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Request for Quotation

**LIFE WADER Project- Design and Build of Project Website**

## Logo, company name Description automatically generatedApplication Description automatically generated with low confidence18 December 2023

## Request for Quotation

LIFE WADER Project – Design and Build of Project Website

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:

Email: [Liz.Humphreys@naturalengland.org.uk](mailto:Liz.Humphreys@naturalengland.org.uk)

Date: 15-01-2024

Time: 17:00

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

**Liz Humphreys** 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.

|  |  |
| --- | --- |
| **Action** | **Date** |
| **Date of issue of RFQ** | 20-12-2023 at 12:00 GMT |
| **Deadline for clarifications questions** | 05-01-2024 at12:00 GMT |
| **Deadline for receipt of Quotation** | 15-01-2024 at 12:00 GMT |
| **Intended date of Contract Award** | 26-01-2024 |
| **Intended Contract Start Date** | 05-02-2024 |
| **Intended Delivery Date / Contract Duration** | 05-02-2024 to 31-12-2026  *Please note – dates are indicative at this stage. Upon contract award full timeframe to be agreed.* |

## 

## 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):

|  |  |
| --- | --- |
| **Words/Expression** | **Meaning** |
| “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 Good and Services Terms & Conditions (used for purchases under £50k)

can be located on the [Natural England Website](https://www.gov.uk/government/publications/natural-england-terms-and-conditions-for-goods-and-services/standard-goods-and-services-terms-and-conditions-10000-to-50000) and will be applicable to 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, exclusive of VAT.

### 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 in accordance with the following publication thresholds:

* Central Contracting Authority’s: £12,000
* Sub Central Contracting Authority’s and NHS Trusts: £30,000

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; or
* 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 so 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](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](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

## Background

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.

We wish to appoint contractors to design and develop a project specific website for the LIFE WADER Project, using a content management system.

## LIFE WADER Project LIFE WADER (LIFE20 NAT/UK/000277)

LIFE WADER (Water and Disturbance Environmental Restoration on the Northumberland coast) is a major £5.8m nature recovery project to reverse the decline of river, coastal and marine habitats and wildlife on the Northumberland Coast.

The LIFE WADER project spans 70,242 hectares along the Northumberland Coast to the South-East Scottish borders across the Tweed catchment. LIFE WADER takes a ‘source to sea’ approach across the UK’s often overlooked freshwater- coastal- marine transitional environments. The project area covers six European designated sites (SACs and SPAs) which are of international importance due to their bird assemblages, river fauna and rare habitats including dune systems, rocky shores, fresh water and mudflats. LIFE WADER seeks to tackle the key issues that are impacting the condition of these sites including diffuse water pollution, recreational disturbance, invasive species and climate change, by building an understanding of the inter-dependence of species and habitats across the wider coastal ecosystem.

LIFE WADER is led by Natural England and funded by the EU’s LIFE programme - the European Union’s funding instrument for the environment. LIFE WADER commenced in October 2021 and will run for 5 years.

## Requirement

**Natural England wish to appoint a web developer to design and build a project website for the LIFE WADER project.**

Communication and dissemination are vital components of the LIFE WADER project which seeks to raise awareness of the Natura2000 sites and their value, to encourage co-operation and buy-in, engender behaviour change and create a dialogue with stakeholders.

The LIFE WADER project will engage and work with a wide range of diverse stakeholders including project partners and volunteers, community groups, landowners, businesses and visitors, as well as local, regional and national managers, regulators and networks, also European audiences such as other EU LIFE projects. LIFE WADER will host community events, training activities and workshops; share best practice through demonstration projects and publication of best practice guides and will facilitate replication of activities; as well as raising awareness through the use of social media, videos, newsletters and other media tools.

The LIFE WADER website will be the central hub of information for the project and all of its partners and stakeholders. It will pool all information and news from the various workstreams in one place, provide an up-to-date resource hub for core audiences to download documents, guides, handbooks and forms. It will create a central point of contact for existing and new audiences to get in touch, linkages to the websites of all partners and affiliates and also create a legacy for the project which will remain active for five years after the project ends.

