Invitation to Tender

e-Procurement System

Project code: COS095-01

July 2023

1. Introduction

1.1 The Office for Environmental Protection (OEP) is a public body created under the Environment Act 2021. We protect and improve the environment by holding government and other public bodies to account.

Our work covers England and Northern Ireland. We also cover reserved matters across the UK (a matter on which only UK Parliament in Westminster can make legislation).

We are an independent non-departmental public body, funded by the Department for Environment, Food and Rural Affairs (Defra) in England and the Department of Agriculture, Environment and Rural Affairs (DAERA) in Northern Ireland, who oversee our use of public money.

However, we pursue our objectives and implement our functions independently and impartially, separately from government. Our judgements are our own, formed independently.

This document sets out the scope and parameters of work which the OEP wishes to commission and describes how tenderers may tender to undertake this work.

1.2 For guidance, we envisage an indicative budget for implementation charges plus four years of licence (three years initial licence + first optional annual extension) to be in the range indicated below (NB. all values include VAT):

£10-£25k	£20k-£35k	£25k-£50k	£40k-£75k	£60k-£100k	£75k-£125k	£100k-£150k	£125k-£200k	£175k-£250k	£200k-£350k	£300k-£500k
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Contents of this ITT

Section 2 sets out the target timetable for this procurement.

Section 3 presents our overarching objectives for the e-procurement system – what it needs to achieve for us.

Section 4 provides background information on procurement at the OEP and our other related systems, to give a sense of scale of our requirements and context to the environment in which the e-procurement system will operate.

Section 5 details our specific requirements that the e-procurement system must provide.

Section 6 sets out how we will be running this procurement and the things you must do.

Section 7 details the information that you must provide in your tender. Please read this carefully. In particular please see 7.5.

Section 8 states the criteria and score weightings we will use to assess the tenders.

2. Timetable

The target timetable for this process is as follows:

Deadline for receipt of questions relating to this ITT	23:45, 9 August 2023
Deadline for submission of tenders	**23:45, 22 August 2023**
Notification of shortlisting decision	30 August 2023
Product demonstrations from shortlisted tenderers	6 September 2023
Notification of contract award decision	8 September 2023
Implementation meeting	21 September 2023
Implementation period	21 September to December 2023 (indicative)
Start of live running	From January 2024 (indicative)
Contract end	January 2027 (3 years), plus option for OEP to extend annually.

We reserve the right to change the timetable if we deem necessary.

3. Objectives

3.1 The objective of this procurement is to provide the OEP with a user-friendly, flexible, web hosted and secure end-to-end e-procurement system that supports OEP buyers with making the right procurement choices and managing their contracts, efficiently and robustly.

3.2 This e-procurement system will become a cornerstone of the OEP adopting a technology-centred approach to procurement and contract management, with data visibility a key outcome.

3.3 The system will be fundamental to the OEP presenting a professional image to its suppliers and influencing them to view the OEP as a desired client.

3.4 In summary, there are core principles for the system, and the supplier, that flow through the objectives and the requirements:
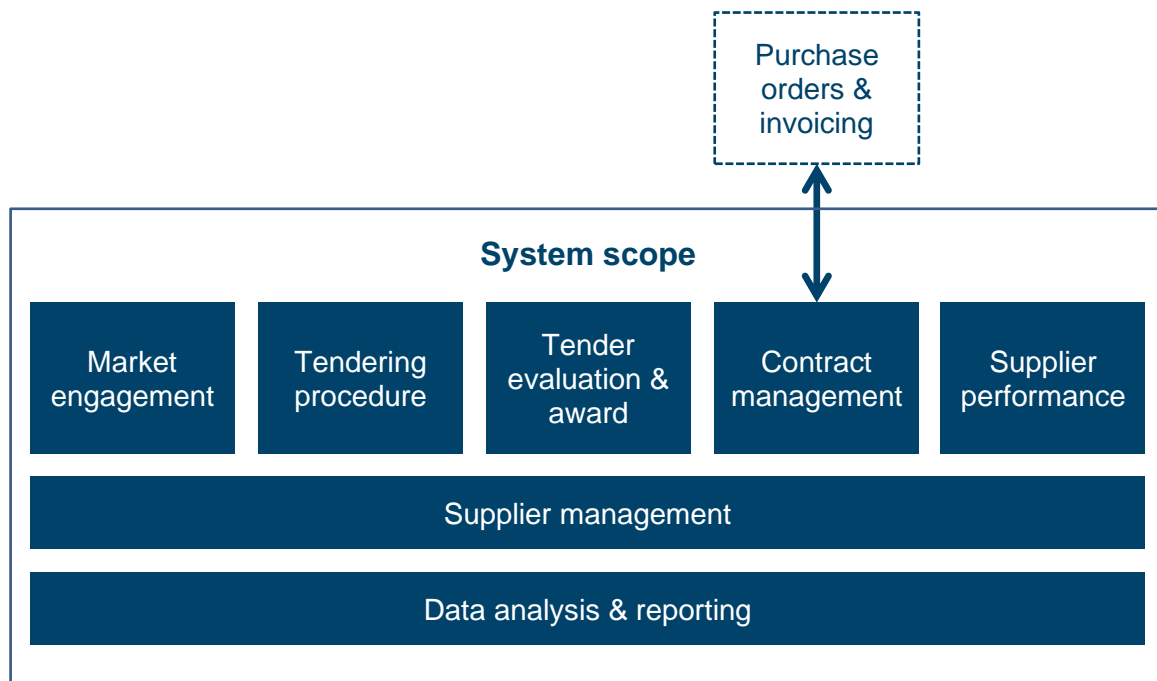
User-friendly	**Robust**
Flexible	**Modern**
Secure	**Data visibility**
Efficient	**Professional**

