



INVITATION TO TENDER

St Helens Chamber – Sage Support and Application Management

TENDER REF NUMBER:

2020/01

PREPARED BY: Nadeem Aslam

DATE: 25 / 02 / 2020

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25th February 2020

Dear Sir or Madam,

Subject: Sage Application Management and Sicon Wap Support

You are invited by St Helens Chamber (“the Chamber”) to submit a tender for the above services.

Tender Timetable

Deadline for submission of questions (4pm deadline)	Thursday 5 th March 2020
Questions answered by St Helens Chamber	Friday 6 th March 2020 5pm
Return of Tender submission with Supporting Information Questionnaire	Thursday 12 th March 2020 4pm
Notification to Short-listed tenderer's	Thursday 19 th March 2020
Tenderer presentations	Thursday 26 th March 2020
Notification to Successful Tenderer	W/C Monday 30 th March 2020

It is the Chamber's intention to award the contract week commencing Monday 30th of March 2020.

You are required to return **one electronic version and one original hardcopy proposal**, clearly marked as such. Tenders must be returned using the enclosed return label and in accordance with the ‘Instructions to Tenderers’ (in particular point 7), to:

Nadeem Aslam
St Helens Chamber Ltd
Salisbury Street
Off Chalon Way
St Helens
WA10 1FY

This procurement process will be managed by Nadeem Aslam, where any queries should be directed in the first instance by email purchasing@sthelenschamber.com

Yours faithfully

Nadeem Aslam
Finance Systems Accountant

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1. INSTRUCTIONS TO TENDERERS

1. Tenders must be submitted in accordance with these instructions and any further instructions contained in other documentation issued by the Chamber.
2. Alterations: The tenderer may not alter this document. Any proposed alteration is to be given in a separate letter accompanying the tender.
3. Non-compliant or incomplete tenders: Tenders will not be considered if any of the requested information is not supplied with the Tender.
4. Tenderers must submit a compliant bid based on the structure as outlined in this document. However, if tenderers wish to submit a variant proposal, they must do so separately and this must be in addition to a compliant bid and annotated accordingly.
5. The address label enclosed (see section 4) must be used for the return of the tender. Envelopes/packages must be plain and must not show any reference to the tenderer's identity. Please place the tender Number label on the front of the return envelope. Tenderers should note that this also applies to any tenders sent via courier. Tenders without the label or in envelopes, which in any way identify the tenderer, may be rejected.
6. Tenders must be returned to St Helens Chamber, Salisbury Street, off Chalon Way, St Helens WA10 1FY, as per date stated at the front of this Invitation to tender document. Tenders must be delivered either by post or by hand to the reception desk, ensuring that a member of staff notes the time and date of receipt, as tenders delivered otherwise may not arrive on time.
7. Tenders will be received up to the time and date stated. It is the tenderers' responsibility to ensure that their tender is received on time. The Chamber does not undertake to consider tenders received after that time unless clear evidence of posting via the Post Office is available (i.e. a clear black postmark and/or certificate of posting). **Late tenders franked with the tenderers' own franking machine will automatically be rejected, as will late tenders dispatched by methods other than via the Post Office.**
8. Facsimile and telephone: **Tenders will not be considered if sent by these methods.**
9. The tender should be completed legibly in black ink, black ballpoint or clearly typed.
10. The Chamber does not bind itself to accept the lowest tender or any tender at all and reserves the right to accept the whole or part or parts of any tender. The Chamber shall not be responsible for any costs incurred by the Contractor in preparing the tender.
11. Prices shown must be exclusive of VAT.
12. Confidentiality of tenders: The tenderer must not inform anyone else of their tendered price. The only exception is if the tenderer is required to obtain an insurance quotation to calculate the tender price then the Tenderer may give details of their bid to the insurance company or brokers, if requested.
13. The tenderer must not try to obtain any information about any other party's tender or proposed tender before the contract is awarded.
14. Trading names/invoicing: Where invoices will be rendered by, or payments made to, an entity whose title differs in any respect from the title in which the tender is submitted, full details must be provided in a letter accompanying the tender. Successful tenderers who fail to provide this may experience delays in payment or non payment of their invoices.

