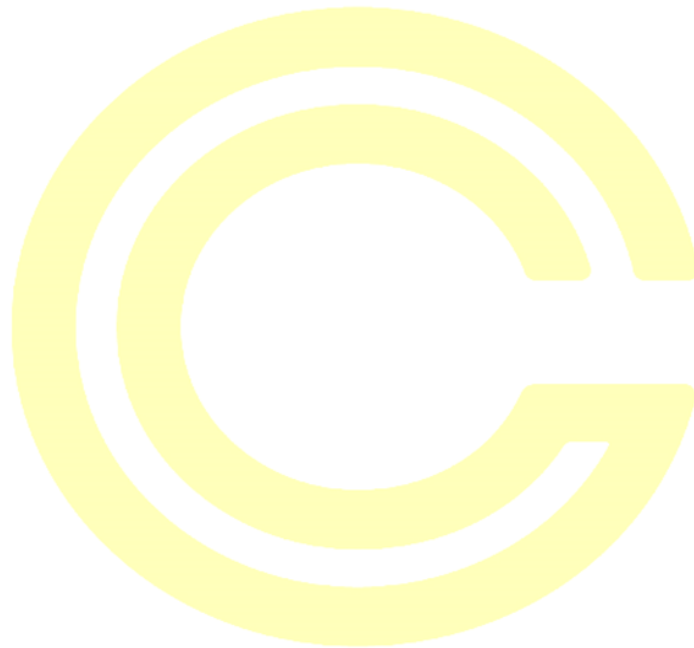




**Croydon  
College**



**COULSDON**  
SIXTH FORM COLLEGE



# **TENDER SPECIFICATION & GUIDANCE**

**Tender Ref: CC-IP-2022-23-01**

**Requirement for the delivery of  
Industry & T Level Placements  
1 September 2022 – 30 June 2023**

# **CROYDON COLLEGE**

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## CONTENTS

No.	Description	Page Number
1	Introduction	4
2	Application process and timescales	6
3	What we are looking for	7
4	Monitoring and evaluation on-contract	11
5	Evaluation criteria	13
6	What we will contract for and how we will pay	15
7	Guidance for submitting applications	20
8	Assessment criteria	28

## **1. INTRODUCTION**

### **1.1 Background**

- 1.1.1 Croydon College is a medium sized general Further Education college, with a history dating back to 1868 and with campuses located in Croydon and Coulsdon. Following the February 2019 merger, Coulsdon Sixth Form College was incorporated into Croydon College, bringing together both of Croydon's Ofsted Good Colleges. While the Colleges are one legal entity, they continue to operate for students with their own unique identities. Croydon College is a General Education College delivering education and training from entry level to level 6 (degree level) for those aged over 15 years old in a wide range of vocational subjects, general subjects and academic pathways. Coulsdon Sixth Form College concentrates on the delivery of academic pathways for 16-18 year olds.
- 1.1.2 The College offers Higher Education, full-time courses, part-time courses and apprenticeships, training local students to gain the qualifications they need to further their career prospects. The College is committed to offering its students a curriculum which meets the aspirations of the community and needs of the local economy through comprehensive pathways into employment, careers and further study, from Entry level to Higher Education qualifications. The College is also committed to helping close skills gaps in the local economy by meeting employer skills and training needs, particularly in relation to Care, Construction and the Tech/Digital industries.

### **1.2 T Level and Industry Placements (IP) and their place in the curriculum**

- 1.2.1 Every year, the College delivers courses to approximately 3,000 students aged 16 – 18, whose programme of study includes an element of work experience, ranging from several hours for basic Work Experience to several hundred hours for Industry Placements.
- 1.2.2 Experience in the workplace is a key component of overall student experience that enriches students' programmes and develops their employability skills that in turn enhance their progression opportunities after they complete their study with us.
- 1.2.3 Whilst on the work placement, the students are supported by their College tutors who review their progress and help them contextualise the skills and knowledge gained in the workplace and embed them into the broader outcomes of their programme of study.

### **1.3 The Opportunity**

- 1.3.1 To maximise its access to high quality employers who can provide its students with suitable work placement, the College is seeking to outsource some of its Industry and T Level placement referral load to an experienced organisation. The successful Tenderer will have a robust track record in arranging suitable Industry Placement (IP) referrals for college students.
- 1.3.2 The maximum contract value is £60,000 exclusive of VAT, representing a target of approximately 110 IPs and 55 T Level placements.
- 1.3.3 The maximum contract value is set by the College and is therefore not included as part of the award criteria.

- 1.3.4 The College reserves the right (at its sole discretion) to increase the contract value by up to a further amount of £60,000 (exclusive of VAT), to be delivered either as additional delivery in 2022/23 and/or in the academic year 2023/24. For further details refer to section 6.7.

## 2. APPLICATION PROCESS AND TIMESCALES

### 2.1 Key information

Tender applications shall comprise the following essential elements:

- **The completed Tender Application form** and
- **Any supporting documents required in the Tender Application Form**

You must submit your application by **Monday 15<sup>th</sup> August 2022, 12:00 noon**. Please see Section 7 of this Tender Specification document for full guidance on submitting applications and for acceptable format of submission.

The **assessment criteria grid** which will be used to score the applications is set out in Section 8 of this tender specification document.

### 2.2 Timetable

The College reserves the right to amend the dates in the timetable, for example if more time is needed for a particular stage of the process due to the number of Tenderers. Should this be the case, the College will inform all known Tenderers of the revised date(s).

Date (2022)	Action
Thursday 14 <sup>th</sup> July	Tender Issued on the Government's procurement platform. The general link to the platform is <a href="https://www.gov.uk/contracts-finder">https://www.gov.uk/contracts-finder</a>
Monday 1 <sup>st</sup> August, 12:00 noon	Deadline for requests for clarification to be received via email at: <a href="mailto:tenders@croydon.ac.uk">tenders@croydon.ac.uk</a>
Tuesday 9 <sup>th</sup> August	Responses to clarification requests will be published by this date on the Government's procurement platform as an additional document under the Tender Notice, collating all queries received and responses (anonymised). No individual responses will be sent to any specific Tenderers.
Monday 15 <sup>th</sup> August, 12:00 noon	Deadline for the submission of the Tenders by email to <a href="mailto:tenders@croydon.ac.uk">tenders@croydon.ac.uk</a>
Friday 19 <sup>th</sup> August	Notification of award decision and commencement of voluntary standstill period
By Wednesday 31 <sup>st</sup> August	Contract and data sharing agreement is signed. Contract award is formally announced.
Monday 5 <sup>th</sup> September	Contract delivery starts.