3.5   We envisage the functional scope of the system to be as follows:

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│  │  Market  │  │Tendering │  │  Tender  │  │ Contract │  │ Supplier │      │
│  │engagement│  │procedure │  │evaluation│  │management│  │performance│     │
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│  │                    Supplier management                            │     │
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│  │                   Data analysis & reporting                       │     │
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3.6   The scope of this contract includes system configuration and implementation, licencing and hosting, maintenance, training and support.

4.   Background

4.1   Since the OEP's inception as a wholly new and independent organisation we have established our core procurement processes, templates and guidance. Although these are working effectively they are fairly manual, for example using email for tendering activities, posting notices directly on Contracts Finder, and using spreadsheets for our contracts register and data analysis. We currently do not use an e-procurement system.

4.2   Most of our procurement is of consultancy and professional services – legal, scientific and analytical – alongside the usual corporate services (IT, financial, training etc) typical of any organisation. We don't purchase any goods other than office supplies.

4.3   We are now recognised as an essential organisation in the environmental sector, and so our need for externally supplied technical expertise is likely to increase, leading to us to action more procurement requests.

4.4   Because of this increased footprint we require an e-procurement system which not only delivers value for money in its direct cost but also makes use of modern technology to deliver to us both efficiency savings and improved management insights.

4.5   Further context of our procurement environment is outlined below:

- The OEP is a 'sub-central contracting authority' with regards to the Public Contracts Regulations 2015. We have started preparations for migrating to the new procurement regime under the forthcoming Procurement Act.

- Our Procurement Team comprises 1-2 Procurement Officers and one Principal Procurement Officer.

- Our external spend on procured services and goods is approximately £4 million p.a.

- The nature of our work means we often need to procure services at short notice and most of our contracts are below £200k. It is therefore important that our ways of working are responsive and efficient, and our procurement processes are easy to use, whilst remaining fully compliant and ensuring value for money.

- Low value (<£5k) routine buying is delegated to all operational staff (approx. 50 people, though only roughly half of these are regular buyers). As value or complexity increase our Procurement Team increases its involvement and leads on all procurement over £50k.

- We issue approx. 250-300 purchase orders per year across a wide value range. We procure approx. 25-30 contracts over £10k per year.

- We have approx. 130 active suppliers, though these are across all purchase categories and wide ranges of spend and supplier criticality.

- We use government and public sector frameworks whenever they are suitable. We are considering procuring our own internal frameworks for some specialist requirements.

- Our accounting system is Sage 200 and we may be moving to Sage Professional later this year. We will continue to use our Sage system for raising and managing purchase orders and for invoice payment – these are out of scope for the e-procurement system.

- We use Adobe Sign to issue contracts to ensure certified signatures.

- We use Creditsafe to inform due diligence and ongoing financial monitoring of our suppliers.

- Our IT system is based on Microsoft Office 365 running on Azure infrastructure, with Azure Active Directory used for Single Sign On for third-party applications. We are fully cloud-based with no on-premises servers.

- All staff work hybrid – part-time in the office, part-time at home.

5.   Requirements and services

The requirements stated below are essential unless marked as 'desirable'. Proposed solutions that don't offer 'desirable' functionality will not be marked down, but proposed solutions that do offer these may be regarded as stronger and receive higher marks.

Over-arching requirements

For the OEP to deliver effective and compliant procurement the following requirements have been identified as key. The system must:

5.1   Provide an intuitive and engaging user interface for OEP users and external suppliers, so there is easy participation in procurement without barriers and users are able to complete their actions with minimal effort.

5.2   Support OEP users achieving efficient procurement of services and goods, and robust contract management, in a professional manner.

5.3   Be an off-the-shelf e-procurement software product configured to our specific needs. We will not consider the creation of a product or bespoking of an existing product specifically for this contract.

5.4   Be stable, secure, and operate quickly and smoothly.

5.5   Be able to process both low value, high volume procurements, as well as high value, complex and bespoke procurements.

5.6   Meet the OEP's current requirements whilst being flexible to accommodate and support future changes in the OEP's requirements.

5.7   Be a recognised e-sender, enabling transparency notices to be published to Contracts Finder, Find a Tender Service, and eTendersNI; and [desirable] Public Contracts Scotland.

5.8   Be able to adopt new functionality to ensure compliance IN FULL with the forthcoming Procurement Act (and associated Regulations), for example including:

    5.8.1   Requirements for e-senders complying with the new regime of notices, ability to post notices to the new e-notification platform, and ability to obtain supplier information from the proposed centralised supplier PQQ platform.

    5.8.2   Functionality to support the OEP and suppliers with complying with the Act (e.g. the new procurement procedures, the new rules on contract modifications etc.)

Note: We do not expect this new functionality to be available now, but we do require the relevant functionality to become available in good time during the Cabinet Office implementation period of the Act. We therefore expect tenderers to demonstrate that they are actively liaising with Cabinet Office to prepare for the required changes.

5.9   Enable individual users and/or types of users to be allocated with specific functionality permissions profiles (see sections below).