15. Except where the Chamber considers that questions are not material to the procurement process and the fullest understanding of its objectives, such questions and their subsequent replies will be disseminated to all tenderers. Tenderers should note in relation to all responses to questions in connection with this Invitation to tender that the Chamber makes no guarantee that such information in response to questions will be made available and is not warranting its accuracy.
16. Tenderers should note that during this entire tender process they must not contact any of the Chamber's Board Members, Executive Directors, employees or advisers or any third parties connected to the Chamber or any advisers to this procurement, with regards to the tender, outside of the process outlined within this section and elsewhere within this document.
17. The Chamber reserves the right, at its discretion, to request clarification in writing, or further relevant information, from any tenderer post submission of the tender response by such Tenderer.
18. Eligibility: Any change that is considered material by the Chamber as to the identity or control of a tenderer, or in the eligibility of a tenderer, happening before or after the tenderer has submitted its response to the Invitation to tender, will lead to its disqualification. Where the tenderer is a consortium, the lead consortium member must remain the same as when originally shortlisted. The full consortium membership must be disclosed and set at the time of submission of the Invitation to tender response and there must be no material changes in the consortium after the tender submission. The Chamber must be advised of any change in the consortium membership or in the principal relationships between members of the consortium.
19. **Freedom of Information Legislation**
 1. The Chamber may be obliged to disclose information provided by Tenderers in response to this Invitation to Tender under the Freedom of Information Act 2000, all subordinate legislation made under this and the Environmental Information Regulations 2004 ("the Freedom of Information Legislation").
 2. Tenderers should be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. The Chamber will proceed on the basis of disclosure unless an appropriate exemption applies. Tenderers should be aware that despite the availability of some exemptions, information may still be disclosed if the public interest in its disclosure outweighs the public interest in maintaining the exemption. No response to this Tender should be covered by a general statement regarding its overall confidentiality; instead any specific areas of confidential information should be highlighted in accordance with paragraph 3 below. The Chamber accepts no liability (including for negligence) for loss as a result of any information disclosed in response to a request under the Freedom of Information legislation.
 3. Tenderers must highlight information in their responses which they consider to be commercially sensitive or confidential in nature, and must state the precise reasons why they consider this.
 4. The Chamber will use reasonable endeavours to consult with tenderers over the release of information which is highlighted by them as commercially sensitive or confidential.
20. If the Tenderer is in any doubt as to the interpretation of any part of the tender documents, you are invited to email purchasing@sthelenschamber.com to have the matter rectified and or clarified.
21. Please submit your enquiry in writing via email (purchasing@sthelenschamber.com) by 4pm Thursday 5th of March 2020. The Chamber will answer your enquiries by 5pm Wednesday 6th of March 2020.

2. INVITATION TO TENDER

2.1 Background

The Chamber

The Chamber is a unique organisation, borne out of a desire by local businesses, partners and the broader community for a private-sector led organisation to contribute to the economic success of St Helens, its businesses and residents.

The Chamber currently has the following roles:

Membership – we are at heart a business membership organisation, understanding and representing the views of our Members and helping to meet their needs.

Business – we aim to improve business performance by delivering a range of business support which includes intelligence, networking, grant support, winning new business and exporting.

Enterprise – we aim to inspire the entrepreneurs of tomorrow by bringing businesses and schools closer together and we deliver an effective business start-up programme for anyone wishing to set up a new business.

Employment – through our employment arm, Starting Point, we offer help and support to unemployed people to get back into work, and offer help to employers to recruit staff.

Training – we help to develop the workforce to its full potential by providing bespoke training solutions meeting employers' needs, many of which are free of charge or subsidised.

Our success was recognised by the award of “Chamber of the Year 2016” at the British Chambers of Commerce National awards. We also won this award in 2007 and 2010 – making us the only Chamber to win three times. We are accredited to Investors in People Gold Standard and in 2019 we were awarded the Queens Award for Enterprise. We are rated “Good” by Ofsted, with “Outstanding” for the personal development, behaviour and welfare support we provide for our students.

St Helens Chamber is a successful business support, training and employment organisation, operating as a private sector, not-for-profit business. The Chamber has an approximate annual turnover of £5m and a staff of 115. Our real strength is that we have moved beyond the typical ‘Chamber of Commerce’ model, and have recognised the role that the private sector can play in the broader community. Our core mission is “To support our Members and the community to enhance the economic success of St Helens businesses and people”.

2.2 Specifications & Term of Appointment

2.2.1 Specifications

St Helens Chamber is seeking a provider to supply Sage 200 Support and Sicon WAP support.

This contract is to work alongside St Helens Chamber's in house IT team to provide both Sage Support and Application Management.

