**Request for Quotation**

**PROVISION OF**

**Room / Facility Booking and Tracking System**

Please respond by: 17 May 2019 12.00 hrs

1. **SATELLITE APPLICATIONS CATAPULT**

The Satellite Applications Catapult is an independent innovation and technology company, created to foster growth across the economy through the exploitation of space. We help organisations make use of and benefit from satellite technologies and bring together multi-disciplinary teams to generate ideas and solutions in an open innovation environment.

1. **PURPOSE OF THIS DOCUMENT**

The purpose of this request is for the Satellite Applications Catapult to receive sufficient information from potential Suppliers interested in supplying the specified requirements, and to allow an assessment to be made of their capacity and suitability to supply them.

Following the completion of this evaluation process, a **3-year contract will be offered to the successful supplier with an option for additional supply in years 4 and 5**.

Please respond in the format detailed below. Responses should contain:

1. Organisational information (Section A);
2. The Response Requirements (Section B) & Data Protection (Section D);
3. Provision of commercial and pricing Information (Section C); and,
4. Your response to the requirements detailed in **Annex A** and to the evaluation criteria in **Section 9**
5. **SPECIFICATION OF REQUIREMENTS**

Refer to the Statement of Work in **Annex A** which details the Mandatory requirements and Desirable features of the system required.

1. **AWARD TERMS**

Any Contract(s) awarded will be let based on the Satellite Applications Catapults’ provided terms and conditions (see **Annex B**). Terms and conditions will not be amended after the contract award has been made. **Any questions regarding terms and conditions should be made in writing before the closing date for responses to this RFQ**. The Catapult is under no obligation to accept and amendments to the terms proposed.

1. **CLARIFICATION QUESTIONS**

The Catapult will not enter detailed private discussions regarding the services required. Clarification questions about the procurement should be submitted through the procurement@sa.catapult.org.uk email address by **12:00hrs on 08 May 2019**. Please use the following reference when submitting questions related to this process: **RFQ-FY20-04.**

Answers to all clarification questions will be issued to all vendors who signal their intent to respond, by **close of business on 10 May 2019**.

1. **CONFIDENTIALITY**

All information provided in this document shall remain confidential between the Supplier and the Satellite Applications Catapult. The Satellite Applications Catapult will not share this information with any other organisations, or Public Bodies, without the permission of the Supplier.

1. **DISCLAIMER**

The Satellite Applications Catapult reserves the right to award a contract to any or no Vendor responding to this invitation, and to amend any information or any requirements contained in the documentation. Suppliers should form their own conclusions about the methods and resources needed to meet these requirements.

The documentation and the information contained within it are the property of the Satellite Applications Catapult; all rights, including intellectual property rights, are reserved.

Suppliers may withdraw their responses at any time prior to accepting the notification of award by sending a notice of withdrawal to the Satellite Applications Catapult.

The Satellite Applications Catapult shall observe all its obligations under the applicable data protection legislation from time to time in force in the UK including the Data Protection Act 1998 or any successor legislation (together the ‘DPA’)

Any expenditure, work or effort undertaken by your Company prior to the award of a contract is a matter solely for your Company’s own commercial judgement.

1. **TIMETABLE**

The indicative timetable is set out in the following table:

|  |  |
| --- | --- |
| Deadline for receipt of questions relating to this process | 12:00hrs 08 May 2019 |
| Issue of Question & Answer documentation | 10 May 2019 |
| Deadline for receipt of Proposals | **12:00hrs 17 May 2019** |
| Announcement of shortlisted systems to be demonstrated | 22 May 2019 |
| Presentations of shortlisted systems  | 30 May 2019 |
| Notification to Respondents of award decision  | 31 May 2019 |
| Commencement of implementation process with successful supplier | By negotiation |

IMPORTANT NOTE: No extensions to the deadline for responses will usually be granted with very limited exception to situations where a Bidder finds themselves seeking to request an extension due to reasonable extenuating circumstances, those circumstances being beyond the Bidder’s control and unforeseen to them.

