate or incorporate and ‘agreement’ includes any arrangement whether formal or informal and whether legally binding or not.

2.3.5 I/we agree that WCHG may, in its consideration of the offer, and in any subsequent actions, rely upon the statements made in this Certificate.

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| ACCESS OF INFORMATION SCHEDULE |

* 1. ACCESS OF INFORMATION SCHEDULE

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| NAME OF ORGANISATION |  |

* + 1. WCHG may be obliged to disclose information in or relating to this tendering exercise following a request for information. Therefore, please outline in the table below items which you consider are confidential and genuinely commercially sensitive and which are not for disclosure in respect of your application

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| --- | --- | --- | --- |
| Information / Document | Part & Page Number | Reason(s) for non-disclosure (cite exemption(s) to be considered) | Duration of Confidentiality |
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* + 1. WCHG shall act reasonably and use its discretion when making a decision to release or withhold information pertaining to the above if it is requested. By indicating what information you believe to be commercially sensitive WCHG will consider your views however WCHG will make the final decision to disclose information or not

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| QUALITY ASSESSMENT QUESTIONS |

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|  | Question 1 – Service Methodology (30% Weighting)  Please explain how you will meet all the requirements and timescales set out in the specification, along with evidencing and qualifications of all members of the team that will be working on this project end to end.  As part of this response please provide a detailed project plan (incl. GANTT chart or similar) detailing how this will be delivered. The plan must include details of training approach and provision, and knowledge transfer to WCHG technical colleagues.  The response should make reference to WCHG’s proposed phased implementation plan (see below), with any risks or concerns in relation to these timescales highlighted. Where you feel changes to the below timescales might be required, please include these in your project plan with justification for the changes.     |  |  |  | | --- | --- | --- | | Phase | Business Area | Timeline | | Phase 1 | Customer Hub & Customer Self-Serve Capabilities | August 2023 – March 2024 | | Phase 2 | Housing Services, incl. Sales & Development | March 2024 – September 2024 | | Phase 3 | Repairs & Property Services | September 2024 – September 2025 | | Phase 4 | Back-Office Functionality | September 2025 – March 2026 |   (1500 max no of words) |
| Response |

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|  | Question 2 – Data Migration (20% Weighting)  Please explain how you will deliver a successful data migration from existing systems into Salesforce. Please include tooling, approach and any documentation that will need to be produced and a breakdown of responsibilities as well between WCHG and the provider.  (1000 max no of words) |
| Response |

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|  | Question 3 – Implementation Experience (20% Weighting)  Please provide two detailed case studies on where you have delivered comparable partner services for a similar organisation, preferably within the housing sector, including how you have a detailed overview of the delivery approach taken, project outcomes (i.e. statistically-evidenced performance improvements), and how those experiences will influence your approach to this project.  Case studies should include quantified business benefits gained from the solution, and descriptions of any issues encountered during the project’s delivery with details of how these problems were mitigated / resolved. (1000 max no of words) |
| Response |

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|  | Question 4 – Managing Risks (10% Weighting)  Please detail the risks you believe to be associated with the delivery of Wythenshawe Community Housing Group’s requirements and how WCHG can mitigate these risks throughout the duration of the project.  (500 max no of words) |
| Response |

* **Please note any diagrams or detailed project table plans are excluded from the word count**

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|  | Social Value Fund  Wythenshawe Community Housing Group is committed to increasing its Social Value engagement within the local community. This will enable WCHG to support projects that will further improve areas such as:   * Young People. Supporting young people with social, education, employment and training opportunities * Community Connections. Wythenshawe residents want an increased feeling of belonging in the local community. * A Place for Everyone. Wythenshawe residents want to see an increase in activities and projects available to diverse groups that currently feel underrepresented in the area. Groups include people from ethnic minorities and people from the LGBTQI+ community. * Wythenshawe Garden City. The Wythenshawe community values existing parks and green spaces in the area. Residents want to create more green spaces and to make improvements to existing spaces for the purposes of play, leisure, growing food and increased biodiversity.   WCHG ask that suppliers commit to donating 1% of the annual contract value or project value, each year of the contract, that will be used to fund projects within the local community.  This will be raised as an invoice on an annual basis.  Please note, this is a mandatory PASS / FAIL question |
| Yes/No |

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| PRICE |

Please complete the Pricing Schedule in Appendix C as part of your overall response

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| 6. BIDDER’S SIGNATURE |

6.1 I/We confirm that we accept the conditions detailed in the Form of Tender and that that the undersigned are authorised to commit the Bidder to the contractual obligations contained in the Invitation to Tender.

6.2 I/We hereby certify that I/we accept the conditions detailed in the Anti Collusion certificate and confirm that we have not colluded or canvassed in relation to this procurement process

6.3 I/We declare that to the best of my/our knowledge the answers submitted to these questions are correct. I/We understand that the information will be used in the evaluation process to assess my/our organisation’s tender. I/We understand that WCHG may reject my/our tender if there is a failure to answer all relevant questions fully or if I/we provide false/misleading information. I/We have provided a full list of any Appendices used to provide additional information in response to questions

6.4 I/We declare that there is no conflict of interest in relation to WCHG’s requirement

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| Dated |  |
| Signatures of Organisation \* |  |
| Names of Signatories |  |
| Positions or Signatories |  |
| Name of Organisation |  |