We are currently reviewing all of our systems and trying to implement improvements and efficiencies wherever we can.

As part of this we are looking very closely at the support we have in place for our systems. We want to ensure that we have the best support possible in place which reduces the considerable amount of time we are spending internally on system support issues. This will enable us to concentrate our resources on delivering our services to our members and customers.

We are looking for proactive support, meaning support from a company that understands how we work and comes forward with suggestions of how we can better use the modules we have and identify other modules or add-ons that would help us improve processes and implement efficiencies.

Current Position

Our Finance department have subscribed to several Sage 200c modules/applications but have never had the time or resource to optimise them to the evolving processes of the business. The main issues that we would be looking to resolve immediately are as follows:

- Sicon Wap connectivity issues with Sage Server (May need to re-scope and re-configure WAP)
- Migrate 2 companies within Sage 200c into 1
- Chart of Accounts needs to reflect reporting requirements so that financial and budgetary statements can be used without needing to manipulate data in Excel
- Automation of processes to achieve efficiency with Invoicing, Bank Reconciliations, Payments and Collections.
- Set up Sage 50 HR (Supported by Sage)
- Migration of data from Sage applications to CRM (Evolutive by Alcium)

Current Infrastructure.

Currently St Helens Chamber network infrastructure consists of a full virtual server environment utilising Microsoft Hyper V 2012.

All Virtual servers are Microsoft Windows Server 2012R2. Our licensing is for Microsoft Data Centre. We are also running Microsoft Exchange 2013.

All Server Hardware is HP. The Chamber has a HP C3000 chassis and 3 x HP BL460c Gen 8 blade servers, connected to a HP SAN via HP fibre brocade. The SAN is a mix of RAID 10 and RAID 5 disk arrays.

All Server and SAN hardware is covered by HP Carepack.

Sage is installed on the server STHC-FIN1. Specification as follows.

Windows Server 2012 R2 64 BIT
2 x Intel Xeon E5-2670 2.60GHz
16GB RAM

Sage 200c
Sicon WAP
SQL 2017
Sophos enterprise AV

Support Requirements

The Chamber requires all contractors bidding on this tender to meet all the following specifications and agree to all of the Support requirements outlined.

We require all contractors bidding on this to be able to demonstrate an understanding of Sage 200c and all its functionalities, best practices and potential customisation and the use of Add-ons especially Sicon Wap.

List of Sage Applications & Enhancements:

- Sage Administration
- Sage 200c (8 Licenses)
- Sicon Wap (44 Licenses)
- Sicon DMS (8 Licenses)
- Eureka Data Exchange
- Direct Debit Add-on
- Spindle
- Sage 50 HR
- Sage 50 Payroll

Modules currently used in Sage 200c:

- Sales Ledger
- Purchase Ledger
- Nominal Ledger
- Cash Book
- Sales Order Processing
- Purchase Order Processing

Other Modules that are currently not being used:

- Stock Control
- Invoicing
- Price Book
- Project Accounting

St Helens Chamber requires from you the following support:

- Ensure Sage 200c and all associated add-ons/enhancements are operational
- SHC expects any downtime for upgrades/troubleshooting to be minimal thus handled with the utmost urgency
- SHC would require consultancy service to be provided within a reasonable time
- SHC would require immediate access to your support team
- SHC expect to be able to log calls via telephone and email/online portal
- To ensure that Sage 200c and its associated products are configured correctly to SHC business processes
- Working closely with SHC identifying areas for potential improvement
- Regular reviews ensuring proactive management of our support requirement
- The successful tenderer will be an existing member of St Helens chamber or will be expected to join the chamber upon the award of the contract

2.2.2 Term of Appointment

The service provider will be appointed initially for a term of 3 years commencing the 1st of August 2020. Subject to satisfactory annual performance approved by the Director of Finance, there is the possibility of being reappointed up to a further 3 year term.

2.3 Evaluation

Evaluation Process

The tender evaluation will be a two stage process. After initial evaluation of written Invitation to Tender (ITT) responses against the criteria below, a number of tenderers will be invited to present their proposal on Thursday 26th March 2020. A decision regarding the award of the contract will be made following a combined evaluation of the ITT responses and presentations against the Evaluation Criteria.