1. **THE EVALUATION APPROACH**

The Award will be based upon the assessment made by the Satellite Applications Catapult of the information submitted by vendors responding to the request outlined within Annex A. The Table below contains a list of all criteria which will be used to evaluate responses:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Description** | **Max score available** |
| System requirements | Respondents must demonstrate how their system meets all the Mandatory system requirements detailed at **Annex 1** | **Pass/Fail** |
| Desirable features | Each of the desirable features of each system will be scored in accordance with the individual totals available **in Annex 1** | **300** |
| Implementation plan | Please provide details of your proposed methodology & timetable to achieve a system ready for use by the Catapult by **21 September 2018** | **30** |
| Proposed team | Please provide details of the team you will be using to work with the Catapult to design & rollout your proposed system. Please details their previous experience related to implementing your system with other customers. | **20** |
| Cost | The company which submits the lowest total price to provide the mandatory requirements, and any additional services features, will be awarded the maximum score available (150). Other higher priced offers will be scored proportionally lower. | **150** |
| **Total:**  | **500** |

**You should submit a response to this invitation addressing the requirements above.**

Following a review and initial scoring of responses in accordance with the above criteria, the **three highest ranked Respondents** will be invited to the Catapult to present their systems & implementation teams**.** The Respondents to be invited to these demonstrations will be confirmed on **22 May 2019.**

Following the completion of the vendor demonstrations on **30 May 2019**, the team will go back to their scoresheets and revisit the marks awarded in the light of the demonstrations**.** Following their submission of final marks, **the Respondent who has achieved the highest overall evaluated score will be awarded the contract.**

1. **RESPONSE REQUIREMENTS**

Please use this document, including all the attachments to return by email to procurement@sa.catapult.org.uk by **12.00 on 17 May** **2019**.

|  |  |  |
| --- | --- | --- |
|  | **Supplier** | **Buyer** |
| Company Name: - |       | Satellite Applications Catapult Ltd |
| Contact Name: - |       | Lorraine Hoult |
| Telephone Number: - |       | 01235 567999 |
| Email Address: - |      @      | procurement@sa.catapult.org.uk  |
| Position within the Company |  | Financial Accountant |
| Persons authorised to sign on behalf of the Company |  | Stuart Martin – CEO |

**SECTION A** – **SUPPLIER** **ORGANISATION** **INFORMATION**

Please ensure that you complete the questions relevant to your organisation.

|  |  |
| --- | --- |
| **A1** | Full name of the organisation submitting the quotation |
|  |
| **A2** | Please confirm the status of the Supplier to be considered: |
|  | *A response to this question is for the Catapult to understand the Supplier.* |
| **A** | Your organisation is bidding to provide the services required itself |  |
| **B** | Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services *(If yes go to question A3)* |  |
| **C** | The Potential Provider is a consortium (If you tick yes go to question A3) | Please Select |

|  |  |
| --- | --- |
| **A3** | If your answer to A2 was B or C, please indicate in the table all sub-contractors or members of the consortium which will be responsible for each element of the requirement.  |
|  | *If you have answered ‘yes’ to question b or c, please response to this question.*  |
| Element of Requirement | Company / Organisation | How much of the requirement will they directly deliver (%) |
|  |  |  % |
|  |  |  % |

|  |  |
| --- | --- |
| **A4** | Details about the organisation named in A1: |
| **A** | Company Registration Number |  |
| **B** | Date of Registration |  |
| **C** | Registered Address |  |
| **D** | Annual turnover |  |
| **E** | VAT Registration Number (if applicable) |  |
| **F** | Please select the legal status of the organisation applying  | 1 | a public limited company | [ ]  |
| 2 | a limited company | [ ]  |
| 3 | a sole trader | [ ]  |
| 4 | a partnership | [ ]  |
| 5 | a Limited Liability Partnership | [ ]  |
| 6 | a consortium | [ ]  |

|  |  |
| --- | --- |
| **A5** | Conflicts of Interest/Related Parties |
| Is there any other work being undertaken or likely to be undertaken by your organisation (or consortium) which could give rise to a conflict of interest? If Yes please provide details below |
| Is your organisation, or are any members of your organisation, *related parties* to any members of the Satellite Applications Catapult? (A *related party* could be a family member, relative, friend, prior business supplier or related corporation)  |

