Request for Quotation (RFQ)

|  |
| --- |
| Survey of Tenants and Residents (STAR) for Exeter City Council 2018: |

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**PART A - INVITATION TO QUOTE AND INFORMATION FOR APPLICANTS**

|  |
| --- |
| **Basic Contract Information** |
| Contract Title | Survey of Tenants and Residents (STAR) for Exeter City Council 2018 |
| Contract Length | Required term to undertake and complete survey, collate and present findings. |
| Basic Description of Services | To undertake a STAR sample survey of Exeter City Council Tenants. To then clean, verify, analyse and present the findings.  |

Section 1 – Instructions for Completion

This document consists of four parts –

**Part A**: instructions, timetable and evaluation criteria. There are no sections for the Applicant to fill in in this section.

**Part B**: must be returned by the Applicant. There are various sub-sections which must be filled in.

**Part C**: must be returned by the Applicant. Includes schedules for commercially sensitive information, the form quotation and declarations.

**Part D**: the Appendices include a glossary. There are no sections for the Applicant to fill out in this section. (Terms and Conditions to be completed by successful applicant before award of contract).

Any information relating to the Council and supplied by the Council shall be kept by the Applicant in strictest confidence.

Applicants are advised that the Council is not bound to accept the lowest quote submitted, nor to reimburse any expense incurred during the process.

The Council reserves the right to award the business in whole to one Applicant, in part to more than one Applicant or to make no award at all.

**1.1 Quote Enquiries**

All enquiries and clarifications should be directed to the Authorised Officer shown below and no later than 4 days before the due date for the return of quotes:

|  |
| --- |
| **Authorised Officer Details** |
| Name: | Vicky Labbett |
| Telephone Number: | 01392 265814 |
| E-mail | Vicky.labbett@exeter.gov.uk |

**1.2 Quote Format**

All Quotes must be written in English and costs submitted are to be presented in Pounds Sterling, exclusive of VAT, but inclusive of all other costs where not stated in the Pricing Document.

Where details are provided by the Applicant in literature that they submit in connection with the Quote, they must ensure that clear cross-references are given to the Council.

**1.3 Quote Submission Procedure**

The Quote must be submitted electronically to: **ECCTenders@exeter.gov.uk** by no later than **12:00 hours (noon) on Friday 7th December 2018.**

In an e-mail clearly marked with the title of the RFQ. Please note that all electronic submissions must be in Microsoft Word (.doc or .docx file) and compatible with Windows 7. Drawings or charts should be embedded or included as .dwf or .jpg file or in printed document format (.pdf) for use with Adobe Acrobat.

**1.4 Quote Validity Period**

Quotes must remain valid for acceptance for a period of 3 months from the Quote return date.

**Section 2 - Quote Timetable**

This procurement will follow a clear, structured and transparent process at all times, to ensure that all Applicants are treated equally. The key dates for this procurement (Timetable) are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Stage / Action** | **Date** |
| Issue RFQ documents | 12/11/2018 |
| Closing date for submissions in response to this document. | 07/12/2018 |
| Evaluation of submissions | 10/12/2018 |
| Decision and notification to suppliers | 14/12/2018 |
| Contract start | 07/01/2019 |

**Section 3 - Evaluation Approach**

**3.1 Evaluation Criteria**

Bids will be evaluated in two parts:

1. Selection Criteria
2. Pricing Document

The first element the Council will evaluate is the Selection Criteria (SQ). Applicants not satisfying the elements of the RFQ will, at the discretion of the Council, be excluded from the remainder of the evaluation process and their bid shall not be considered further.

Applicants who satisfy the Selection Criteria will have the remainder of their bid evaluated.

**3.2 Selection Criteria**

The purpose of the SQ stage is to evaluate response in relation to the mandatory exclusion criteria (Is expected to be completed in full). In the event that any bidder fails to pass the SQ stage they will not be considered.

**3.3 Price Evaluation**

The Pricing Document contains the details and requirements relating to the price element of this RFQ

**3.4 Negotiations**

Following evaluation, the Council reserves the right to enter into negotiations with the Applicants on all or some elements of their Quote.

The Council shall conduct the negotiation for the purposes and with the aim of:

* Identifying the best Quote in order to award the Contract
* Adapting the Quote to the requirements specified in the RFQ Documents

During negotiations the Council shall ensure equal treatment among the Applicants. Negotiations may be conducted by telephone or in a face to face meetings. If a face to face meeting is required then these meetings will be treated as confidential between the Council and the individual Applicant. A formal record will be taken of the meeting.

**3.5 Notification of Award**

The Council will notify all Applicants of the Council’s award decision.

