

**Invitation to Tender for the Provision of a Network and Server Resilience Service**

Royal Berkshire Fire and Rescue Service

and Thames Valley Fire Control Service

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**DOCUMENT 3 – Tender Response Form**

**TENDER RESPONSE**

### Instructions for completion

Please answer all the questions as accurately and concisely as possible or mark those not applicable ‘N/A’ and provide an explanation.

Answer questions in English. Response boxes will expand to accommodate your answers, but if necessary continue on a separate sheet where space / layout on this form is restrictive.

The Authority reserves the right not to accept the lowest or any quotation and to annul the Request for Quotation process and reject all quotations at any time prior to contract award, without thereby incurring any liability to the applicants.

### Returning your quotation

The closing date for receipt of the completed Request for Quotation is **12.00 noon** on 27th November.

Responses should be submitted to.

Please note that the Authority will not consider late returns.

The Authority will award the contract on the basis of the most economically advantageous proposal/quote but reserves the right not to award the contract to the lowest or any contractor.

Please ensure that Appendix A (Declarations) has been completed and signed.

**Response to Statement of Requirement**

Interested parties must provide the following

1. A brief history and outline of your organisation (maximum 300 words)

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2, Please complete the table below detailing turnover for the last two financial years.

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| --- | --- | --- |
| Financial year | Total Annual turnover (£) | Profitability (as % of turnover before tax) |
|  |  |  |
|  |  |  |
| Registered Address |  | |
| Company Registration Number (if applicable) |  | |

The Authority will carry out a credit check on your organisation before awarding any recommending award of any contract to you.

1. Please provide details of all insurance cover currently in force.

If your organisation does not currently hold this level of insurance cover please confirm that you will tick to confirm that you will increase your insurance level to the required level. **Yes / No**

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| --- | --- | --- | --- | --- |
| Insurance | Insurer | Policy No | Cover (£) | Renewal Date |
| Public Liability  Min £5,000,000 |  |  |  |  |
| Employers Liability £5,000,000 |  |  |  |  |
| Professional Indemnity £2,000,000 |  |  |  |  |

1. Does your organisation hold a recognised quality management certification; for example BS/EN/ISO 9001 or ISO 27001 or equivalent?

If yes, please detail those held

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If not, does you organisation have a quality management arrangement in place (including processes/procedures that are compliant with legal requirements

**Yes / No**

Please detail

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1. Please provide a case study detailing a current contract of a similar nature or previous experience to include:

* Overview of the contract – project brief
* Qualifications and experience of the Team that will deliver the services
* Duration period of contract/experience
* Details of experience of providing the services outlined in the specification (max 1000 words).

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1. Please provide details of two references from existing clients in the last three years that are relevant to this requirement.

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|  | Reference 1 | Reference 2 |
| Company Name and address: |  |  |
| Contact name:  Phone number:  Email address: |  |  |
| Company Website address: |  |  |
| Date contract awarded: |  |  |
| Date contract completed: |  |  |
| Value of contract (£): |  |  |
| Brief description of contract: |  |  |
| If you cannot supply at least one reference, please briefly explain why: |  | |

1. Please explain how you will service this contract from within your team of skilled resources and ensure that the work carried out at RBFA will be organised to ensure that no individual carries the majority of their time working for this Authority.

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**TENDER RESPONSE**

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| **Question** | **Information required** | **Response** | **Weighting** |
| 1. **Skills and Capability of team** | Provide CVs for two of the team that will cover the work as set out in the requirements. and confirm they have the capacity to take on this work |  | 25% |
| **2. Proposed service design** | Please state how you propose to implement the contract and ensure the team are brought up to speed to deliver the service. How do you propose to manage the contract to ensure there is the full range of services can be delivered? |  | 20% |
| **4. Training, skills transfer and documentation** | Explain your proposal for ensuring that there is a skills transfer and documented procedures will be provided |  | 15% |

**Assumptions**

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| Please list all assumptions made in your tender response and any information that could impact on being able to deliver this service at the price quoted |  |

**Pricing**

Please supply pricing as set out below.

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| **.Rate type** | **Inclusive rate (to include all expenses apart from travel costs)** | **What should be included** |
| **Day rate Mon to Fri** |  | 7 hours on site |
| **Day rate Mon to Fri** |  | 7 hours working remotely |
| **Hourly rate for Mon to Fri working on site and remotely** |  | Hourly rate to cover part days |
| **Attendance out of hours** |  | On site at RBFRS (Hourly rate) |
| **Support work out of hours** |  | Remote working (Hourly rate) |
| **Mileage rate** |  | £0.00 per mile. Bidders to advise location travelled to from base location |
| **24/7 support contract**  **For TVFCS and RBFRS** |  | Monthly fee |

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| 26 weeks x 16 hours a week in the office Total Price £  26 weeks x 4 hours a week delivered remotely Total Price £  Monthly fee for support contract to include both TVFCS and RBFRS Total Price £ |

**NOTE: Pricing should be exclusive of VAT**

Please provide details of any additional charges that you have **not** included in the pricing schedule above

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