\* For the purposes of this Tender documentation, the term "Contract" is used throughout. The legal name of the contract document that will be issued to the successful Tenderer will be "Service Level Agreement", which is appropriate for the intended contract value, in accordance with the College's Financial Regulations.

### 3. WHAT WE ARE LOOKING FOR

#### 3.1 Services Required

3.1.1 The contract will have one main preferred deliverable as specified in paragraph a) below.

- a) **To provide referrals for Industry and T Level Placements for the College's students to suitable employers**, in accordance with the specification required.

The Supplier will be required to ensure that the employers are vetted as suitable for IP by having adequate health and safety policies and safeguarding measures to accept student placements and that they are within an accessible distance for the students.

3.1.2 Key details of the specification required are provided in this document (this Section 3 and Sections 5 and 6).

However, Tenderers are asked to note that some details of the specification will only be finalised in the contract and/or may be amended in year, by mutual agreement.

For example, the exact target numbers and timetables for individual curriculum areas will depend on the number of enrolments in each curriculum area.

Adherence to the specification by the Supplier will be essential to generate payment.

3.1.3 The quality of the IP referrals will be paramount as the College will retain responsibility to the Greater London Authority, the Education and Skills Funding Agency and Ofsted for the quality of the programmes towards which the work placements will be contributing.

#### 3.2 Ability to Deliver

3.2.1 The College will request evidence that the Tenderer is capable of delivering the service to appropriate quality and compliance standards and to the volume required.

3.2.2 Tenderers will be expected to demonstrate that they have a successful track record of:

- a) providing referrals for IP placements to college students
- b) ability to report regularly, evaluate and seek feedback on the performance of IP

Applications from Tenderers who have no previous track record will not be considered.

3.2.3 Tenderers will be expected to demonstrate in their application that they have processes, policies and resources to:

- a) liaise effectively with employers, colleges and their students to match students with suitable employers in curriculum-relevant areas for the purpose of IP placements
- b) ensure that the Tenderer's activities comply with legislation, including but not limited to Safeguarding, Health and Safety and GDPR
- c) monitor progress effectively to ensure the delivery profile is met
- d) use college systems to record evidence of IP preparation and engagement

3.2.4 Tenderers will be expected to demonstrate that with regard to employers, they have:

- a) a sufficient portfolio of suitable employer contacts in curriculum-relevant areas to

- deliver the number of suitable placements required for the present contract
  - b) robust processes for vetting employers to ensure that the employers meet the key requirements outlined in Section 6.3
  - c) effective employer information processes in place, to manage employer expectations and advise them of what is required of an employer when providing an IP placement, to secure an employer's commitment for the duration of the placement
- 3.2.5 The successful Tenderer may be required to submit additional documents prior to contract signature, as evidence of due diligence; these could include for example delivery staff CVs or evidence of insurance certificates for those insurance policies that are not required at Tender stage for selection purposes but may be required for due diligence of the selected Tenderer.
- 3.2.6 Tenderers are asked to note that in the event of a contract being awarded, the Tenderer will be expected to provide the following information to the College as part of the service delivery:
  - a) Data reports on progress to profile
  - b) Employer vetting documents (HASP, Standard 10, ELI, risk assessments)
  - c) Supplier staff vetting documentation, for those working on this project
  - d) Tracking reports showing referral status for individual students and individual employers
  - e) Record of IP completed days
  - f) Action plans demonstrating how any profile under-delivery is being addressed
  - g) Evaluation of students' and employers' views on the IP experience

### **3.3 Outcomes**

- 3.3.1 The College expects that the placement referrals will be delivered as per the agreed profile
- 3.3.2 Any over delivery beyond the agreed contract, will not be paid by the College unless the College has issued a formal contract variation to amend the original agreement. Verbal and e mail communications will not count as an agreement.

### **3.4 Curriculum relevance**

- 3.4.1 The curriculum areas for which IP placements may be required are as follows.
  - 1. Business
  - 2. Building, Engineering and Technical Professions
  - 3. Computing and Creative Media
  - 4. Creative Arts
  - 5. Health, Care and Psychology
  - 6. Humanities, English and Languages
  - 7. Sport and Public Services
  - 8. Travel, Tourism and Hospitality
  - 9. Science and Maths

For T Levels (September 2023 start), the curriculum areas identified are Laboratory



Science, Health & Social Care and Digital Business Solutions.

The exact placement target numbers for each type of placement and for each curriculum area will be confirmed after the College's main enrolment in August / September 2022.

For the purposes of the tender application, Tenderers will be expected to demonstrate that they have sufficient and relevant employer contacts to be able to provide 110 IP placements, spread across the curriculum areas above for both College sites (an equal distribution is not required but Tenderers should demonstrate that for each curriculum area, they can provide a reasonable volume of services).

### **3.5 Other Specification Criteria**

- 3.5.1 The portfolio of employers that the Supplier has at their disposal to deliver this contract must be sufficient to allow for flexible employer substitution in the event of a contingency and within an adequate radius of the college to ensure student accessibility.

The Supplier will be expected to minimise the negative effect on students and their learning experience if an employer is no longer interested in providing work placements, or proves to be unsuitable.

- 3.5.2 The Supplier will comply with all monitoring and evaluation activities specified in Section 4 of this document as directed by the College, who will retain overall responsibility for the monitoring and tracking of all students. The Supplier will respond to the College's reasonable requirements in a timely and accurate manner to ensure that the provision is compliant with requirements of external bodies. This includes but is not limited to audit, funding, quality and any other legal requirements.

## **4. MONITORING AND EVALUATION ON-CONTRACT**

### **4.1 Background**

- 4.1.1 The College is committed to providing excellent learning and progression opportunities for all its students, and recognises that work placements play an integral part in these.
- 4.1.2 The College will, as the Lead provider responsible for the overall provision of the students' programmes, expect the successful Supplier to work closely with the College to enable it to meet the quality, audit and funding compliance requirements by the external bodies.