Evaluation Criteria

The evaluation and scoring criteria for tenders will be as follows:

All tenders will be evaluated on the basis of the “most economically advantageous tender”.
The Chamber is not bound to accept the lowest priced (or indeed any) tender, and reserves the right to accept all or any part of a tender.

Tenders will be scored out of a maximum of 100 points.

	Evaluation Criteria	Weighting
1	Business capability and capacity to deliver the specification, including qualification, memberships and accreditations	20
2	Proactive approach to the support service with constructive recommendations which would be beneficial to the Chamber	20
3	Help Desk SLA inc how you intend on working with our 3 rd party support (Sage, Sicon, Eureka and Alcium)	10
4	Cost and Value for money of solution offered	25
5	Three recent client testimonials	15
6	Tenderer's base relative to St Helens	10

The Chamber reserves the right to take into account any other relevant considerations that in its absolute discretion it may deem are appropriate.

3 TENDER RESPONSE

3.1 Structure of Proposal

The proposal must be structured as follows:

1. Introduction/covering letter
 2. Response to Section 3.2
 3. Subcontractor Arrangements in Section 3.3
 4. Completed Form of tender in Section 3.4
 5. Pricing as stated in Section 3.5
- **IN CONCURRENCE TO RETURNING YOUR PROPOSAL YOU ARE REQUIRED TO COMPLETE AND RETURN THE CHAMBERS SUPPORTING INFORMATION QUESTIONNAIRE WITH THE REQUESTED ATTACHMENTS.**
 - Tenderers must ensure that their tender response is submitted in the format described in this document. Where responses are not offered or further information referred to is missing, an evaluation rating of zero will be recorded.
 - All tenders must be complete and offer the most economically advantageous bid available to the Chamber.

CONFLICT OF INTEREST

Where a conflict of interest exists or may arise, then it shall be the responsibility of the Tenderer to inform the Chamber, detailing the conflict in writing as an attachment to this tender. The Chamber will be the final arbiter in cases of potential conflicts of interest. Failure to notify the Chamber of any potential conflict of interest will invalidate any verbal or written agreement.

3.2 Response to Tender

- Where tenderers are submitting more than one solution to the Chamber, please ensure that a hard copy submission for each solution is made. For example if you are proposing 1 solution please send one hard copy proposal. If you are bidding for three solutions then please send 3 hard copy proposals.
 - Where responses are not offered or further information referred to (e.g. an appendix attachment) is missing, an evaluation rating of zero will be recorded.
 - Please provide no more than half an A4 page of narrative per question (font size 11) in response to questions a) to n) below – unless indicated otherwise in the question. However, you may provide any additional supporting information in an Appendix.
- a) Describe your organisation's previous experience of providing services similar to those required by the Chamber.
 - b) State professional or trade bodies to which your organisation belongs to and technical accreditations/certifications where appropriate.
 - c) Tenderers must give details of all key personnel they propose to involve in the delivery of this contract (including any sub-contractors listed in section 3.3) and provide a profile of their specialty and experience.
 - d) Please explain how your proposed solution meets our requirements as detailed in section 2.2.1 of the Specification, describing any unique selling points that you feel are relevant.
 - e) If not covered in your response to d) please describe the process for us to log a support query and the response we would receive.
 - f) Please provide examples of previous recommendations provided to clients that have had a positive impact on their business.
 - g) Please give examples of Sage features, products and add-ons that could lead to achieving efficiencies within our business processes.
 - h) Please include detailed SLAs.
 - i) Describe what your approach will be to working with providers of our other software support.
 - j) The Chamber invites Tenderers to define their expectations of the role and responsibilities of the Chamber in the proposed contract, and their expected resource demands on the Chamber.
 - k) Describe the process you would implement when undertaking a software upgrade and any additional costs outside the costs detailed in your response to section 3.5.
 - l) The Chamber invites Tenderers to comment on what sets their company apart from others.
 - m) Please provide three recent written testimonials from existing clients for contracts of a similar size and nature. Only written testimonials will be accepted. Case studies will not be scored. Contact details for us to contact clients directly will not be scored in the absence of testimonials, however the Chamber may contact the companies who provide the testimonials. Along with each testimonial please complete the testimonial coversheet supplied with this invitation to tender document.
 - n) Please confirm the address, including postcode, of the base location for your organisation in undertaking this contract.

3.3 Sub-Contracting Arrangements

The Chamber intends to enter into a contract with the successful Tenderer(s). If the Tenderer intends to sub-contract any of the Services (detailed in section 2.2) full details must be disclosed within the table, (below).