**PART B – QUOTE RETURN**

|  |
| --- |
| Survey of Tenants and Residents (STAR) for Exeter City Council 2018: |

|  |
| --- |
| Name of Applicant:Date: |

**Section 4 - Quote Completion Documentation**

**4.1 Selection Criteria**

**Explanatory Notes**

Applicants are required to complete all questions in this section which have space for answers. Some sections refer to criteria which are not applicable to this RFQ. This will be clearly marked with “Not Applicable to this RFQ”, and you are not required to answer these sections.

All responses provided must be clearly referenced to the questions to which they relate. Copies of certificates or policies will need to be provided by the successful supplier before any contract or purchase order is placed with them.

All applicable sections of the following Selection Criteria must be completed. Failure to do so may result in your submission being excluded from further evaluation. Where the answer is a statement of fact, it must be accurate and supported by documentary evidence as appropriate. It is the Applicant’s responsibility to ensure that the Council is not misled.

It is the responsibility of the Applicant to inform the Council of any matter that may affect the Applicant’s continued qualification.

**4.2 Financial Matters**

The Council will carry out a financial check on the Applicant. This will take the form of a review of the Applicant’s accounts available from Companies House. If company accounts are not available then the Council will carry out a financial check on the information available. This professional judgement will be provided from the Council’s finance team.

Any additional information provided should be clearly referenced to the question number in your submission.

**4.3 Selection Questionnaire**

|  |
| --- |
| **Part 1: Potential supplier information**NOTE TO APPLICANT: Part 1 must be completed but will not be scored |
| **Section 1.1** | **Potential supplier information** |  |
| **Question number** | **Question** | **Response** |
| 1.1(a) | Full name of the potential suppliersubmitting the information |  |
| 1.1(b) – (i) | Registered office address (if applicable) |  |
| 1.1(b) – (ii) | Registered website address (if applicable) |  |
| 1.1(c) | Please mark ‘X’ in the relevant box to indicate your trading status | 1. a public limited company
 |  |
| 1. a limited company
 |  |
| 1. a limited liability partnership
 |  |
| 1. other partnership
 |  |
| 1. sole trader
 |  |
| 1. other (please specify)
 |  |
| 1.1(d) | Date of registration in country of origin |  |
| 1.1(e) | Company registration number (if applicable) |  |
| 1.1(f) | Charity registration number (if applicable) |  |
| 1.1(h) | Registered VAT number |  |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement |  |
| 1.1(l) | Please mark ‘X’ in the relevant box to indicate whether any of the following classifications apply to you | 1. Voluntary, Community and Social Enterprise (VCSE)
 |  |
| 1. Small or Medium Enterprise (SME)
 |  |
| 1. Sheltered workshop
 |  |
| 1. Public service mutual
 |  |
| **Please provide the following information about your approach to this procurement.** |
| **Section 1.2** | **Bidding model** |  |
| **Question number** | **Question** | **Response** |
| 1.2(a) - (i) | Are you bidding as the lead contact for a group of economic operators?If yes, please provide details listed in questions below. | **Please indicate your answer by marking ‘X’ in the relevant box.** |
| **Yes** | **No** |
|  |  |
| 1.2(a) - (ii) | Name of group of economic operators (if applicable) |  |
| 1.2(a) - (iii) | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. |  |
| 1.2(b) - (i) | Are you or, if applicable, the group of economic operators proposing to use sub-contractors?If yes, please provide details listed in questions below. | **Yes** | **No** |
|  |  |
| Name of sub-contractors (if applicable) |  |
| The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables: |  |
| The approximate % of contractual obligations assigned to each sub-contractor: |  |
| **Contact details and declaration** |
| 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 I 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. |
| **Section 1.3** | **Contact details and declaration** |  |
| **Question number** | **Question** | **Response** |
| 1.3(a) | Contact name |  |
| 1.3(b) | Name of organisation |  |
| 1.3(c) | Role in organisation |  |
| 1.3(d) | Phone number |  |
| 1.3(e) | E-mail address |  |
| 1.3(f) | Postal address |  |
| 1.3(g) | Signature (electronic is acceptable) |  |
| 1.3(h) | Date |   |
| **Part 2: Exclusion grounds**NOTE TO APPLICANT: this section must be completed and will be evaluated as a whole on a Pass or Fail basis. The section will be marked as a ‘Fail’ if “Yes” is answered to question 2.1(a) and 2.2(a) and satisfactory evidence of self-cleaning is not detailed in your response to question 2.1(b) and 2.2(b). |
| **Section 2.1** | **Grounds for mandatory exclusion** |  |
| **Question number** | **Question** | **Response** |
| 2.1(a) | **Regulations 57(1) and (2)**The detailed grounds for mandatory exclusion of an organisation are set out on this [web page](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 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 and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). |
|  | **Please indicate your answer by marking ‘X’ in the relevant box.** |
| **Yes** | **No** |
| Participation in a criminal organisation |  |  |
| Corruption |  |  |
| Fraud |  |  |
| Terrorist offences or offences linked to terrorist activities |  |  |
| Money laundering or terrorist financing |  |  |
| Child labour and other forms of trafficking in human beings |  |  |
| 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. |  |
| **Section 2.2** | **Grounds for discretionary exclusion** |  |
| **Question number** | **Question** | **Response** |
| 2.2(a) | **Regulation 57 (8)**The detailed grounds for discretionary exclusion of an organisation are set out on this [web page](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. |
|  | **Please indicate your answer by marking ‘X’ in the relevant box.** |
| **Yes** | **No** |
| Breach of social obligations?  |  |  |
| Breach of labour law obligations? |  |  |
| 2.2(b) | If you have answered Yes to question 2.2(a), explain what measures have been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) |  |
| **Part 3: Selection questions** |
| **Section 3.1** | **Economic and financial standing** |  |
| **Question number** | **Question** | **Response** |
| 3.1 |  | **Please indicate your answer by marking ‘X’ in the relevant box.** |
| **Yes** | **No** |
| Are you able to provide a copy of your audited accounts for the last two years, if requested?If no, can you provide **one** of the following: |  |  |
| (a) A statement of the turnover, Profit and loss Account/income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. |  |  |
| (b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. |  |  |
| (c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). |  |  |
| **Section 4** | **Technical and professional ability** |  |
| 4.1 | Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).If you cannot provide examples see question 4.2 |
|  | Contract 1 | Contract 2 | Contract 3 |
| Name of customer organisation |  |  |  |
| Point of contact in the organisation |  |  |  |
| Position in the organisation |  |  |  |
| E-mail address |  |  |  |
| Contract Start date |  |  |  |
| Contract completion date |  |  |  |
| Estimated contract value |  |  |  |
| Description of contract 1: |
| Description of contract 2: |
| Description of contract 3: |
| 4.2  | If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract. |
| Response: |
| **Section 5** | **Additional questions** |  |
| **5.1** | **Insurance** |  |
| Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below(Please indicate your answer by marking ‘X’ in the relevant box): | **Yes** | **No** |
| Employer’s (Compulsory) Liability Insurance = £5m |  |  |
| Public Liability Insurance = £5m |  |  |
| Product Liability Insurance = £5m |  |  |
| Professional Indemnity Insurance = £1m |  |  |
| \* It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. |  |  |