### **4.2 Quality compliance and monitoring**

- 4.2.1 The Supplier will be expected to:
  - a) Participate in regular operational meetings with the College's curriculum managers or the College's IP manager, face to face or remotely, typically every 1 to 2 weeks.
  - b) Participate in regular review meetings with the College, face to face or remotely, typically every 4 to 6 weeks.
  - c) Participate in steering group meetings, face to face or remotely, attended by senior representatives of the College and the Supplier, typically every 3 months.
  - d) Contribute to the regular recording of the IP on college systems, such as student and employer details and student CVs
  - e) Provide the College with regular progress reports in an agreed format.
  - f) Submit an Evaluation report at the end of the contract to an agreed format.
  - g) Support the College with any relevant checks that the College may carry out in relation to the IP services provided.
  - h) Support the College with providing any relevant evidence that may be reasonably required of the Supplier for investigations of complaints relating to the IP services provided, responses to requests submitted under FOI, and similar.

### **4.3 Audit and GDPR compliance**

- 4.3.1 The College will expect the Supplier to comply with any audit requirements applicable as per the College MIS team and GLA and ESFA funding guidance. The College will specify any specific requirements in the contract; such requirements to be reasonable and within usual standards for the service delivery of work placement referrals.
- 4.3.2 The College will audit the quality and compliance of delivery at any time of the College's choosing. The Supplier will be required to respond to Action Plans in an agreed and timely manner. The College has the right to audit record keeping of any data held and/or provided by the Supplier in relation to the provision of services specified in this tender and in the subsequent contract.
- 4.3.3 The Tenderer must ensure that the people processing data related to this tender or the subsequent contract are subject to a duty of confidence, and must take appropriate measures to ensure the security of the data. Any sub-processors must only be engaged with the prior written consent of the College. The College must be notified of any personal data breaches and be provided with subsequent impact assessments. The successful Tenderer must delete or return all personal data to the College as requested at the end of the contract.

- 4.3.4 The successful Tenderer must use the College's systems rather than their own platform, as directed by the College. This includes both data systems for recording IP such as Navigate, as well as virtual meeting systems such as Zoom or MS Teams accessed via links provided by the College.

## 5. EVALUATION CRITERIA

### 5.1 Mandatory criteria

5.1.1 Providers wishing to apply for this opportunity **must**:

- a) Be an active company with a valid registration number (companies house company number, charity number and similar), or with valid evidence of exemption from the registration requirement.  
(<https://www.gov.uk/government/organisations/companies-house>)  
(<https://www.gov.uk/find-charity-information>)
- b) Be registered on the Government's procurement platform as Suppliers  
(<https://www.gov.uk/contracts-finder>)
- c) Have a successful track record of:
  - providing referrals for suitable IP placements to college-level students, in a volume comparable with the contract value tendered
- d) Have the capacity to deliver 100% of the total contract volume tendered.
- e) Meet any other specific mandatory criteria specified in Section 2 of the Tender Application form, as well as criteria required for Section 1 and 6 of the Tender Application Form as outlined further below in section 7.4.2 of this document.

5.1.2 The College **will not** consider any Tenderers that fail to meet any of the criteria above.

### 5.2 Desirable criteria

- 5.2.1 The College's preference is that the Tenderer's track record includes delivery of referrals for IP placements specifically, for students of a Further Education College and/or a Sixth Form College, as opposed to other types of educational institutions.
- 5.2.2 The College's preference is for the Tenderers to hold an externally acknowledged relevant certification, such as Matrix or Career Mark.

### 5.3 Contract Value

- 5.3.1 The College will give a minimum and maximum value for the awarded contract and can only guarantee the awarding of the minimum value. The College will communicate if it wishes to assign further funding up to the maximum value. This will be influenced by the performance of the Supplier and/or the College's own performance.

### 5.4 Subcontracting

- 5.4.1 The contract, if awarded, must be delivered solely by the Supplier to whom it is awarded, i.e. the Supplier must not engage in any second-level subcontracting to deliver any part of the contract. The College will not pay for any such services.

### 5.5 Assessment of applications

- 5.5.1 When assessing a Tenderer's track record, the College will take into account not only the quality but also the volume of previously delivered services in terms of volume, number of lead partners and type of lead partners.
- 5.5.2 When assessing the applications, the College will also look for evidence that the Tenderer is financially stable and has a proven track record of good performance.

At the evaluation stage, the College will assess the documents submitted by the Tenderers as required in Section 4 of the Tender Application form, such as company accounts.

Once a successful Tenderer has been identified, the College will run an external credit check of the shortlisted Tenderers and the outcome will be taken into consideration when deciding between shortlisted Tenderers on contract award. A favourable ESFA financial health assessment, if held by the Tenderer, is a basic expectation and does not replace the College's independent checks.

## **6. WHAT WE WILL CONTRACT FOR AND HOW WE WILL PAY**

### **6.1 Resource Days and expectations of contracting parties**

- 6.1.1 The Supplier will be expected to provide enough resource days to meet the criteria of this specification.
- 6.1.2 The Supplier will be responsible for ensuring that the IP placement referrals fully meet the specification required with regard to curriculum relevance, employer eligibility, standards, safeguarding, health and safety, location or IT accessibility, and in-year deadline.
- 6.1.3 The College will conduct the three IP reviews as per the funding bodies' expectations, but the Supplier will be responsible for gathering feedback from employers and students on their overall experience.
- 6.1.4 Both the College and the Supplier will work in good faith to resolve any cases of placements that met the specification but due to factors outside the College's and the Supplier's control could not be converted to Active placements. This does not include the students' not liking the referred placement, as this will count as inactive placement.

### **6.2 Placement specification requirements**

Further details of the specification required are provided in Sections 3 and 5 of this document.

- 6.2.1 This tender is for the provision of:
  - a) Referrals for face to face IP placements in accordance with the agreed profile, for the College students to suitable employers.
  - b) Sourcing and referring suitable employers capable of delivering activities for T Level placement in September 2023
- 6.2.2 The required minimum duration of the services above is:
  - a) IP placements – 315 working hours (equal to 45 days at 7 working hours per day)
  - b) T level placements - 315 working hours (equal to 45 days at 7 working hours per day) for September 2023

The College expects that the Supplier will vet and guide employers to ensure that they are realistically able to commit for the full duration required.