**Site specific requirements:**

* Fully accessible (WCAG2.1AA), cookie-compliant, SSL certified, secure, spam-protected and mobile-friendly. Accessibility design and audit to be built into website at outset. [Accessibility and assisted digital - Service Manual - GOV.UK (www.gov.uk)](https://www.gov.uk/service-manual/helping-people-to-use-your-service)
* Strict adherence to GDPR: e.g. A privacy statement; due process with regard to email data capture etc.
* Cookie compliance – ensure latest guidance followed, especially in relation to equal clarity of ‘reject’ button.
* Be thoroughly tested across commonly used browsers and device types before launch.
* Responsive design.
* A secure and reliable hosting platform and a future-proofing plan.
* Quick to load and easy to navigate – clear, uncomplicated, logical, unfussy (allow the user to find info they need in shortest time possible and retrace their path easily).
* Look fresh and impactful, with a contemporary design that allows users to easily see, and engage with, the content most relevant to them.
* Clearly communicate the main aims of the project and be appropriate for the variety of different audiences accessing the site.
* Easy-to-use open-source CMS – so that the project team can easily update the site and be flexible so that it is easy to grow and add pages or new types of content.
* Linked to Google Analytics so that the project team are able to monitor the site’s visibility and success by tracking the number of visits to each page, referral from social media and number of downloads.
* Follow best practice guidance on site structure, layout and keywords for Search Engine Optimisation (SEO).
* Reflect partner websites and be appropriate for the conservation sector.
* Follow EU & *.*Gov good practice guidelines for service design: [Europa Web Guide - WEBGUIDE - EC Public Wiki;](https://wikis.ec.europa.eu/display/WEBGUIDE) [Service Standard - Service Manual - GOV.UK (www.gov.uk);](https://www.gov.uk/service-manual/service-standard) [Accessibility and assisted digital - Service Manual - GOV.UK (www.gov.uk);](https://www.gov.uk/service-manual/helping-people-to-use-your-service) [Communication and GDPR rules (europa.eu)](https://cinea.ec.europa.eu/programmes/life/communication-and-gdpr-rules_en#life-logo--funding-statement)

Users of the website will be able to:

* Gain understanding about the river, coastal and marine habitats and wildlife on the Northumberland Coast and their importance and vulnerability. Feel connected and inspired.
* Find out what the project is doing to protect and restore these fragile habitats and species. See inspiring images and footage of the habitats, wildlife and type and scale of restoration work taking place.
* Discover what actions they can take to help – clear signposting to get involved.
* Find details of local events, workshops and activities.
* Download useful resources.
* Easily access details of team members and contact information, partner and funder information. Clear acknowledgment of project partners and funders is essential, including logos and funder statement.
* Be part of a community that are sharing learning and experiences.
* Learn from the work carried out by the project with a view to replicating elsewhere in Europe.
* Know where to go to seek further information on all topics e.g. from partners and affiliates (links and contact details).

A draft site map has been developed and is included at Appendix 1.

Content for the site should include:

* Homepage featuring striking imagery and project background.
* Newsletter subscribe footer and pop-up (to sync with [E-shot](https://www.e-shot.net/) software)
* Footer with three columns – live Twitter feed, upcoming events & social media handles (Instagram, YouTube & Facebook). (If deemed feasible / most effective use of space)
* Homepage news-stream.
* Volunteer contact form.
* Contact us footer and page (with built-in form).
* News page for uploading stories and Press Releases.
* Image / video / audio gallery page(s).
* Resources/Publications section(s) – publications, reports, downloadable volunteers’ application form, citizen scientist surveillance checklist, education pack.
* ‘About’ section to include project map graphic and team profiles and contact details, project partners and funders & their logos.
* Clear signposting to opportunities to get involved e.g. training, volunteering, events.
* Species spotlight sections featuring different key species – facts and images.

If time and budget allow, blog and livestream sections may also be considered. The site build should allow for the possible addition of these at a later date.

**Maintenance**

* We require the chosen supplier to provide us with ongoing maintenance and support. This is likely to be most necessary/intensive in the 6-12 months following site creation, followed by occasional ‘as and when’ support after that.
* After the website is live, we would require guidance and training for key individuals responsible for uploading content to the website.
* We would like the chosen supplier to host our new website or recommend a competitively priced hosting provider.  Hosting must be in the EU.
* The website will need to be backed up at regular intervals and advice given on data resilience.
* The website will be actively updated and managed by the project team and partners until December 2031. Hosting will be required for this duration.
* The delivery period of the LIFE WADER project will officially end December 2026 so for the five year period January 2027 to December 2031 when the project is no longer active, the website will be fairly static. During this 5 year ‘AfterLIFE’ period there will be a requirement for small periodic updates to the site such as to upload new publications, findings and images but site activity will be minimal. A plan to determine frequency for updates will be agreed before the official project end in December 2026.
* Tenders should include anticipated costs for maintenance, support and hosting (if applicable). Costs should also be outlined for the fallow ‘AfterLIFE’ period when hosting will be at a basic level and maintenance requirements minimal.