5.10   Allow users to upload, store, view and download documents in all commonly used formats (e.g. .pdf, .doc, .xls, .ppt) and effectively without a file size limit.

Store all documents for the duration of the system licence (unless OEP deletes earlier).

5.11 [Desirable] Provide all OEP users with a work based dashboard that can be personalised.

5.12 [Desirable] Allow the appearance of the system (as seen by OEP users and suppliers) to be configured to reflect the OEP's branding.

5.13 [Desirable] Enable workflows for internal approvals at key stages using our delegated authority thresholds.

User requirements

We envisage the following types of user groups and their profiles of requirements, though the system must provide flexibility for us to change these.

Buyers must be able to:

5.14 Run low value routine buying (through to award) quickly and easily using a templated Request for Proposal workflow.

5.15 Access frameworks and preferred supplier lists.

5.16 Have restricted access to the user's own procurement activity, but ability to assign access to other users (e.g. during absence).

5.17 [Desirable] Export a purchase request direct to Sage or, if not feasible, ability to auto-complete a templated purchase request form.

Contract Managers must be able to:

Some Buyers and Contract Managers will have both roles

5.18 Easily and quickly enter details of a new contract, including key contract documents.

5.19 Manage contract delivery milestones, contract budget, and contract and supplier risks.

5.20 Receive alerts on contract flags (e.g. key dates, spend vs budget).

5.21 Record supplier performance reviews.

5.22 [Desirable] Monitor the financial and non-financial status of suppliers, and receive monitoring alerts.

Procurement Officers must be able t

5.23 As Buyer and Contract Manager profiles.

5.24 Easily create and implement any design of procurement procedure.

5.25 Undertake pre-procurement market engagement exercises with suppliers.

5.26 Analyse supplier performance across contracts, to inform review meetings with suppliers.

5.27 Allocate roles and responsibilities to other users as participants in the procurement (e.g. as project administrators, tender evaluators etc).

5.28 Have full access and visibility of all procurement and contract management activity across all users.

5.29 Transfer ownership of procurements and contracts between users.

5.30 Select, compile and analyse procurement data and reports.

5.31 Access and analyse activity data (e.g. within a particular procurement, or by user or supplier) to enable investigations for compliance, in response to a challenge, and for audit purposes.

5.32 [Desirable] Tag projects as confidential/restricted, with corresponding access restrictions.

5.33 [Desirable] Undertake due diligence on tenderers.

System Administrators must be able to:

5.34 As Procurement Officer profile.

5.35 Add/remove users, create user groups, and assign/disable roles and permissions to groups and individual users. Users can include people outside the OEP (e.g. as external evaluators).

5.36 Select and configure pre-loaded workflows and templates, and create custom ones, for mandatory use by Buyers and Contract Managers.

5.37 Create frameworks and preferred supplier lists, with user access restrictions and [Desirable] specific workflows and templates to ensure compliant use.

5.38 Configure and lock the format of data fields in the Contracts Register and supplier performance module.

5.39 Create standard data report layouts.

Suppliers must be able to:

5.40 Quickly and easily register for a new supplier account, with no charge. Accounts should be restricted to one per supplier but allow for multiple supplier users and offices/departments within that account.

5.41 Quickly and easily update their details (e.g. address, users, primary contact, CPV codes of interest).

5.42 [Desirable] Upload and manage frequently required documents to the user's own 'library' (e.g. evidence of insurance, policies, CVs etc). All documents to be held securely and confidentially. User can assign them to their tenders or allow OEP users general access to them.

5.43 Only see procurement opportunities for which they are entitled to submit a tender.

5.44 Efficiently and intuitively upload and submit their tenders, whether by document upload or online questionnaire responses (as relevant to the procurement design). Allow edits and resubmissions until the tender deadline.

Procurement process functionality

To support end-to-end procurement, as a minimum the system must:

5.45 Provide clear and logical workflows through the full range of regulatory and OEP procurement procedures, including frameworks, linked to the OEP financial thresholds.

5.46 Support tendering by exchange of documents (i.e. ITT issued then tenders received as documents), by online questionnaire (i.e. supplier provides their tender response directly in the supplier portal), and by combination of these. Questionnaire to include pre-loaded standard SQ and ability for custom questionnaires to be created specifically for individual procurements.

5.47 Generate a unique access code/link for each procurement that we can publish or provide to prospective suppliers to enable them to access the procurement (e.g. for an Open tendering procedure).

5.48 Provide a comprehensive messaging function between OEP users and suppliers, allowing attachments when required. This should include the ability for us to send to all suppliers, to a selected few, or individually. Messages must be sent confidentially (i.e. as bcc), and should send to the recipient's email as well as their user account. Messages must be searchable within the system and be exportable for audit.

5.49 Enable users to evaluate tenders within the system. This evaluation function must be fully flexible, including allowing individual and group evaluation and consensus scoring against a variety of question types including pass/fail, weighted scores, and any price evaluation designs. With the ability to download scoring reports for internal governance and supplier feedback purposes.

5.50 Automatically date/time stamp all activity within the system.

Contract management functionality

To support the management of contracts throughout their lifespan, as a minimum the system must:

5.51 Have the functionality and user interface that influences our Contract Managers to perceive it as a valuable tool that's core to their day-to-day contract management.