The College expects that the Supplier will monitor, record and report on the IP durations completed by the students. This evaluation is to be part of the overall performance of the bid and will influence the College's view of the overall performance of the contract.

- 6.2.3 The in-year deadline for each deliverable is such a date within the academic year 2022/23 that will enable the students complete the placement comfortably before the end of the academic year, i.e. by 30 June 2023.

The in-year deadlines for each deliverable will be confirmed by the College in the contract profile but must be read in conjunction with the monthly profile, which will

have precedence for progress monitoring purposes over the overall in-year deadlines.

Tenderers are asked to note that, depending on the number of enrolments to each curriculum area, the actual profile for the contract may be frontloaded to the autumn term.

- 6.2.4 The location of IP placements must be within a reasonable distance from the College site that a student normally attends. “Reasonable” for this purpose means a 20-mile radius of the postcode of the college building that the student attends (measured as the crow flies) and/or not more than 30 minutes travel by public transport:

Croydon College CR9 1DX  
Coulsdon Sixth Form College CR5 1YA

In exceptional circumstances, where a student accepts to travel further than 20 miles or 30 minutes to access a placement with an exceptional employer, the College will consider accepting such a placement.

- 6.2.5 The target group size and breakdown per work experience type is as follows:

The total target group comprises approximately 165 students. Of these:

- IP: 110 students, age group 16-18
- T Level sourcing: 55 students, age group 16-18

- 6.2.6 The placement must be relevant for the student’s curriculum area, that is, the employer for each individual IP placement referral, must be operating in an industry or service area that is relevant for the student’s programme of study.
- 6.2.7 The College expects that the services will be delivered as per the agreed profile, both in terms of total Active placements and individual types of Active placements as per the required specification.

### **6.3 Employer specification requirements**

- 6.3.1 The successful Tenderer, when awarded the contract, will be expected to undertake employer checks to ensure that the employers for IP placement referrals meet the specification criteria in this section.
- 6.3.2 The employers must comply with all relevant legislation, in particular but not limited to Safeguarding, Health and Safety and GDPR processes being in place to ensure safety of the College’s students whilst on work placement.
- 6.3.3 The employers must be operating in an industry or field of activity that is relevant for the students’ programme of study.
- 6.3.4 The employers should be able and willing to commit to the full number of hours required for a student’s placement.
- 6.3.5 The employers must have relevant insurance, safeguarding and DBS checks, workplace risk assessments and health and safety checks in place prior to the commencement of a student’s placement.

### **6.4 General specification summary**

- 6.4.1 The services provided must comply with the criteria and standards specified in Sections 3, 5 and 6 of this document and the subsequent contract, which will be issued to the successful Tenderer after the tender evaluation has been completed. The College will not pay the Supplier for any services that do not meet the criteria and standards.

## **6.5 Payment eligibility**

- 6.5.1 The College will pay on the delivery of services linked to resource day completion.

## **6.6 Payments, reconciliation and clawback**

- 6.6.1 The College will pay the Supplier on a monthly basis in arrears, for Resource days delivered in the previous month.

The invoice payment term is 30 days from the receipt of the invoice.

- 6.6.2 Where the Supplier feels they have strong ground to negotiate an initial advance payment at the start of the delivery prior to the first monthly reconciliation, they can submit a request, with justification, for the College's consideration, in the contract finalisation stage.

Any such payment will be entirely at the College's discretion and may be subject to additional checks that the College may wish to undertake to mitigate risk. Any such payment, if agreed by the College, shall not exceed 10% of the total contract value awarded to the Supplier (inclusive of VAT) and will be reflected in a revised profile to ensure that the Supplier's delivery levels will set off any overpayment by the end of Month 2 of the delivery start.

- 6.6.4 Failure to meet the contracted profile will result in financial penalties, claw-backs or termination of the contract depending on the level of failure.

## **6.7 Contract volume and dates**

- 6.7.1 The contract value is up to £60,000 (exclusive of VAT).

- 6.7.2 The delivery profile for each type of placement, with a specific monthly breakdown per placement type and per curriculum area, will be agreed with the successful Tenderer and specified in the contract. The indicative curriculum areas required are in Section 3 of this document. Any subsequent changes to the agreed profile after the contract has been signed will require a written contract variation / change form, signed by both parties, prior to delivery to the amended profile.

- 6.7.3 The contract will initially be awarded for the academic year 2022/23, for the service delivery period in accordance with the agreed profile and ending by such a date that will allow the students to complete their placement comfortably before 30<sup>th</sup> June 2023.

There is therefore no scope in the contract to carry forward any part of the initial contract value into 2023/24. The College reserves the right (at its sole discretion) to review the "no carry-in" position during the academic year and effectively reduce the contract value in 2022/23 and transfer some of it into 2023/24. The College does not provide any guarantee that such a review will take place. Tenderers must therefore



submit proposals in which all services are to be delivered solely in 2022/23. Any variations to the contracted terms are to be agreed in writing between the parties in a formal contract variation. Verbal or e mail communications do not count as a formal contract variation and therefore associated costs may not be paid by the College.

- 6.7.4 After the delivery of the contract value, the College reserves the right (at its sole discretion) to increase the contract value by up to a further amount of £60,000 (exclusive of VAT). The College does not provide any guarantee that such increase will be made and this would only take effect should the College choose to enter into one or more variations, in accordance with the terms set out in the contract, to permit such additional services.

Such an increase may be for additional delivery in 2022/23 and/or for delivery in the academic year 2023/24. The total potential value of the contract over the 2 years should the College exercise its right to extend is therefore estimated to be £120,000 (exclusive of VAT). This will be influenced, but not guaranteed, by the overall performance of the completed IP duration i.e. successful placements and the feedback from students and employers.

The College reserves the right not to make such an increase to the contract and go to tender instead, even if it is satisfied with the Supplier's overall performance.

- 6.7.5 The College further reserves the right (at its sole discretion) to:

- a) Contract the whole amount to one Tenderer, or to split the contract amount between two or more Tenderers; or
- b) Contract for a value lower than the full amount advertised.