**SECURITY REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **A6** | Do you have a company representative who is responsible for security | [ ]  Yes[ ]  No |
| **A7** | Does your organisation operate an Information Security Management system certified to International, European or equivalent standard (e.g. BS EN ISO 27001) or is your company certified to Cyber Essentials Plus? | [ ]  Yes[ ]  No |
| **A8** | If you have answered “Yes” to the above, please provide: | Name and approval certificate Number |  |
| Certificate Expiry Date |  |
| **A9** | Please self-certify that your organisation has an in-house policy for the management of information security that fully complies with current legislative requirements. | [ ]  Yes[ ]  No |
| **A10** | Has your organisation (or any member of your proposed consortium, if applicable) Directors or partner or any other person who has powers of representation, decision or control been convicted of any offences named within Annex C (if yes please provide details in separate annex) | [ ]  Yes[ ]  No |

**SECTION B – RESPONSE REQUIREMENTS**

This section seeks to understand how your organisation can meet the requirements of the User Requirement Specification

|  |  |
| --- | --- |
| **B1** | User Requirement Specification  |
| Please confirm you have attached your organisations response to the Specification of Requirements (Annex A).  |  |

|  |  |
| --- | --- |
| **B2** | Indemnity and Liability Provision |
| Please confirm your organisation insurances: |
| Employers Liability - £5m |  |
| Public/Products Liability - £5m |  |
| Any other insurances, and the level of cover you hold in relation to the proposed services |  |

**SECTION C – COMMERCIAL AND PRICE INFORMATION**

The following section outlines the commercial and price offer based on the User Requirement Specification. Prices submitted should be fully inclusive (Ex VAT) in GBP not subject to variation.

We currently operate 3 sites and need support for 50 Capabilities (Equipment / Rooms). We have 150 Employees and make circa 1000 room bookings per month. Over the course of this contract, we anticipate growth of staff at 25 extra staff per year. We will open at least 1 new site and expect to increase bookable facilities (rooms and equipment) at a rate of 10 per year as sown in the table below.

|  |  |  |
| --- | --- | --- |
| Year | Staff | Facilities (rooms / equipment) |
| 1 | 150 | 50 |
| 2 | 175 | 60 |
| 3 | 200 | 70 |
| 4 | 225 | 80 |
| 5 | 250 | 90 |

|  |
| --- |
| **Price Schedule** |
| **Year 1 cost** | **£** |
| Implementation fee |  |
| Training fee |  |
| License fee for Mandatory System Requirements as described in Annex 1 (Shall)– incl Telephone/on-line support (based on the number of anticipated users indicated above). |  |
| License fees for Desirable Features as described in Annex 1 – Please list each of the desirable features presented, and the individual cost to add this feature to the final system |  |
| Please detail any additional costs here\*: |  |
| **Sub - Total cost for Year 1** | **£** |