5.52 Require minimum effort for entering and updating contract data but give maximum richness of information out. It must automatically link the procurement and contract/supplier management parts of the system to give a seamless user experience with no re-keying of information.

5.53 Provide an easy to use Contracts Register that gives robust recording and clear visibility of contract details.

- It must be able to include existing contracts that would be migrated into the new system, ideally by bulk upload.

  Note: our current contracts register is in Microsoft Excel

- Allow inclusion of non-procured legal agreements (e.g. partnership agreements, MOUs etc).

- Data fields must be configurable (by Sys Admin users) and searchable/filterable.

- It must enable automatic data calculations (e.g. total contract value including variations; percentage of spend or time elapsed).

- Documents related to the contract (including the procurement documents) must be stored within, or can be directly accessed from, the contract record.

  Note: our files are stored in Microsoft Sharepoint

5.54 Enable efficient management of delivery milestones, including receipting completed milestones. Our finance team must be able to interrogate the data reliably as evidence to confirm whether they can pay invoices.

5.55 Highlight key milestones in the contract life cycle, e.g. contracts due to expire, and issue alert notifications (to Contract Manager and Procurement Officer) for action.

5.56 Support a robust contract variation process, including budget caps, approval thresholds, and change control / version history records.

5.57 [Desirable] As a future development we may be interested in moving from standalone contract documents uploaded into the system to contracts created directly in the system.

5.58 [Desirable] We currently use Adobe Sign to issue contracts to ensure certified signatures. We may consider an alternative solution provided directly by the system if there are over-riding benefits and a similar level of functionality can be achieved.

Supplier management

To ensure that we maintain robust records of supplier information and to help us manage supplier risks, the system must:

5.59 Provide a straightforward and efficient means of onboarding new suppliers.

5.60 [Desirable] Provide a means of direct transfer of supplier information to Sage (e.g. registered company details, bank details etc).

5.61 As far as possible push the management of supplier information to self-management by each supplier, with change notifications issued to Sys Admin users.

5.62 Support our due diligence checks on new suppliers and ongoing financial and non-financial risk monitoring.

5.63 Help us to monitor and measure how well our key suppliers are performing their contracts, and so we can support them with making improvements. The system must enable us to:

- Set performance criteria/indicators.

- Record numerical scores and text comments on supplier performance in individual contracts, and collate and summarise these across multiple contracts.

- See trends in a supplier's performance over time.

- [Desirable] Compare the performance of suppliers and create benchmarks.

Data analysis & interoperability

To deliver efficient cross-system working, powerful commercial insights in management reporting and evidence-based decision-making, as a minimum the system must:

5.64 Allow data interoperability to and from other systems and apps, including Sage in particular.

- Initially we can accept manual download/upload of data reports.

- Our goal is then to reach a state where data is only entered into our business systems once, and then flows within a connected environment so the required information is readily available when needed, where needed, with richness added by drawing from multiple sources/systems in the environment.

5.65 Enable straightforward, rapid and accurate data collation and analysis within the system on any information question required.

5.66 [Desirable] The system is able to tell us what we need to know rather than us needing to ask the questions to it.

5.67 [Desirable] The system can draw automatically from external data sources (e.g. supplier credit reference services)

5.68 [Desirable] Provide a configurable real-time dashboard of key procurement, contract and supplier information.

ICT requirements

To fulfil our IT policies, the following requirements are essential:

5.69 Be a cloud-based system, accessed through a wide range of web-browsers and comply with Web Content Accessibility Guidelines (WCAG) 2.1.

5.70 Fully function within our Microsoft IT environment, requiring no intermediary technology for it to function.

5.71 Accredited ISO27001 (security), hold Cyber Essentials Plus certification, comply with the Technology Code of Practice, accredited ISO9001 (Quality).

5.72 Provide Single Sign On using Active Directory.

5.73 Be compliant with all relevant UK/EU Data legislation and regulations, specifically Data Protection Act 2018 and UK GDPR.

5.74 The solution must offer high levels of availability and performance and adhere to agreed service level agreements.

5.75 The system provider must offer secure hosting and back up, and all data must be stored only within the UK. This must include a second UK data centre for resilience. Details of the hosting, including locations, must be provided upon request.

5.76 The solution must be supported by a documented Disaster Recovery and Business Continuity Plan.

5.77 The solution must be supported by business and technical functions to ensure timely patching of system vulnerabilities. Management information related to this must be available.

5.78 The solution must be supported by business functions to enable configuration changes through the lifetime of the contract.

5.79 The system provider must engage proactively and constructively with the OEP's other IT system providers, including Boxxe (which provides and manages our IT infrastructure and services), Sage and Pinnacle (which provides our Sage system).

Project inception, system implementation and training

Effective implementation is critical to ensure that the system fulfils our business needs and delivers value on our investment, and ensures the users have the skills and confidence to use the system effectively.

5.80 Lead a project inception and scoping meeting with our Procurement and IT personnel to identify and agree the specific functionality and parameters for the system. Produce a detailed specification for agreement.

5.81 Provide a clear and comprehensive project plan for the implementation, including timescales with milestones, actions and responsibilities, and resource requirements (e.g. expected input from OEP personnel; access to OEP systems). Deliver the implementation in accordance with this plan.

5.82 The implementation must be led by the system provider including: configuration of the system to meet our requirements, migration of our current Contracts Register and active procurements, onboarding our suppliers (assume 130) and first wave of OEP users (assume 65).