**Section 5 The Specification**

**Introduction**

As part of Exeter City Council’s ongoing commitment to resident involvement and the improvement of services for all our customers, we have decided to complete the HouseMark STAR survey of our tenants and residents.

We require companies who are corporately affiliated with the Market Research Society and are looking for a quote to implement the Council’s STAR survey from start to finish.

Exeter City Council will publicise the survey to residents in advance. Front line staff will be fully briefed and will answer any questions raised. Staff will also promote the survey when they speak to residents during home visits, a wide range of residents meetings and consultation events.

**Background**

Star (Survey of tenants and residents) is HouseMark framework for carrying out periodic surveys of customer perception.

**Star enables organisations to:**

* Measure customer satisfaction
* Benchmark your performance with others
* Assess trends over time.

**Brief**

Provide help, advice and guidance at all stages of the project.

Survey Creation

* The creation of the STAR survey using seven core questions and several optional questions provided by ECC. These will be STAR General, STAR Older People and STAR Lease. Each survey must not be longer than four pages and will include an introductory letter to be provided by ECC.
* The creation of a postal list representing all electoral wards of the city and property types in consultation with ECC Housing Services. This will be provided to the successful contractor via secure email. The survey will be confidential, not anonymous, and the successful contractor will have to sign a data processing agreement and be bound by data protection contractual clauses, agreeing to treat the data in accordance with the General Data Protection Regulation 2018.

Fieldwork

* ECC owns 4,331 general needs properties, 561 older persons’ accommodation and manages 1009 leasehold properties. A sufficient sample will be required to yield a confidence level of 95% and a sampling error of +/- 4%.
* Printing of initial surveys and letters and any subsequent reminder surveys which are required to be sent out.
* Mail out of STAR General, STAR Older People and STAR Lease, including pre-paid envelopes.
* To provide the facility to complete the survey online.
* Provision of two further postal reminders including pre-paid envelopes to achieve required return rate. This may include the possibility of telephone contact (if required).