## Further Information

LIFE WADER currently has a micro-site [LIFE WADER – Tweed Forum](https://tweedforum.org/our-work/life-wader/) hosted by project partners, the Tweed Forum, however a standalone site has been agreed upon in order to fully meet the requirements of the project.

The URL **www.lifewader.co.uk** has been purchased for the new site and is currently re-directing to the existing microsite

**Style**

LIFE WADER has a project logo as well as funder and partner logos. Earlier this year Natural England contracted consultants to develop designs for interpretation materials for other elements of the LIFE WADER project. It is intended the colour palette and style approach developed for these materials will be carried over into the new website, notes on these and example new materials will be provided to the successful contractor.

Our website needs to be appropriate for the conservation sector. The website should look fresh and inviting, with a contemporary design that allows users to easily see, and engage with, the content most relevant to them. It should clearly communicate the main aims of the project and be appropriate for the variety of different audiences accessing the site.

All content for web pages will be provided by the project team.

## Timeframe

Phase 1 Design and Build - the design and initial build work will ideally be undertaken in February to April 2024 with a basic site live and CMS training carried out by latest 31 March 2024.

Phase 2 Active support - it is anticipated that updates to the project website during the delivery period of the LIFE WADER project to December 2026 will be delivered by the LIFE WADER project staff with back-up support from the provider. Support, maintenance and hosting (if applicable) will be required for this period. We request proposals for a graded maintenance schedule for this period (based on a provider’s experience of similar website projects), with maintenance / support requirements likely to lessen over time.

Phase 3 ‘AfterLIFE’ – during this period January 2027 to December 2031 the LIFE WADER project will no longer be actively delivering work and the website will be largely static with periodic small updates, therefore maintenance and support requirements during this period will be minimal. A plan to determine frequency of updates during this period will be determined during Phase 2 and before the official end of the delivery period of the project December 2026. Tenders should include costs for this fallow ‘AfterLIFE’ period when hosting will be at a basic level and maintenance requirements minimal.

**Budget**

Our budget is £10k for Phase 1 & 2 identified above to include initial build, phased maintenance and support and hosting (if applicable) until for the period to 31 December 2026. This budget must also include all meeting costs contact time and any travel expenses.

We also welcome a proposal of costs for Phase 3, to cover any required maintenance, occasional support and basic level hosting (if applicable) for the period 01 January 2027 to 31 December 2031. These costs may take the total tender costs above the £10K budget indicated above. As project funding will need to be spent by 31 December 2026 phase 3 costs will be allocated separately.

Tenders should include a full breakdown of costs by activity for each time period.

**Tender Content**

Tenders should contain the following information:

* Outline of the **approach** the contractor will undertake on this brief, please advise on process and timeframe.
* Information about the proposed hosting platform and data resilience.
* Any **examples** of websites you have developed along similar lines.
* **Qualifications / experience** of the individuals undertaking this work; identify who will be the main individuals involved in managing and delivering this contract.
* The **cost** of delivering on the brief, detailing your fees for individual components as listed in the pricing schedule below, including the costs for attending an initial meeting and any other meetings proposed and any travel expenses.
* **Total price** plus VAT (please include a rate to show fees for any potential additional work should it be required).
* Certificates of **liability and** **insurance**: Employers Liability Compulsory Insurance (if staff are employed); Public Liability Insurance; Professional indemnity insurance
* Environmental / social / economic credentials – Please state any additional benefits that accord with Natural England’s mission and philosophy – e.g. organizational ‘green credentials’, local employment etc.

**Pricing Schedule**

Prices must be submitted in £ sterling, exclusive of VAT. Costs must be submitted using the Commercial Response Form attached.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Activity*** | | ***Cost per activity / product / hour / day (i.e. rate) excl. VAT*** | ***Number units / hours / days*** | ***Total excl. VAT*** |
| ***1.*** | Initial meeting and regular progress meetings throughout the build |  |  |  |
| ***2.*** | Design and build |  |  |  |
| ***3.*** | Testing phase with training for staff on CMS and analytics |  |  |  |
| ***4.*** | Monthly / annual hosting for a fully active site until December 2026 and SSL costs |  |  |  |
| ***5.*** | Phased maintenance and support to 31st December 2026 |  |  |  |
| ***6.*** | Annual hosting for a static site January 2027 until December 2031 and SSL costs |  |  |  |
| ***7.*** | Periodic maintenance and support ‘as and when’ 1st January 2027 to 31st December 2031 |  |  |  |
| ***6.*** | Other (please specify)  e.g. user testing across different audiences  e.g. additional design costs for icons etc. or for adapting the logo and branding so that it works for the website  e.g. retro-adding additional functionalities if needed e.g., video homepage. |  |  |  |
| ***7.*** | **Total including VAT** |  |  |  |

Tenders should be sent to Liz Humphreys [Liz.Humphreys@naturalengland.org.uk](mailto:Liz.Humphreys@naturalengland.org.uk)

## Further information

For site and practical enquiries please contact **Marianne Abbott:** [marianne.abbott@naturalengland.org.uk](mailto:marianne.abbott@naturalengland.org.uk)  **/ 07407 826 785**

For questions about the tender process please contact **Liz Humphreys:** [Liz.Humphreys@naturalengland.org.uk](mailto:Liz.Humphreys@naturalengland.org.uk) / **07741 616 226**.