5.83 Use appropriate project management techniques to ensure that all activities are undertaken on time, on budget and to a high standard of quality; manage budget and risks robustly, and resolve issues promptly.

5.84 If any services or elements of the delivery are subcontracted:

5.84.1 Agree each subcontractor with us in advance.

5.84.2 Manage the subcontractor's activity and performance as if they were part of your own team.

5.85 Provide a named project manager of appropriate seniority to lead the system implementation and be our single point of contact with whom we will liaise on all day-today matters throughout the implementation period.

5.86 Provide regular progress updates and liaise closely with the OEP project manager.

5.87 Deliver a comprehensive programme of training of users at the different user types (Buyer, Sys Admin etc). At the time of writing this specification it is expected that they will take place virtually. This training, or a suitable equivalent training solution, should then be available through the length of the contract for new staff starting.

5.88 Support the training by providing clear and engaging training materials that meet accessibility guidelines.

5.89 Provide an effective solution for onboarding our existing active suppliers to the system and ensuring they are confident and competent in using the supplier functions of the system.

Ongoing maintenance and support

To ensure that our business needs (which may evolve over time) continue to be met:

5.90 Ensure that the system is running optimally for our needs at all times. Proactively propose improvement adjustments to system configuration, functionality, and how we're using the system. Push critical system updates whilst ensuring ability to roll-back in case of unintended negative consequences.

5.91 The system must be supported by a responsive technical and end-user support service that as a minimum offers two support channels (email + phone) during office hours. This must be supported by agreed and measurable service level agreements and service credits, with best-in-class response times.

5.92 Provide engaging and accessible guidance so users can self-help on common how-to queries.

Account management

5.93 Provide a named Account Manager of appropriate seniority to be our single point of contact with whom we will liaise on all day-today matters throughout the duration of the contract.

5.94 Proactively manage our account (e.g. initiating regular account and system reviews), maintain an oversight of all work and propose opportunities for improved services and products, coordination and efficiency to reduce overall costs and improve value for money.

5.95 Actively participate in performance reviews initiated by the OEP.

Minimising environmental impacts

5.96 We expect you to:

   5.96.1 Minimise environmental impacts wherever possible in the way you undertake this contract.

   5.96.2 Have an environmental management system in place that is at least equivalent to the standards required by ISO 14001.

At the end of the contract

5.97 At the end of the contract term, work with any new supplier in a helpful and effective manner to ensure that the transition between the systems is as smooth as possible.

5.98 As directed by us, provide full export of all data in a standardised format compatible for migration into a new e-procurement system from another supplier, or undertake full migration to the new system. To include, but not limited to, the contracts register, procurement exercises, and supplier data.

6. Tendering procedure

6.1 This procurement is being undertaken through an Open procedure, i.e. any interested company can submit a tender. This procedure will have the following steps:

Step 1 Written tenders are submitted.

Step 2 We assess the tenders and shortlist the highest scoring.

Step 3 Shortlisted tenderers present a demonstration of their software solution.

Step 4 We consider the award of a contract.

Tender submissions

6.2 The process the OEP uses to select its suppliers is a competitive one. You should keep your tender focussed on the specific requirements and objectives of the work, and we recommend that you also consider the assessment criteria.

6.3 **Tenders will only be accepted by email attachment to procurement@theoep.org.uk**

In the email subject line state:

COS095 e-Procurement System – Tender submission – YOUR COMPANY NAME

Tenders submitted by any other route, including postal, will not be accepted.

6.4 To constitute a compliant tender it is essential that all required information and documentation is fully completed, in the correct format, and your tender is received in our email inbox by the deadline date and time. It is your responsibility to ensure your tender arrives with us before the deadline date and time. We will not accept any tenders that arrive late.

Ensure you allow sufficient time before the deadline to submit your tender and for it to reach us.

6.5 Details not provided or not fully completed may constitute an admission of unsuitability/inability to fulfil requirements and may result in the tender being rejected at the OEP's absolute discretion

6.6 We accept tenders from individuals, companies and from consortiums. Should you decide to tender as part of a consortium you will need to identify one member of the consortium (the "Lead Contractor") to act as the contracting party. All other consortium members will be sub-contractors to the Lead Contractor.

6.7 Your tender and all accompanying documents are to be in English.

6.8 All tenders will be treated on a confidential basis by the OEP and its advisers, subject to the provisions of the Freedom of Information Act 2000.

6.9 All tenders must remain valid for a minimum period of 90 days following the deadline for receipt.

6.10 Information in this ITT is offered in good faith for the guidance of interested parties, but no warranty or representation is given as to the accuracy or completeness of any of it. The OEP and its advisors shall not be liable for any error, misstatement or omission. No aspect of this procedure shall constitute a contract or part of a contract. Tenderers participate in this process on the strict understanding that the procedure may be altered or that the OEP may not proceed for any reason.

6.11 The OEP reserves the right not to follow up this ITT in any way and in particular not to enter into any contractual arrangement with any of the tenderers. The OEP does not bind itself to enter into negotiations or proceed with or accept any tender. Any decision to proceed to contract may include a final financial investment appraisal and decision by the OEP's management.

6.12 Any decision to tender is at the sole discretion of the tenderer and the OEP excludes all liability in respect of any tendering costs incurred.

6.13 To be considered for assessment, suppliers must have sufficient and suitable insurance covers in place at the time of tendering or must include (as part of the tender submission) a commitment to take out such cover in the event of being appointed.