## 7. GUIDANCE FOR SUBMITTING APPLICATIONS

### 7.1 Key requirements

- 7.1.1 Please email your application to [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk) to be received by the deadline specified in Section 2 of this document, and to be provided in the format specified by Sections 7.2 and 7.3 of this document.
- 7.1.2 Your application must include the completed Tender Application form, and any supporting documents required in the relevant questions in the application form.
- 7.1.3 Your application must meet the requirements stated in this Tender Specification and Guidance document, in the Tender Application Form, and in any Responses to Clarification Requests documents published by the College by the College prior to the tender submission deadline on the Government's procurement platform as an additional document under the specific Tender Notice. The general link to the Government's procurement platform is <https://www.gov.uk/contracts-finder>

### 7.2 Instructions to Tenderers and Conditions of Tender Submission

- 7.2.1 These Instructions and Conditions apply to the tendering process for this Agreement to ensure that all Tenderers are treated equally and fairly and to provide for compliance with other relevant legal requirements. Failure to comply with these Instructions and Conditions may invalidate your Tender.
- 7.2.2 References to "the College" mean Croydon College and refer to its both sites, Croydon and Coulsdon site.
- 7.2.3 **Only organisations who meet all of the mandatory requirements specified in section 5.1 of this document are invited to apply.** Applications from organisations that do not meet any of the criteria will be excluded from consideration.
- 7.2.4 The successful Supplier will be required to agree to the contract which accompanies this document. The terms of that contract are non-negotiable, subject only to any project-specific provisions which require updating and do not involve negotiation between the parties.
- 7.2.5 The agreement together with any other documents expressed to be incorporated therein, constitutes the entire understanding between the College and the Tenderer relating to the subject matter of this tender and supersedes all prior writings, negotiations or understandings with respect thereto.
- 7.2.6 A submitted Tender is an irrevocable offer by the Tenderer and the Tenderer separately undertakes with the College that the tender will remain open for acceptance by the College for a period of three calendar months calculated from the day following the closing date for receipt of tenders.
- 7.2.7 Only the information contained within this Tender Specification & Guidance document, within the Tender Application Form, or otherwise communicated in writing to Tenderers with direct reference to this tender should be considered by Tenderers when making their offer.

- 7.2.8 Where estimated volumes are stated, they are for guidance purposes only and do not form a contractual commitment.
- 7.2.9 The submission of false or incorrect information or declaration(s) will invalidate your Tender and, if not identified by the College until after the award of the contract, will be considered a fundamental breach of the contract. Such a submission may also be taken into account when future tenders are considered.
- 7.2.10 Tenderers are expected to submit all tender documents at the same point in time (for details of format see Section 7.3 below) and to ensure that the submission includes the full set of documents. Tenderers are expected to keep any additional submissions of previously omitted documents to a minimum. It is the Tenderer's responsibility to make any such additional submissions before the deadline. Once the submission deadline has passed, the College will **not** grant the Tenderers any further opportunities to submit any additional documents that the Tenderer failed to submit before the deadline.
- 7.2.11 Tenderers are expected to check all tender documents thoroughly prior to submission and keep the resubmission of revised versions of tender documents to an absolute minimum.

In the exceptional event that a Tenderer needs to submit a revised version of any of the previously submitted tender documents, it is the Tenderer's responsibility to:

- a) submit the revised version before the submission deadline and with a clearly marked Version Number in the filename  
and
- b) flag the fact that it is a resubmission in the email title (CC-IP-2022-23-01\_Resubmission).

Tenderers are also expected to send a Resubmission notification email to [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk) when resubmitting documents via a file sharing facility as outlined in 7.3.4.

The College reserves the right to exclude resubmitted revised versions of previously submitted tender documents from consideration if they are not clearly marked as revised versions upon submission. The College will **not** grant the Tenderers any further opportunities to submit any revised documents or information once the submission deadline has passed, except in the event specified in paragraph 7.2.19 below.

- 7.2.12 Tenders must be submitted as the following documents: the official Tender Application form (MS Word), and any other supporting documents required in the Tender Application form (preferably MS Word or pdf or other commonly accessible format).

Please ensure that the submission documents are saved in a version that is still supported, i.e. document versions from 2007 onwards, that is, Word documents in a .docx format and Excel documents in an .xlsx format. Files in an old format such as Word and Excel 97-2003 and/or Word documents in a .doc format and Excel files in .xls format, are likely to be quarantined and may not get through the College firewall.

The Tender Application Form must be completed in all material respects. Tenders not complying with these requirements may be rejected.

- 7.2.13 To enable us to assess your organisation's suitability, we require you to provide all of the information requested. Failure to complete the form in full or to provide any of the documents requested may result in your application being rejected. Rather than leaving answer spaces blank, if the question does not apply to you please write 'Not applicable' or 'N/A'. If you do not have / know the answer please write 'Not known' or 'N/K'. You must not leave any answer boxes blank as doing so may result in your application being rejected, irrespective of how minor the question is.
- 7.2.14 Where supporting documents are requested, these should be clearly cross referenced to the appropriate section of the Tender Application Form as per paragraph 7.3.1 of this document. Tenderers should make every effort to enable an easy match of the supporting document files to the relevant section in the Tender Application Form to ensure that they are correctly identified and considered by the College as relevant. Except where specifically requested by the Tender Application Form, no additional supporting documents are required. The College does, however, reserve the right to ask for further evidence or copies of such documents at any stage during the procurement process.
- 7.2.15 The College reserves the right to seek clarification, after tender applications have been received, from any Tenderer, on any aspect of their Tender. However, this is entirely at the discretion of the College, and the College does not guarantee that it will do so. Should the College decide to seek clarification on a Tender, it will ensure that such a step does not put any Tenderer at an advantage or disadvantage.
- 7.2.16 If documents have been submitted by the Tenderer but the College encounters technical issues with opening them (e.g. the files are corrupt or will not open), the College will notify the Tenderer and will grant them one opportunity to resubmit the documents within a reasonable timeframe of the College notifying the Tenderer of the issue. The notification may be raised after the tender submission deadline; however, when resubmitting the documents the Tenderer must ensure that the Properties tab of any resubmitted documents clearly demonstrates that they have not been amended after the submission deadline, otherwise they will not be accepted.
- 7.2.17 The College is required to publish details of the successful contractor and the total contract value on the Government Procurement Portal after the contract has been formally awarded.
- 7.2.18 Should there be any doubt or confusion as to the meaning of any provision contained in the tender documentation, you should obtain clarification prior to the submission of your tender, by the deadline specified in Section 2 of this document. All Tenderers will be informed of any points of clarification and the College's response. The identity of the Tenderer requesting clarification will not be disclosed.
- 7.2.19 The clarification request process will be as follows:
- a) All requests for clarification should be made via e-mail only to [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk)