Data Entry

* Data entry of all results.
* Data cleaning/verifying of all results.
* Data analysis of all results.

Results

* The provision of four detailed written reports for ECC outlining key findings, recommendations and comparisons. One each for STAR General, STAR Older People and STAR Lease and a joint report combining the results of STAR General and STAR Older People.
* Four presentations of the results to ECC, one each respectively to managers, staff, Councillors and to members of the Performance Scrutiny Partnership.

**Section 6 The Pricing Document**

All prices shall be stated in pounds sterling and exclusive of VAT.

|  |  |
| --- | --- |
|  | **£** |
| **Total price for the carrying out of the Survey of Tenants and Residents (STAR) and other itemised requirements (as detailed in these documents):** |  |

**Section 7 The Quality Assessment**

Not Applicable to this RFQ

**PART C - SCHEDULES**

**Schedule 1 - Form of Quotation and Declarations**

**Request for Quotation Which Does Not Include a Formal Deed of Agreement**

Having examined the Request for Quotation and its accompanying documents (which I/we shall keep) and being satisfied as to my/our abilities and experience in all respects to satisfy the requirements of the Contract.

Offer to provide or supply upon the terms and conditions of the contract contained in Appendix A in its present form the Services for the prices on the quoted Pricing Document as indicated below for the contract period :-

|  |  |
| --- | --- |
| Pricing Document attached  | YES / NO |

and/or during the contract period at the price ascertained under the terms and conditions of contract.

I/We understand and agree that your written letter of acceptance of our Quote shall constitute the making of a binding contract between us.

I/We understand that the information provided in this quotation document and any supporting information provided by us will be relied upon and taken to be true and accurate. If it is subsequently determined that any information supplied was inaccurate, I/we understand and accept that Council reserves the right to exclude our offer to supply (if still under evaluation) or if the Contract has been awarded and the information inaccurately supplied had a significant bearing on the award, that Council shall be at liberty to terminate the Contract.

I/We understand that you are not bound to accept the lowest or any Quote you may receive.

Signed……………………………………………………………………………..

Date ……………………………………………………………………………….

in the capacity of ……………………………………………………………….

duly authorised to sign for and on behalf of

(in BLOCK CAPITALS) ………………………………………………………….

Telephone No. ……………………………………………………………………

Postal Address ……………………………………………………………………

**PART D – APPENDICES**

**Appendix A - Terms and Conditions of Contract for Services**

**See attached Appendix A:**

**Exeter CITY COUNCIL TERMS AND CONDITIONS FOR THE PERFORMANCE OF SERVICES UNDER £75,000.00**

To be completed on formal signing of award of contract.

**Appendix B - Defined Terms**

|  |
| --- |
| **For the purpose of this Quotation the following words and expressions shall have the meanings set out below.** |
| **Appendix** | The referred Appendix attached to, or supplied with, this RFQ. |
| **Applicant** | Any person or persons, firm or firms, company or companies bidding for the Services, Supplies or Works detailed in this RFQ, or, where there is more than one organisation applying, the lead organisation. |
| **Authorised Officer** | The person(s) detailed in 1.1 of this RFQ. |
| **Award Criteria** | The evaluation criteria that will be applied to all bids satisfying the Selection Criteria (if applicable). |
| **Contract** | The Contract for the provision of the Services, Supplies or Works, which will be awarded to the successful Applicant. |
| **Council** | Exeter City CouncilCivic CentreParis StreetExeterEX1 1JW |
| **Lead Organisation** | In the case of a consortium Applicant or an Applicant relying on Significant Subcontractors, the organisation responsible for leading the submission. |
| **Quality Assessment/Evaluation** | The quality element of an Applicant’s bid and/or the evaluation relating to that quality aspect. |
| **Quotation/Quote** | Shall mean the Applicant’s offer to the Authority, which shall be submitted as the completed procurement documents |
| **Relevant Organisation** | (a) where the Applicant is a consortium, each consortium member other than the Lead Organisation; and(b) where the Applicant or consortium member is a prime contractor, each Significant Subcontractor other than the Lead Organisation. |
| **Request for Quotation (RFQ)** | This Request for Quotation documentation.  |
| **Selection Criteria** | The criteria used to select those Applicants whose bids will be considered for evaluation against the Award Criteria. |
| **Significant Subcontractor** | Where there is a subcontracting arrangement, each proposed subcontractor where that proposed subcontractor will be contributing significantly, either in terms of value or importance to the performance of the Works. |
| **Services** | The Service or Services as described in this RFQ.  |