6.14 We reserve the right to reject tenders from suppliers where there are circumstances which in our reasonable opinion could impact upon the supplier's ability to deliver the services required. Such circumstances could include:

- A financial report or other financial information about a tenderer suggesting it is at risk of insolvency or financial stability;
- A tenderer is subject to relevant legal proceedings;
- A tenderer has a conflict of interest for which there is no feasible remedy.

We would initially seek to clarify the circumstances with the tenderer.

6.15 We reserve the right to reject any tender if any information provided is found to be false, misleading, incomplete or inaccurate.

Enquiries about this ITT

6.16 If you wish to submit questions relating to this ITT please do so by email to procurement@theoep.org.uk In the email subject line state:

COS095 e-Procurement System – ITT query – YOUR COMPANY NAME

6.17 Questions submitted in any other way will not receive a response.

6.18 Responses and the nature of the questions will be shared with all tenderers (unless we decide there is a specific reason not to) without disclosing the name of the tenderer who raised the question.

6.19 At our discretion, questions/requests for clarification on any element of this ITT or the procurement process submitted after the deadline stated in paragraph 2 will not be responded to.

Tender assessment and shortlisting

6.20 All tenders will be assessed against the assessment criteria set out in section 8 of this ITT.

6.21 We envisage shortlisting the three highest scoring tenders to be invited to present a demonstration of their software solution. However, we may shortlist at our sole discretion more or fewer than three, for example if the tender assessment scores suggest a different number are in a clear grouping of the highest scores, or the assessors consider a different number are worthy of further consideration through demonstrations.

6.22 All tenderers will receive written notification of whether they have been shortlisted.

6.23 Tenders which are not shortlisted will not proceed further in this procurement.

Software demonstration

6.24 We will invite the shortlisted tenderers to give an online demonstration of their e-procurement system. The format of the demonstrations is explained in Section 7 and further details will be provided to the shortlisted tenderers.

6.25 We will provide the online meeting invitations (likely to be MS Teams). Each shortlisted tenderer is responsible for their own IT, including that they can access the meeting, that their software demonstration is visible and runs as they require. We will take a reasonable position with IT issues, but ultimately we will assess the demonstration as we receive it in the meeting even if it has partly or fully failed.

Award of contract

6.26 All tenderers will receive written notification of our decision.

6.27 Any contract entered into as a result of this procurement process shall be on agreed contract terms that are acceptable to the OEP.

   6.27.1 For a software product licence element of the contract we will consider the licence terms proposed by tenderers.

   6.27.2 For services elements of the contract our standard contract terms (available at **www.theoep.org.uk/suppliers**) will apply. We may instead consider terms proposed by tenderers but only if they are not materially different in position to our standard contract terms.

   6.27.3 Any contract/licence terms proposed by tenderers must be submitted in full with their tender. We will not consider additional terms introduced at a later stage.

   6.27.4 We will review contract/licence terms proposed by tenderers as part of the assessment of tenders. This review may occur at any stage from receipt of tenders up to the issuing of any contract. We reserve the right to reject any tender which proposes terms that we consider, at our sole discretion, to be unacceptable to us. We would initially seek to clarify unacceptable terms with the tenderer.

   6.27.5 Our ethos is to seek mutually beneficial outcomes when agreeing contracts, rather than an adversarial approach, and we welcome bidders participating in this spirit.

6.28 Following award, we will issue to the successful tenderer (the Supplier) a contract. An example of the form of contract we may use is provided with this

ITT. Once signed by both parties we will issue a purchase order to instruct the commencement of the work. The Supplier shall not undertake any work on this contract unless and until instructed by the purchase order. We reserve the right to extend the contract to include additional work within or closely related to the original scope. If additional work is required the specification and price will be agreed between us and the Supplier, the work will then be contracted by us issuing a variation to the contract and/or a variation to the purchase order or a separate purchase order(s) prior to that work commencing.

6.29 We reserve the right to extend the term of the contract for any duration(s) at our sole discretion. If we extend the contract term the Supplier agrees to honour the terms of the contract being extended, unless we require specific terms to be renegotiated.

6.30 We also reserve the right to direct award further contracts to the Supplier for additional services related to the subject of this procurement. If further contracts are required the specification and price for each will be agreed between us and the Supplier, the work will then be contracted by us issuing a contract and purchase order to instruct the work; the OEP Standard Contract Terms will apply, and we may require additional specific terms where necessary for the contract services.

6.31 Tenderers taking part in this process acknowledge and accept that we may publish contract information about the winning tender (including the contract value and the name and contact details of the winning tenderer) on the OEP website and any mandatory registers (e.g. Contracts Finder and Find a Tender Service as applicable) or elsewhere, as required of Contracting Authorities by legislation, government, our funders, or in line with recognised industry good practice.

7. Please provide the following in your tender

7.1 Your tender shall comprise the following elements:

- A written proposal
- Quotation
- Supporting documents:
  - o Quality management policy
  - o Cyber and information security outline procedures
  - o Proposed contract terms
- Tenderer information and declaration
- An online demonstration of your software solution.

Details about each of these are given in the sections below.

7.2 Ensure that you provide ALL the information and documents requested.

- Documents must be separate not as a single combined document.
- Provide your quotation in Microsoft Excel format and all other documents in PDF format.
- You are not required to submit any other information than that requested. Any information that is not specifically requested will be disregarded.