- b) In your clarification request, please make a clear reference to the section and name of the tender document that you are querying.
  - c) Use the clarification request process only to clarify matters relating to the current tender, not to seek information about other potential partnership opportunities available from the College.
  - d) Requests for clarification will be accepted until the deadline specified in Section 2 of this document. No clarification requests received after this point will be responded to.
  - e) Responses to all clarification requests will be collated in a document that will be published in the format and within timescales specified in Section 2 of this document. Depending on the number of queries there may be two issues maximum of the clarification document. All queries and responses will be anonymised. The College will not respond individually with clarifications to individual Tenderers, in order to ensure that all Tenderers have equal access to all clarifications.
- 7.2.20 Where reference is made within this tender to any UK standard or legislation and you are not currently subject to UK standards or legislation, you are required to provide details of any equivalent standards or legislation that do apply to your organisation. It is the Tenderers' responsibility to demonstrate that any alternative standards are equivalent to the standards specified.
- 7.2.21 The College will not be liable for any costs or expenses incurred by Tenderers in completing and submitting their tender whether or not it is successful.
- 7.2.22 The Tenderer agrees to notify the College and provide additional information if at any stage after submitting the Tender Application Form and other documents requested for the tender submission any information contained in it becomes no longer true or accurate. For rules on submitting additional or revised information before the tender submission deadline, see paragraphs 7.2.11 and 7.2.12 above. Should the information in the tender application become untrue or inaccurate after the tender submission deadline but before the College's assessment and contract awarding process is completed, the Tenderer is expected to email the amended information to [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk) within 2 working days of the information being changed.
- 7.2.23 The College reserves the right to retain all and any of the information supplied to it by the Tenderer(s) for a period of 6 months after the closing date and for the duration of the contract if successful.
- 7.2.24 The College reserves the right to amend its tender documents in any respect at any time prior to the closing date and time for receipt of tenders. Any such amendment will be notified to all Tenderers before the closing date and time. You must confirm in writing when you submit your tender that it provides for compliance with all amendments so notified.
- 7.2.25 The College may at its discretion extend the closing date and time for receipt of tenders by written notice to all Tenderers.

### **7.3 Tender document submission format**

- 7.3.1 Supporting documents, where requested, should be clearly cross referenced to the appropriate section of the Tender Application Form, by starting the file name with the

numeric reference to the relevant section of the application form, e.g. *"2.1.a\_Environmental Policy"*.

7.3.2 The College has no dedicated drop box for the tender but you can submit the Tender Application form and any supporting documents in one of the two following ways:

7.3.3 Either as **email attachments**.

- a) The College's email has a 10MB capacity for attachments, which should cope with most attachments when you email them to the tender mailbox [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk) in good time to arrive by the tender submission deadline.
- b) Please remember to password-protect any attachments that have personal data and email the password to the tender mailbox in a separate email.
- c) It is acceptable to attach the documents to the submission email either as individual documents / multiple attachments, or in a zip file.
- d) You can send one submission email with all documents attached, or, if there is large number of attachments, it is acceptable to split the submission into several emails with a smaller number of attachments. If sending several emails with attachments, please ensure that each email is clearly labelled in the email title (e.g. CC-IP-2022-23-01-Part 1 of 3).

7.3.4 Or via a **file sharing facility** set up at your end, either ShareFile or Drop Box, to which you would give the College **access**. In that case, you must:

- a) Email the link for the facility to our tender mailbox [tenders@croydon.ac.uk](mailto:tenders@croydon.ac.uk) in good time to arrive by the tender submission deadline.
- b) Set the link expiry date to 31<sup>st</sup> August 2022 (i.e. to cover the tender period up until the voluntary standstill period end).
- c) Make sure that with any uploaded documents, it is evident from the document properties that they were uploaded onto the file sharing facility prior to the submission deadline (such as date stamps).
- d) Only use ShareFile or Drop Box. Other file sharing facilities, such as WeTransfer, are not accepted by the College and your submission via such facilities may be rejected.

7.3.5 We encourage you to submit documents as individual documents rather than embedded in the application form. Embedded documents will be accepted for consideration but from previous experience, embedded documents have carried a higher risk of IT issues when trying to access them, as opposed to when individual documents have been provided as separate attachments. Even when embedded, supporting documents should be clearly cross referenced to the appropriate section of the Tender Application Form as per paragraph 7.3.1 of this document.

#### **7.4 When considering Tenders the following criteria will be applied**

7.4.1 The Tender Application form and the Delivery Proposal spreadsheet must be completed in full and with satisfactory answers, and satisfactory supporting documents

must be attached. An acceptable answer must be given to mandatory requirements or the Tenderer may be excluded from the process.

**7.4.2 The following responses must be provided fully, otherwise the Tenderer will be disqualified from further consideration:**

- a) Responses to questions in Section 6 of the Application Form (declaration and certificates). If any of the forms in Section 6 is not signed and/or dated this will automatically disqualify the Tenderer from further consideration and their responses in Section 2 to 5 will not be scored. Electronic or scanned signatures are acceptable but it is not acceptable just to type in the name in the signature box.
- b) Responses to questions in Section 2 (Mandatory Requirements). These will be scored as Pass / Fail in the first instance. A Fail of any mandatory question will disqualify the Tenderer from further consideration & from the scoring of any further responses. (Responses to selected questions in Section 2 are also content-scored; for details see Section 2 of the Application Form).

The following responses should be provided, otherwise the Tenderer may be disqualified from further consideration:

- c) Responses to questions in Section 1 of the Application Form (contact details). If not provided and the College is therefore unable to contact the Tenderer, this may result in disqualification.

If responses to any other questions than those specified above are not provided this will not lead to automatic disqualification but it may affect scoring and thus prevent the Tenderer from passing to the next stage of consideration (see 7.4.4 below).

