



Shenley Church End Parish Council

Invitation to Tender (ITT) for the Provision of IT Support	
To be supplied to:	Shenley Church End Parish Council
Issued by:	Jane Munn clerk@shenleychurchend-pc.co.uk
Closing date:	Midday, Thursday 30 September 2021

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1. Scope of Procurement

Shenley Church End Parish Council (SCEPC) is a first-tier local authority located in the west of the unitary authority served by Milton Keynes Council. Our aim is to represent the interests of our local community, always striving to improve their quality of life and local environment and to deliver value for money for our community

SCEPC have successfully outsourced their IT services for the last 3 years. We are looking to review the existing service and upgrade to ensure the council is able to utilise the technologies available to them. The successful IT service partner will not only support the IT provision as it is currently but be able to add value with proactive recommendations and enhancements to support SCEPC's growth.

The contract is being offered for a fixed price for an initial term of 3 years with an option for a further 2-year extension if agreed by both parties. A pricing review will be discussed with the successful supplier if the 2-year option is exercised.

The basis of the contract should include but should not be limited to:

- The continued provision of cloud-based storage of all data and backup of the information
- Support of all SCEPC's existing and any new desktops, laptops and tablets. This should include any upgrades when necessary
- Email integration with mobile phones
- Implementation of all updates for software (e.g., Microsoft) when released and ensuring the parish council is future proof for any upcoming changes.
- Full virus protection
- Detail on how laptops would be kept secure in the event of loss or theft
- Working with third party software package suppliers to ensure secure remote access for relevant staff and availability of backups
- Detail the expected response time following the logging of a problem
- To support the updating of technology to enable remote working and hybrid meeting potential
- Disaster recovery should the situation arise
- Training on Microsoft applications as necessary
- Details of support availability (times and days)

2. Instructions to Tenderers

- 2.1 This Invitation to Tender (ITT) has been prepared by SCEPC for the purpose of inviting proposals for the provision of the services described in but not limited to the information in section 1 (Scope of Procurement) of this document.
- 2.2 To bid for this contract you are required to submit a proposal explaining how you will meet the requirements of the contract. You will need to prove that you have the relevant type and amount of insurance cover required and complete and return the Statement of Non-Collusion on page 8.
- 2.3 Please read the instructions on the tendering procedures carefully. Failure to comply with them or to return any of the required documents or information may invalidate your tender.
- 2.4 All queries and completed documentation should be addressed to the Parish Clerk. Any emails should be clearly referenced with the title of the tender in the subject line and the name of the supplier submitting the email.

Jane Munn

Email: clerk@shenleychurchend-pc.co.uk

3. Summary of Procurement Timetable

- 3.1 The following is a summary of the timetable that applies to this procurement. SCEPC reserves the right to alter this timetable by notice to tenderers.

Event	Deadline/Comment
Invite to tender released	Wednesday 11 August 2021
Opportunity to meet and discuss the requirements	Monday 16 – Friday 26 August 2021 Monday 6 – Thursday 9 September 2021
Any questions submitted will be responded to up to and including	Wednesday 15 September 2021
SCEPC circulation of responses to queries	Within 72 hours of receipt
Deadline for receipt of tenders	Midday Thursday 30 September 2021
SCEPC to notify tenderers of result	Week ending 29 October 2021
Contract implementation date	12 January 2022

4. Instruction for Return of Tenders

- 4.1 Please submit one **hard copy and one electronic copy** of your tender, by post/email no later than **12:00 Midday on Thursday 30 September 2021 to:**

Jane Munn

Shenley Church End Parish Council

19a Shenley Road, Shenley Church End, MK5 6AB

Email: clerk@shenleychurchend-pc.co.uk

- 4.2 Late tenders will not be considered.
- 4.3 Tenders will be received up to the time and date stated. Those received before the due date will be retained unopened until then. It is your responsibility to ensure that your tender is delivered within the appointed time.
- 4.4 Your tender should remain open for acceptance for a period of 90 days from the last date for receipt of tenders (30 September 2021).
- 4.4 Following the selection of the preferred supplier SCEPC will notify all tenderers of its decision.

5. Structure of Responses

To ensure consistency SCEPC request that the minimum detail supplied should be:

- Cover letter on headed paper providing the tenderers name and business address and details of the allocated contact person for this tender
- Your tender proposal
- A breakdown of costings against the proposal
- Copies of the insurance documents listed on page 8
- The completed and signed Statement of Non-Collusion on page 9
- The completed and signed Form of Tender on page 10

6. Warnings/Disclaimers

- 6.1 Offering an inducement of any kind in relation to obtaining this or any other contract with SCEPC will disqualify your tender from being considered and may constitute a criminal offence.