Written proposal

7.3   Your written proposal should be limited to no more than **20** x A4 sides at minimum 10pt font (excl. cover page, index, executive summary and appendices). You should keep your responses focussed on the requirements and specific objectives, and we recommend you also consider the assessment criteria.

The assessment panel may not assess beyond the stated maximum number of sides, so if your submission exceeds that number this may result in your tender being deemed non-compliant.

Please keep any appendices succinct and relevant. If appendices are excessive the assessors may not refer to them.

7.4   Do not provide information by linking to websites or external sources as the assessors may not refer to these.

7.5   Include the following in your written proposal:

(1)   Describe your company and relevant experience. Demonstrate your experience of providing e-procurement software solutions to organisations similar to the OEP. Identify example organisations by name, explain how they are similar to the OEP, the products and services you provided to them and the added value you brought, and how you would translate your experience of these to working with the OEP. You may also wish to highlight how you are differentiated from your competitors.

(2)   Demonstrate that your proposed software solution will most effectively deliver the objectives, requirements and value to the OEP. Include the following aspects, addressing each separately:

    i)   Usability and user experience for all of the user types identified

    ii)   Functionality for the end-to-end procurement process

    iii)   Functionality for contract management

    iv)   Functionality for supplier management

    v)   Complying with the new Procurement Act

    vi)   Functionality for data analysis and interoperability

    vii)   Alignment with ICT requirements. As part of this you can support your explanation of how your system complies with all current and forthcoming information security regulations and best practice by providing your information security policy/procedures as a separate document (see 7.22 below).

(3)   Explain your approach for implementing the system, including configuring it to meet our needs, migrating contract records, onboarding suppliers, and your proposed approach for user training.

- Provide an outline project plan for the implementation indicating tasks, milestones and responsibilities.

- Explain how your project management procedures would ensure implementation occurs on time, to budget and agreed quality.

- Outline key risks and proposed control measures.

- Explain your proposed project team for the implementation, including the structure and named individuals (and subcontracted personnel), their respective roles and responsibilities, and their relevant skills and experience.

(4) Explain your approach for account management, and ongoing maintenance and support to the OEP.

- Explain your proposed account management, maintenance and support teams, including the structure and named individuals, their respective roles and responsibilities, and their relevant skills and experience.
- Propose a suitable Service Level Agreement for the ongoing provision of the service, support and issues resolution.

(5) Describe how you would minimise and manage environmental impacts associated with this contract.

(6) Explain the approach you would take to support us towards the end of the contract.

(7) Explain the structure for fees/charges that you propose would apply and demonstrate how this provides best value for money for the OEP. Show that this structure is transparent and demonstrate that it provides the OEP with flexibility and certainty in budgeting. Address the implementation and ongoing provision separately. Clearly identify any chargeable items that are being offered to the OEP at reduced or no charge.

Quotation

7.6 Quotations are required for the implementation of the system and the ongoing provision for an initial three year period followed by annual extensions.

7.7 You must provide your pricing by completing the template *Tender Quotation.*

Tenders not using this template or which have reformatted or modified the template may be deemed non-compliant and may not be assessed. However, you may add additional lines to the tables if there are insufficient for your number of tasks or roles being proposed.

7.8 All price values stated must be **inclusive of VAT**.

7.9 On the template worksheet *Quotation for Implementation* enter a breakdown of your proposed quotation for the implementation of the solution showing your charge for each activity/task or cost element. For example:

- Fees
- Configuration
- Data migration from our existing contracts register
- Onboarding our current suppliers
- Training
- Other one-off costs (detail)

7.10 On the template worksheet *Quotation for Provision* enter a breakdown of your proposed quotation for the annual ongoing provision of the solution showing your charge for each activity/task or cost element. For example:

- Annual licence/charge
- Account management
- Onboarding new suppliers
- User support and System Administrator support
- Other ongoing costs (detail)

Enter the ANNUAL charge in the first four years following implementation.

7.11 If your ongoing provision will be invoiced on the basis of personnel day rates then still provide your quotation as above (based on these rates), and also state the applicable day rates on the *Rates Schedule* worksheet of the template.

If your bid is successful these individuals and day rates will be stated in your contract and will apply to the work undertaken.

7.12 On the template worksheet *Invoicing Schedule* provide an invoicing schedule detailing what the payment milestones will be and when, even if monthly payment instalments are the preferred option. Specify for the implementation and ongoing provision separately.

7.13 The quotations for implementation and provision will be used for the price evaluation of your bid and will be the basis of the contract price if your tender is successful.

7.14 Your quotations should be based on the information provided in this ITT and publicly available elsewhere (e.g. www.theoep.org.uk). If you consider that critical information is missing which is preventing you from providing quotations then you must raise this as a query <u>as soon as possible</u> in the tendering period (see 6.16).

7.15 We will be accepting these quotations in good faith. If your bid is successful the annual quotation values will be stated in your contract and we will use these to allocate corresponding funding. Underestimating quotations purposefully to seek advantage in the competitive bidding would not be conducive to the long-term constructive relationship being sought, and we would be unable to accommodate subsequent step-change or creeping increases in these quotations.

However, if once the contract is underway there is a change in our circumstances or previously unidentifiable circumstances become apparent, either of which would result in a material change in the complexity and cost of the e-procurement system required, then we would recognise the need to agree revised quotations.