**7.4.3 Most non-mandatory questions will be content-scored as outlined by the methodology in 7.4.4 below.**

“Non-mandatory” in this context means that an unsatisfactory or missing response will not automatically disqualify the Tenderer from further consideration. However, Tenderers are expected to provide responses to all questions, whether mandatory or non-mandatory.

Some non-mandatory sections are not scored but tenderers are required to provide responses in the application form to confirm that they have the documents in place, such as policies.

The successful Tenderer will be required to submit any such documents prior to the contract being issued. The College will at that point review them to ensure that they are adequate for the service. If not adequate, the Tenderer will be required to amend their document (e.g. policy) and/or explain any differences or concerns to the College’s satisfaction, otherwise the contract may not be awarded.

The Application form states at the top of each section the scoring approach to each question.

**7.4.4 Any content-scored questions, whether mandatory or non-mandatory, will be scored according to the following methodology.**

Score Given	Description*
4	Excellent
3	Good
2	Adequate
1	Poor
0	Response not provided / Response not relevant / document not submitted

\* For detailed descriptors of what the description means for each section scored, see Assessment Criteria in Section 8 further below.

7.4.5 A Pass of all mandatory requirements and a minimum total final score of 2.50 of scored requirements is required to pass the initial supplier selection and be shortlisted. The content score for each section, and the total final score, will be calculated as follows:

- a) In each section of the application form, each content-scored question will be given a score ranging from 0 to 4, using the methodology stated in 7.4.4 above and in Section 8 below.
- b) The individual scores for content-scored questions in each section will then be totalled up and divided by the number of content-scored questions in that section.
- c) Section weighting as per the table in 7.4.6 will then be applied to the resulting average score for that section. The resulting number will be rounded to 2 decimal points.
- d) The resulting weighted section scores will be added up. The result, rounded to 2 decimal points, will be the total final score.

7.4.6 The College will notify all Tenderers of the outcome of their application by email. The format of the notification is outlined in section 7.4.8 below.

The Tender Application form consists of 6 sections. For full details please read the Tender Application form.

- a) Questions in Section 1 are not scored / not weighted but must be answered; for requirements see paragraph 7.4.2 above.
- b) Questions in Section 6 are not scored / not weighted but must be answered fully; for requirements see paragraph 7.4.2 above.
- c) Questions in Section 2 to 5 are content-scored 0 to 4 as per Section 8 of the Tender Specification document, unless stated otherwise in the Tender Application form. (Questions in Section 2 of the Tender Application form (Mandatory requirements) are also scored P / F = Pass or Fail, as outlined in paragraph 7.4.2 above).
- d) Where any questions in Section 2 to 5 are exempt from content-scoring or attract question-specific approach to content scoring, this is explained at the top of each section in the Tender Application form.
- e) Section weighting will be applied to the average content score calculated from content score of all scored questions.
- f) The resulting weighted section score will be rounded to 2 decimal points.



<b>Section No.</b>	<b>Headline</b>	<b>Weighting</b>
1	Contact information	n/a
2	Mandatory requirements	25%
3	Policies	n/a
4	Financial and company standing	25%
5	Delivery proposal	50%
6	Declaration and certificates	n/a
	<b>Total</b>	<b>100%</b>

7.4.7 The College reserves the right to award contracts to more than one Tenderer to ensure optimal delivery of this requirement. Should this be the case the contract(s) will be awarded to the highest scoring Tenderers. Awarded volumes and values will be contained within each supplier contract.

7.4.8 Once the tender application process has been completed the College will notify successful and unsuccessful Tenderers of the outcome by email.

- a) For all Tenderers who have passed the mandatory stage, the outcome notification will include the scoring per section, compared to the winning score of the successful Tenderer, but not provide further breakdown of scoring, scoring per questions or feedback per question or section.
- b) For Tenderers who were rejected due to failing any requirements relating to Section 1, 2 or 6 of the application form as outlined in paragraph 7.4.2 above, section scores will not be provided because their application will not have been passed on to the content scoring stage.

7.4.9 The formal issue of any contract awarded as a result of this tender is subject to formal notification of the tender outcome to Exec. For timescales of the process see Section 2 of this document.

## 8. ASSESSMENT CRITERIA

- A Fail and/or non-submission of any mandatory requirement in any section will disqualify the Tenderer from further consideration and their non-mandatory responses will not be scored.
- Responses, where appropriate, will be scored for contents as per the below grading of Excellent (4) to Not provided (0 points). The score of 0 will be awarded either if a response has not been provided or if the document provided in response to the question does not provide any of the information required.
- The grading of qualitative criteria will be based on the panel members' expertise and professional judgment.
- After scoring the content and calculating the average section score for all content-scored questions, section weightings will be applied to calculate the total section score.

Section						
<b>1 Contact Information</b>	Not scored but should be provided. If not provided and the College is unable to contact the Tenderer, this may result in disqualifying.					
<b>2 Mandatory requirements</b>	All questions are scored P / F (Pass / Fail). A Fail of any of the mandatory requirements will mean a Fail of the whole Mandatory requirements section, and will disqualify the Tenderer from further consideration. The Tender may not be fully reviewed after one mandatory element has been failed and therefore there will not be any scoring or feedback available on the remainder of the submitted information.					
	Selected questions in Section 2 are also content-scored, in accordance with the table below.					
	Where any questions in Section 2 to 7 are exempt from content-scoring or attract question-specific approach to content scoring, this is explained at the top of each section in the Tender Application form.					
Section	Weighting	Excellent (4 points)	Good (3 points)	Adequate (2 points)	Poor (1 point)	Not provided (0 points)
<b>2 Mandatory requirements</b>	25%	Responses provide strong confidence in breadth of previous experience with delivery of IP placement referrals	Responses provide good confidence in breadth of previous experience with delivery of IP placement referrals	Responses provide adequate confidence in breadth of previous experience with delivery of IP placement referrals	Responses provide limited confidence in breadth of previous experience with delivery of IP placement referrals	For documents that have not been provided or that do not provide the information requested