In all cases the successful Tenderer(s) shall not sub-contract any of the Services without the previous consent in writing of the Chamber. Any such consent, if given, may be subject to any conditions which the Chamber considers appropriate. Such conditions will include a requirement that you must comply with all applicable European procurement legislation in connection with the procurement of any of the Services. The successful Tenderer will promptly provide to the Chamber any information which the Chamber may request in order to satisfy itself that the Tenderer has been compliant.

1. Please tick the box below which applies			
a) We are bidding to provide all the services required, without the use of subcontractors			
b) We are bidding in the role of Prime Contractor and intend to use subcontractors to provide some services			
2. If the answer to question 1 is (b) please identify intended subcontractors for the bid below:			
Organisation name	Organisation address and contact details	Service provision responsibility	Annual turnover as detailed in most recently audited accounts (please state time period)

3.4 Form of Tender

SHC 2020/01 Sage & Sicon WAP Support

1.	I/We agree and/or certify that this offer and any Framework Agreement or Contract arising from it shall be bound by the Invitation to Tender Documentation	Yes/No*
2.	I/We agree and/or certify to supply services of the exact quality, sort and price specified in the Pricing Schedule(s) in such quantities, to such extent, and at such times and locations as the St Helens Chamber (the “Chamber”) may direct;	Yes/No*
3.	I/We agree and/or certify that this offer is made in good faith and that we have not fixed or adjusted the amount of the offer by or under or in accordance with any agreement or arrangement with any other person;	Yes/No*
4.	I/We agree and/or certify that we will not communicate to any person other than the person inviting these offers the (or approximate amount of) offer, except where the disclosure, in confidence of the approximate amount of the offer was necessary to obtain quotations required for the preparation of the offer, for insurance purposes or for a contract guarantee bond;	Yes/No*
5.	I/We agree and/or certify that we will not enter in to any arrangement or agreement with any other person that he/she shall refrain from making an offer or as to the amount of any offer to be submitted;	Yes/No*
6.	I/We agree and/or certify that we will not pay give or offer or agree to pay or to give any sum of money or other valuable considerable directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any offer or proposed offer for the services any act or thing of the sort described in 3, 4, or 5 above.	Yes/No*
7.	I/We acknowledge that if I/we have acted or shall act in contravention of this Form of Tender, the Chamber will be entitled to cancel the contract and to recover from ourselves the amount of any loss and expense resulting from such a cancellation.	Yes/No*
8.	I/We agree that this tender and any contract which may result from it shall be based on this Form of Tender, Terms and Conditions, Specification / Brief and Pricing Schedule attached, and our response to this invitation to tender (to the extent to which the Chamber may determine in accepting the tender).	Yes/No*
9.	I/We agree that any other terms and conditions of contract or any general reservations, which may be printed on any correspondence, issued by us shall not be applicable to any contract resulting from this tender.	Yes/No*

*** Please delete one**

Note

In this Form of Tender, the word 'person' includes any person and anybody or association, corporate or unincorporated; 'any agreement or arrangement' includes any transaction, formal or informal and whether legally binding or not.

3.5 Pricing

- All Tenders will be evaluated on the basis of the “most economically advantageous tender”
- The Chamber is not bound to accept the lowest priced (or indeed any) Tender, and reserves the right to accept all or any part of a Tender
- Please also include your daily rates for all services outside the tender specification i.e. Project Management, Training, Development and Consultancy etc.

Notes

1. All prices quoted shall be based on the current market conditions and will be expected to be upheld for the duration of the contract should the tenderer be successful and asked to complete any of the above work.
2. All prices quoted shall be deemed to comply with all Tenderer obligations under this Contract, whether expressly stated or reasonably implied.
3. All prices quoted shall be exclusive of Value Added Tax (VAT)

TENDERERS MUST RESPOND TO ALL QUESTIONS IN THIS FORM OF TENDER, OTHERWISE THE TENDER RESPONSE WILL BE CONSIDERED INVALID.

Signed _____

Full Name (print) _____

On Behalf of _____

Position in Company _____

Date _____

4. TEMPLATE FOR RETURN LABELS

**Nadeem Aslam
St Helens Chamber Ltd
Salisbury Street
Off Chalon Way
St Helens
WA10 1FY**

TENDER REF: SHC 2020/01

**CLOSING DATE AND TIME:
Thursday 12th March 4PM**