Tenderer information and declaration

7.16 Complete the *Tenderer Information and Declaration* template.

7.17 Fully complete all sections of the template.

7.18 The declaration must be confirmed by a person in your organisation with appropriate and sufficient authority.

Supporting documents

7.19 Provide the terms & conditions you propose would apply to the contract. These will be considered as part of the assessment of your bid (see 6.27 and 8.5).

7.20 Provide your quality management policy. This will support your description (in your written proposal) of approaches you will use to ensure quality of deliverables.

7.21 Provide an outline of your cyber and information security procedures. We do not require a copy of your full procedures, but we require more than just high level policy or compliance certificate. It needs to give us a sufficient understanding of your established approaches for managing these risks.

Demonstration

7.22 If you are shortlisted, your demonstration will take place on the date shown in Section 2. We will aim to give you as much notice as possible of the meeting time.

7.23 Demonstrations will take place via MS Teams. We will send the meeting invite to you. Please see 6.24-6.25 for further information.

7.24 Please ensure appropriate individuals are available to attend your demonstration on this date. We expect these to include people identified in your tender as leading or responsible for the delivery and account management, rather than solely business development / sales personnel, and they must take an active role in the meeting.

7.25 The purpose of the demonstration is not for you to reiterate the information in your written proposal, but to bring your proposal and approach to life, specifically demonstrating the relevant functionality of your system and how it would be the best solution to deliver our objectives and requirements. The format of your demonstration will be up to you.

7.26 We currently expect that the meeting will be scheduled to last up to 60 minutes: 40 minutes for your demonstration followed by up to 20 minutes Q&A from the assessment panel.

8. Assessment criteria

8.1 We must be satisfied that each potential Supplier has the appropriate capabilities and resources available to undertake the work to our requirements and provide the necessary services.

8.2 The *Tenderer Information and Declaration* template required you to make statements about exclusions and corporate requirements. These will be assessed on a pass/fail basis.

Receipt of a 'Fail' may result in your tender being excluded at our complete discretion. To inform our decision we will consider any self-cleansing or mitigation you have presented, and may seek further clarification from you.

Your tender will be assessed on a combination of your written proposal and your demonstration, using the assessment criteria stated below. We may use information from any part of your tender when assessing any criterion.

Criteria • *Sub-criteria*	% weighting	Maximum possible score
Your experience of providing e-procurement systems to organisations similar to the OEP	**4%**	**28**
The ability of your e-procurement system to most effectively deliver the objectives, requirements and value to the OEP:	**38%**	**266**
• *Usability and user experience*	*6%*	*42*
• *Functionality for the end-to-end procurement process*	*6%*	*42*
• *Functionality for contract management*	*6%*	*42*
• *Functionality for supplier management*	*4%*	*28*
• *Complying with the new Procurement Act*	*4%*	*28*
• *Functionality for data analysis and interoperability*	*6%*	*42*
• *Alignment with ICT requirements*	*6%*	*42*
Your approach and team that will effectively manage and deliver the implementation of the system	**13%**	**91**
Your approach and team that will ensure responsive account management and ongoing support	**13%**	**91**
Your solutions that minimise and manage environmental impacts associated with this contract	**4%**	**28**
Your approach to support us towards the end of the contract	**4%**	**28**
A transparent and flexible structure for fees/charges that provides WRAP with best value for money	**4%**	**28**
Price including all fees, costs, expenses and VAT	**20%**	**140**
• *Total price for mobilisation and implementation*	*10%*	*70*
• *Total price for ongoing provision for four years*	*10%*	*70*
	100%	**700**

8.3 Price will each be assessed relative to the lowest compliant tender using the formula:

Lowest compliant tender price / tender price x maximum score available.

All other criteria will be assessed by being marked in the range 0 – 7, with 0 being non-compliant and 7 being Excellent.

8.4 Scoring guide for assessment criteria

7: Excellent	The response demonstrates a complete understanding of the work requirements and meets them in full
6: Very good	The response is relevant and very good. It is well detailed, demonstrates a very good understanding of the work and provides robust details on how the requirements will be fulfilled.
5: Good	The response demonstrates a good understanding of the work and aligns well with the requirements and there are no concerns.
4: Acceptable	The response demonstrates an acceptable understanding of the work and aligns sufficiently with the requirements and although it may raise some queries, there are no notable concerns
3: Poor	The response is partially relevant but generally poor. It addresses some elements of the work requirements but contains insufficient detail or explanation to demonstrate how the requirements will be fulfilled. **Tender may be rejected**
2: Very poor	The response demonstrates very limited understanding of the work and/or has a very poor alignment with the requirements and/or raises strong concerns. **Tender may be rejected**
1: Unacceptable	The response fails to demonstrate any real understanding of the work and/or does not align with the requirements and/or raises very strong concerns. **Tender may be rejected**
0: Non-compliant	The response provides insufficient information such that it is not possible to make an assessment of the suppliers' understanding of the work or demonstration of meeting the requirements. **Tender may be rejected**

8.5 As stated in 6.27 we will review contract/licence terms proposed by tenderers as part of the assessment of tenders. This review may occur at any stage from receipt of tenders up to the issuing of any contract.

8.6 At any stage from receipt of tenders up to the issuing of any contract we may request further information or evidence from the tenderers, or from other sources, to support statements made or to conduct sufficient due diligence.