- 6.2 You must not:
- (a) Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders
 - (b) Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders
 - (c) Make any arrangements with another organisation about whether they should tender, or about their or your tender price
- 6.3 Failure to comply with any of these conditions may disqualify your tender.
- 6.4 Receipt by the tenderer of this ITT does not imply the existence of a contract or commitment by or with SCEPC for any purpose and tenderers should note that this ITT may not result in the award of any business.
- 6.5 It is the responsibility of tenderers to obtain for themselves at their own expense all additional information necessary for the preparation of their response to this ITT.
- 6.6 The information contained in this ITT , any supporting documents and in any related written or oral communication is believed to be correct at the time of issue but SCEPC will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of SCEPC.
- 6.7 SCEPC reserves the right to change any aspect of, or cease, the tender process at any time.
- 6.8 By issuing this ITT SCEPC is not bound in any way and does not have to accept the lowest or any tender.
- 6.9 You will not be entitled to claim from SCEPC any costs or expenses which you may incur in preparing your tender whether your tender is successful and regardless of whether a contract is awarded.

7. Background Information

7.1 SCEPC is currently responsible for 3 buildings across the parish which are all accessed by members of the public. These include the council office and council meeting room, a community sports pavilion and a community centre. The buildings are located in:

- Shenley Church End – 19a Shenley Road, MK5 6AB
- Medbourne – Pascal Drive, MK5 6LS
- Oxley Park – Redgrave Drive, MK4 4TA

- 7.2 Staff operate from all 3 buildings using Office 365 and a separate accounts package. The IT solution provided must allow all staff to access all systems available to them from any of these locations as well as enabling full access in any other remote location, ensuring staff can work effectively under any circumstance.
- 7.3 Currently all IT equipment is owned by SCEPC. The successful IT partner will provide support for this and any new equipment, whether owned or leased.
- 7.4 SCEPC currently hold a contract for the maintenance of the main printer at the council office. The successful IT partner would be required to ensure connectivity of devices to this equipment and to printers at other locations.
- 7.5 SCEPC currently operate 3 separate telephone lines accessible only from the buildings they are located in.
- 7.6 There are currently 6 members of staff and 15 councillors.
- 7.7 The parish council email addresses are .co.uk
- 7.8 Separate mailboxes and calendars are operated for room bookings for each of the buildings.

8. Format of Tender Proposal

- 8.1 Please provide all information required to enable SCEPC to have a clear understanding of your proposal.
- 8.2 If new equipment is being proposed, details should be provided on the make, model and specification and if appropriate the cost for purchase and rental.
- 8.3 A Pricing Schedule should be provided to indicate whether specific costs are monthly/quarterly or annual. The overall annual cost to SCEPC must be clearly detailed.
- 8.3 Please also ensure that you indicate in your bid if you are reliant on any third parties for any aspects of fulfilling the service as specified, or if this is a consortia bid. In such cases you should provide full details of subcontractors and partners, the nature of the relationship and the intended balance of work to be completed, and copies of quality assurance arrangements operating with subcontractors.

9. Evidence of Insurance

Please enclose documentary evidence to show that you have the following types and amounts of insurance cover. This should be a copy of the relevant valid policy, showing the level of cover.

- Employers Liability Cover
- Public Liability Insurance Cover
- Professional Indemnity Cover

Statement of Non-Collusion

From: **Supplier name and address**

1. We certify that this is a bona fide tender and that we have not fixed or adjusted the amount of the tender, or our rates and prices included therein by or in accordance with any agreement or arrangement with any other person.
2. We also certify that we have not done and undertake not to do at any time before the hour and date specified for the return of this tender any of the following acts:
 - (a) Communicate to any person other than SCEPC the amount or approximate amount of our proposed tender.
 - (b) Enter into any agreement or arrangement with any other person that they shall refrain for submitting a tender or as to the amount included in the tender.
 - (c) Offer or pay or give or agree to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person, in relation to the proposed tender.
3. In this certificate, the word "person" shall include any person, body or association corporate or unincorporated; and "any agreement or arrangement" includes any such information, formal or informal, whether legally binding or not.

Signature (duly authorised on behalf of the Tenderer)

Print name

Date

Form of Tender

From: **Supplier name and address**

1. Having considered the invitation to tender we confirm that we are fully satisfied as to our experience and ability to deliver the goods/services in all respects in accordance with the requirements of this invitation to tender.
2. We hereby tender and undertake to provide and complete all the goods/services required to be performed in accordance with the terms and condition of contract and specification for the amount set out in the Pricing Schedule.
3. We agree that this tender shall remain open to be accepted by SCEPC for 90 days from the last date for the receipt of tenders (30 September 2021).
4. We understand that SCEPC is not bound to accept the lowest or any tender it may receive.
5. We certify that this is a bona fide tender.

Signature (duly authorised on behalf of the Tenderer)

Print name

Date