

# Invitation to Tender

## IT and Website Support Service for Cranbrook Town Council

### Table of Contents

		Page
1	Introduction	1
2	Tender Process and Timetable	1
3	Description of the Provision	2
4	Start of Contract	3
5	Evaluation Criteria	3

**Cranbrook Town Council**

Janine Gardner  
Town Clerk and Responsible Financial Officer

Younghayes Centre  
169 Younghayes Road  
Cranbrook  
Devon  
EX5 7DR

Email: [clerk@cranbrooktowncouncil.gov.uk](mailto:clerk@cranbrooktowncouncil.gov.uk)  
Tel: 01404 514552  
Mob: 07746 909933

## 1. Introduction

Cranbrook in East Devon started being constructed in 2011 on land which used to be green fields. By early 2023, approximately 7,000 residents occupied 3,000 or so dwellings; this figure is projected to rise to approximately 25,000 residents occupying 8,000 homes.

Cranbrook Town Council was created as a local authority in 2015 with currently eleven councillors and seven employees.

Cranbrook Town Council is seeking to commission a renewed information technology support service.

Any prospective supplier is invited to submit their proposal(s) in accordance with the specification set out in this document to the Town Council.

## 2. Tender Process

Item	Date
Publication date of the contract notice and publication of tender documents	25 July 2023
<b>Deadline for submission of tenders</b>	<b>20 August 2023 at 23:59</b>
Evaluation of tenders (including any clarification questions to tenders)	From 21 August 2023
Notification to shortlisted applicants and invitation to presentation	By 1 September 2023
Presentations by shortlisted tenderers	After 4 September 2023
Evaluation Panel's Recommendation to Council	19 September 2023
Date of the full Council meeting	25 September 2023
Notification to applicants & contract award	26 September 2023
Contract commencing	1 April 2024

Prospective contractors must ensure that they are completely familiar with the nature and extent of the obligations to be accepted by them before submitting a tender. Before submitting a tender, any prospective contractor is advised, at his/her own discretion, to seek any clarification to satisfy themselves as to the full extent of the contract specification. No claims arising from failure to do so will be accepted at a later date.

Any queries regarding the interpretation of any part of the contract documents should be addressed to the Town Clerk within the timescales indicated above.

The tender shall be submitted only on the attached tender form.

If, having examined the tender documents, prospective contractors wish to submit a tender they should fully complete and return the tender form by the specified deadline to

Cranbrook Town Council  
Younghayes Centre  
169 Younghayes Road  
Cranbrook  
Devon  
EX5 7DR

or to [clerk@cranbrooktowncouncil.gov.uk](mailto:clerk@cranbrooktowncouncil.gov.uk)

Hard copy tender documents should be submitted in a sealed marked envelope.

Tenders received late will not be considered.

Prospective contractors should note that the Council is not bound to accept any particular tender. The Council's decision is final and no correspondence will be entered into on the reasons which a tender has been rejected.

The successful tender together with the Council's written acceptance shall form a binding agreement in the terms of the contract documents.

#### Notes to Tenderers

- a) The prices to be included in the tender form are to be the full inclusive value of the work described, including all profits, costs and expenses, inflation and all general risks, liabilities and obligations, but excluding VAT (if applicable). No application from the contractor to adjust the contract price during the contract period for the works priced as part of this document will be considered.
- b) No alteration to the text of the tender form is to be made by the contractor tendering. Should any alteration, amendment, note or addition be made, the same will not be recognised and the reading of the printed schedule will be adhered to.
- c) Contractors are asked to contact the Clerk if any clarification is required.
- d) The Council reserves the right to make such enquiries as it sees fit regarding the suitability and experience of any tenderer.

### 3. Description of the Provision

The Council operates the following elements:

- Laptop computers for seven employees with associated hardware including docking stations, external screen, keyboards etc
- One laptop dedicated to support the CCTV system
- Microsoft 365 Business Premium for seven employees
- Wireless photocopier/scanner/printer (N.B. Machine is leased with maintenance included and there are no additional maintenance requirements as part of this tender)
- Three mobile phones for staff and one mobile phone for a contractor's use
- One tablet
- gov.uk website domain hosted by HCI Data Ltd
- Councillors utilise their own personal devices

The mobile phones and tablets (e.g. photographs taken) require syncing to shared locations.