**Payment**

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 and the project reference **LIFE WADER Project LIFE20NAT/UK/000277**. Payment will be made upon satisfactory completion of all the works.

It is anticipated that this contract will be awarded for a period of 3 months to end no later than 30 April 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.

**Evaluation Methodology**

We will award this contract in line with the most economically advantageous tender (MEAT) as set out in the following award criteria:

Technical – 75%

Commercial – 25%

Evaluation criteria

Evaluation weightings are 75% technical and 25% commercial, the winning tenderer will be the highest scoring combined score.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Award Criteria | Weighting (%) | Evaluation Topic & Weighting | Sub-Criteria | Weighted Question |
| Technical | 75% | Service | Previous experience and methodology | Q1.1 Methodology (30% of technical score available)  Please submit outline method of how you propose to deliver the services specified, (including the creative process), ongoing support / client reporting and anticipated timeline for delivery of key components.  Describe how you will meet the criteria in the specification regarding functionality, maintenance and monitoring.  Please include Business Continuity plan.  Q1.2 Experience  (30% of technical score available)  Provide any **examples** of websites you have developed along similar lines.  Please include examples from your work portfolio that best demonstrate your creative flair and originality, and why your work stands out. Can your work be both informative, user-friendly and inspirational? |
| Contract Management | Q2 (20% of technical score available)  Please include a detailed programme which shows how you will meet timelines described in your methodology and the resources involved in each stage of the project.  Describe how you will apportion the work between each stage of the project and what your overall time frame would be to complete.  Describe how will you engage with and update us on your progress during the project.  Risks:  Describe all the risks you have identified that would impact your ability to complete the project to your fullest capability, including how you intend to manage these risks to mitigate impact on the project.  Please describe your quality assurance process for the project. |
| Key personnel | Q3 (10% of technical score available)  **Q3.1 Key Personnel**  Please highlight the key personnel who will be directly involved with this contract, their specific experience, what they will be responsible for delivering and how much time they will spend on it.  Please provide details of any technical qualifications and any industry accreditations of key staff who would undertake this work.  **Q3.2 Ongoing Support**  (10% of technical score available)  Please provide information about the ongoing support you will offer us as a client, the phasing plan, what hours/days you are open for support queries, preferred means of communication and how much time you envisage allocating to our website each month. |
| Commercial | 25% | Whole life cost of the proposed Contract | Commercial Model | Q4.1 Design and Build (80% of commercial score available)  The Total cost of delivering on the brief, detailing your fees for individual components as listed in the pricing schedule above, including the costs for design, build and testing phases, attending an initial meeting and any other meetings proposed and any travel expenses.  Q4.2 Ongoing Maintenance & Support Total Cost (20% of commercial score available)  Provide costs of phased maintenance and support (and any thresholds to this), and monthly/annual hosting (if applicable), for Phase 2, and separately for Phase 3. Please include SSL and any other costs involved. |

Technical (75%)

Technical evaluations will be based on responses to specific questions covering key criteria which are outlined below. Scores for questions 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. |

Technical evaluation is assessed using the evaluation topics and sub-criteria stated in the Evaluation Criteria section above.

Separate submissions for each technical question should be provided and will be evaluated in isolation. Tenderers should provide answers that meet the criteria of each technical question.

Commercial (**25**%)

The Contract is to be awarded as a fixed price 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, these are:

* Initial meeting and regular progress meetings throughout the build
* Design and build
* Testing phase with training for staff on CMS and analytics
* Monthly / annual hosting until December 2031 and SSL costs
* Ongoing maintenance and support
* Other (please specify) (e.g. user testing across different audiences; additional design costs for icons etc. or for adapting the logo and branding so that it works for the website; retro-adding additional functionalities if needed e.g., video homepage.)

Calculation Method

The method for calculating the weighted scores is as follows:

* Commercial

Score = (Lowest Quotation Price / Supplier’s Quotation Price ) x 25% (Maximum available marks)

* Technical

Score = (Bidder’s Total Technical Score / Highest Technical Score) x 75% (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 convicted  If 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_