<b>3 Policies</b>	n/a	<p>Not scored.</p> <p>The Tenderers are required to provide responses in the application form to confirm that they have suitable policies in place.</p> <p>The successful Tenderer will be required to submit their policies prior to the contract being issued. The College will at that point review them to ensure that they are adequate for the service. If not adequate, the Tenderer will be required to amend their policy and/or explain any differences or concerns to the College's satisfaction, otherwise the contract may not be awarded.</p>				
<b>4 Financial and company standing</b>	25%	Responses provide strong confidence in financial stability and contingency planning (Excellent financial health)	Responses provide good confidence in financial stability and contingency planning (Good financial health)	Responses provide adequate confidence in financial stability and contingency planning (Adequate financial health)	Responses provide limited confidence in financial stability and contingency planning (Poor financial health)	For any documents that have not been provided or that do not provide the information requested
<b>5 Delivery Proposal</b>	50%	Detailed and excellent plans demonstrating ability to ensure that the IP programme starts smoothly, supported with excellent communication with College management at all levels when confirming and adjusting IP profile to suit the College September recruitment profile whilst maintaining	Detailed plans demonstrating ability to ensure that the IP programme starts smoothly, supported with good communication with College management at all levels when confirming and adjusting IP profile to suit the College September recruitment profile whilst maintaining overall College expectations	Plans demonstrate ability to ensure that the IP programme starts smoothly, supported with adequate communication with College management when confirming and adjusting IP profile to suit the College September recruitment profile whilst maintaining overall College expectations	Some plans that demonstrate ability to ensure that the IP programme starts smoothly, supported with some communication with College management when confirming and adjusting IP profile to suit the College September recruitment profile whilst maintaining overall College expectations	Insufficient or inadequate plans that insufficiently demonstrate ability to ensure that the IP programme starts smoothly, supported with insufficient communication with College management when confirming and adjusting IP profile to suit the College September recruitment profile

		overall College expectations.				whilst maintaining overall College expectations.
		Detailed and excellent plans demonstrating excellent ability to prepare students and employers in the expectations of IP programme whilst promoting the completion of the full IP hours. The plans show excellent regard to health and safety measures, safeguarding expectations, and employability skills linked to the students' study programme.	Detailed plans demonstrating good ability to prepare students and employers in the expectations of IP programme whilst promoting the completion of the full IP hours. The plans show good regard to health and safety measures, safeguarding expectations, and employability skills linked to the students' study programme.	Plans demonstrating adequate ability to prepare students and employers in the expectations of IP programme whilst promoting the completion of the full IP hours. The plans show adequate regard to health and safety measures, safeguarding expectations, and employability skills linked to the students' study programme.	Plans demonstrating some ability to prepare students and employers in the expectations of IP programme whilst promoting the completion of the full IP hours. The plans show some regard to health and safety measures, safeguarding expectations, and employability skills linked to the students' study programme.	Insufficient or inadequate plans insufficiently demonstrating ability to prepare students and employers in the expectations of IP programme whilst promoting the completion of the full IP hours. The plans show inadequate regard to health and safety measures, safeguarding expectations, and employability skills linked to the students' study programme.
		Excellent ability in providing detailed monitoring reports that give confidence in meeting curriculum team, College IP manager and College senior management expectations. Such abilities include	Good ability in providing detailed monitoring reports that give confidence in meeting curriculum team, College IP manager and College senior management expectations. Such abilities include	Adequate ability in providing detailed monitoring reports that give confidence in meeting curriculum team, College IP manager and College senior management expectations. Such abilities include	Some ability in providing monitoring reports that give some confidence in meeting curriculum team, College IP manager and College senior management expectations. Such	Insufficient or inadequate ability to provide monitoring reports that would give confidence in meeting curriculum team, College IP manager and College senior

		willingness to use College recording systems e.g. Navigate programme, and ability to produce excellent intervention schemes where there is a shortfall in student Active Engagement or sourcing of employers.	willingness to use College recording systems e.g. Navigate programme, and ability to produce good intervention schemes where there is a shortfall in student Active Engagement or sourcing of employers.	willingness to use College recording systems e.g. Navigate programme, and ability to produce adequate intervention schemes where there is a shortfall in student Active Engagement or sourcing of employers.	abilities include willingness to use College recording systems e.g. Navigate programme, and some ability to produce adequate intervention schemes where there is a shortfall in student Active Engagement or sourcing of employers.	management expectations. Such insufficient abilities include lack of willingness to use College recording systems e.g. Navigate programme, or weak ability to produce adequate intervention schemes where there is a shortfall in student Active Engagement or sourcing of employers.
		Excellent ability in providing detailed evaluation reports on performance in relation to active participation and IP duration completion per curriculum area and overall college performance. Excellent ability in seeking students' and employers' feedback with aim to achieve high participation rates, and seeking opportunities to	Good ability in providing detailed evaluation reports on performance in relation to active participation and IP duration completion per curriculum area and overall college performance. Good ability in seeking students and employers' feedback with aim to achieve good participation rates, and seeking opportunities to	Adequate ability in providing evaluation reports on performance in relation to active participation and IP duration completion per curriculum area and overall college performance. Adequate ability in seeking students and employers' feedback with aim to achieve adequate participation rates, and seeking opportunities to	Some ability in providing evaluation reports on performance in relation to active participation and IP duration completion per curriculum area and overall college performance. Some ability in seeking students and employers' feedback with aim to achieve adequate participation rates, and seeking some	Insufficient or inadequate ability in providing evaluation reports on performance in relation to active participation and IP duration completion per curriculum area and overall college performance. Insufficient or inadequate ability in seeking students and employers' feedback with aim

		celebrate performance e.g. case studies for promotion amongst students and / or using college social media to celebrate	celebrate performance e.g. case studies for promotion amongst students and / or using college social media to celebrate	celebrate performance e.g. case studies for promotion amongst students and / or using college social media to celebrate	opportunities to celebrate performance e.g. case studies for promotion amongst students and / or using college social media to celebrate	to achieve some participation rates, and seeking some opportunities to celebrate performance e.g. case studies for promotion amongst students and / or using college social media to celebrate
<b>6 Declaration and certificates</b>	Not scored but must be signed and dated. Electronic or scanned signatures are acceptable but <b>it is not acceptable just to type in a name in the signature box</b> . If any of the forms in Section 6 is not signed and/or dated, this will disqualify the Tenderer automatically from further consideration and their responses in Section 2 to 5 will not be scored.					