The Council seeks support in relation to the following elements:

#### a) Respond to Council's IT Needs

- Ad-hoc IT support for staff when they encounter problems (typically less than two hours per week on average)
- Fault monitoring, anti-virus, anti-malware and web browsing protection – please specify what product you recommend on the tender submission form
- Advice on data security and cybersecurity and implementation of solutions
- Continuation of current device encryption (BitLocker in current use and the Council is happy to explore alternative solutions)

- Support with the integration of third party software, e.g. RBS Rialtas, PSS Live (N.B. The Council has maintenance agreements for those and no any additional maintenance requirements as part of this tender)
- Implementing/maintaining shared file locations and immediate syncing of documents
- Support any necessary updates/upgrades
- A minimum of daily backups; currently the Council uses Datto Workplace for shared file storage and is happy to explore alternative solutions
- Support with applications on mobile devices, e.g. lone worker applications
- Sourcing and setting up of new hardware when required
- Implementation of a Mobile Device Management service for mobile devices to enable them to be centrally managed to enable e.g. remote wiping

The 12 councillors operate their own personal devices and may require ad-hoc support too.

Prospective bidders are invited to estimate the number of hours required each week to achieve the above on the tender submission form where ad-hoc support is not on an inclusive or fixed cost basis.

#### b) Maintain and Support the Council's Website and Social Media Channels

- Manage website hosting
- Website maintenance and support with the Council's existing website and its content management system WordPress, e.g. adding/deleting pages and any necessary updates/upgrades
- Providing advice on website and search engine optimisation

Prospective bidders are invited to estimate the number of hours required each week to achieve the above on the tender submission form where ad-hoc support is not on an inclusive or fixed cost basis.

### 4. Start of Contract

The Council is looking to award a contract from 1 April 2024 for a minimum term of three years.

### 5. Evaluation Criteria

The following section defines Cranbrook Town Council's method of evaluating the received tenders. Tenders will be evaluated in accordance with the Council's Financial Regulations using the criteria and weighting below.

A tender evaluation panel will evaluate tenders based solely on the information provided in the tender form and its members will evaluate tenders in accordance with the process described below with the aim of establishing a preferred supplier for the Council's requirements and, if appropriate, submitting a recommendation to the Council to award a contract to the preferred supplier.

Confidential information relating to the evaluation will not be divulged to anyone outside the Committee as to do so may undermine the integrity of the contract award process.

#### Decision-Making Process

All tenders will be checked for completeness and to ensure they are fully compliant. All complete and compliant tenders will then be evaluated in accordance with the evaluation criteria in terms of their ability to meet the technical requirements specified.

Following the completion of all stages of the evaluation process, the panel will present its recommendation to the full Council. Only following approval from the Council will the bidders be notified of the decision, and confidentiality restrictions lifted from the contract details.

### Evaluation Criteria

Tenders will be evaluated on the basis of the most economically advantageous proposal in accordance with Regulation 67 of The Public Contracts Regulations 2015, using the following criteria. Each criterion has been assigned a weighting to reflect the relative importance of such criterion to the Council.

Criteria	Definition and Required Evidence	Weighting
Price	<p>The full and final cost over the full term of the contract, taking into account affordability and the commercial stability of a reasonable return for the supplier. Please submit evidence of</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> your ability to carry out the contract,</li> <li><input type="checkbox"/> your financial and/or operational capacity to deliver the contract,</li> <li><input type="checkbox"/> your last year's audited accounts.</li> </ul> <p>N.B. If you are unable to provide audited accounts you may provide:</p> <ul style="list-style-type: none"> <li>(i) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation, or</li> <li>(ii) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position, or</li> <li>(iii) An alternative means of demonstrating financial status if any of the above are not available</li> </ul>	30%
Compliance	<p>Evidence of the contractor's compliance with all Health &amp; Safety, data protection, employment laws and regulations and safeguarding procedures, e.g. by submitting a relevant policy(ies).</p> <p>Specify whether the contractor is "Cyber Essentials" certified.</p>	30%
Quality	<p>The supplier's ability to perform the contract to the highest standards. Please submit</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> evidence of your knowledge in and experience of carrying out similar contracts or other relevant evidence during the last five years,</li> <li><input type="checkbox"/> two references from recent customers of similar works.</li> </ul>	30%
Environmental Issues	<p>Evidence of the contractor's approach to environmental issues, e.g. by submitting a relevant policy(ies).</p>	10%