**\*** Please note, no other costs will be entertained unless identified within a Tenderers Pricing schedule.

|  |  |
| --- | --- |
| **Year 2 costs** | **£** |
| License fee for Mandatory System Requirements as described in Annex 1 (Shall)– incl Telephone/on-line support (based on the number of anticipated users indicated above). |  |
| License fees for Desirable Features as described in Annex 1 – Please list each of the desirable features presented, and the individual cost to add this feature to the final system |  |
| Please detail any additional costs here\*: |  |
| **Sub - Total cost for Year 2** | **£** |
| **Year 3 costs** | **£** |
| License fee for Mandatory System Requirements as described in Annex 1 (Shall)– incl Telephone/on-line support (based on the number of anticipated users indicated above). |  |
| License fees for Desirable Features as described in Annex 1 – Please list each of the desirable features presented, and the individual cost to add this feature to the final system |  |
| Please detail any additional costs here\*: |  |
| **Sub -Total cost for Year 3** | **££** |
|  |  |
| **Fixed cost for three -year contract:**  | **£** |
|  |  |
| **C2** | Additional items  |
| Please outline if there are any additional options outlined in your quotation that were not identified in our original User Requirement Specification. Any additional costs introduced at a later stage will not be accepted if it was not detailed within your initial submission.  |

**SECTION D – DATA PROTECTION**

|  |  |
| --- | --- |
| **D1** | Data Protection  |
| Irrespective of whether you are successful in your tender and insofar as the tender includes personal data (as defined under GDPR), we would like to retain your contact details in the event that a suitable opportunity arises.  If you are happy for us to hold this information please tick this box.  |
| [ ]  Yes, we are happy for you to retain our tender for the purposes outlined above.[ ]  No, we are not happy for you to retain our tender. |
| Your information will only be held for 2 years from the date of conclusion of the tender process.  You are able to withdraw consent at any time by contacting procurement@sa.catapult.org.uk and your refusal to consent will in no way affect this tender process.  |
| UNDERTAKING |

To be signed by an Officer of the Supplier’s Company in their own name on behalf of the Company.

I certify that the information provided is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the Request for Quotation.

|  |  |
| --- | --- |
| **Signed for and on behalf of the Company****SIGNATURE** |  |
| **Name of person signing on behalf of the Company****PRINT** |  |
| **Position in the Company****PRINT** |  |
| **Company’s name and address****PRINT** |  |
| **Date** |  |

**Annex A**

**Requirements**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Note** |
| **1** | Rooms that are shown are only rooms on the site being looked at | Users must be able to filter the rooms they are looking at by site  | X |  |  | pass/fail  |
| **2** | Support different caterers and catering options per site | We have different caterers in different offices. The food options provided by each caterer are different the system needs to be able to allow users to select the correct catering options based on the meeting location | X |  |  | pass/fail  |
| **3** | Changes in costs apply from a given date allowing different charges within the system for different rentals | When our costs change, all future bookings should be charged at the increased rate - the current rates should remain as they were when the booking was made. We should be able to update costs manually, both on a single booking and for future bookings. | X |  |  | pass/fail  |
| **4** | Upgrades leave customisation unchanged | When rooms are set, and the details of the rooms are stored, it should be possible to update the software version without these details or future bookings being lost or requiring re-entry | X |  |  | pass/fail  |
| **5** | Outlook Integration | Possible to add a meeting room to an outlook meeting or create an outlook meeting at a suitable time from the room booking system | X |  |  | pass/fail  |
| **6** | Import pre-planned bookings from csv file | Our current solution can export future bookings in CSV format. These future bookings must be either imported into the new system as part of this proposal or simple for our admins to import the file | X |  |  | pass/fail  |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Note** |
| **7** | Secure - GDPR compliant | Data must be stored in Suitable and known data centres | X |  |  | pass/fail  |
| **8** | 10x5 - High availability >99.5% | UK working Hours (8 am – 6pm) support cover. Any systems not hosted on SA Catapult hardware should have a high uptime – at least 99.5% | X |  |  | pass/fail  |
| **9** | Quick resolution + effective SLAs | While we only need 8-6 support - in line with our operations team - we do need quick turnaround on fixes and issues during these hours | X |  |  | pass/fail  |
| **11** | Support for room in different layouts | Some rooms can be set up in different styles and the different styles should be shown pictorially in the tool | X |  |  | pass/fail  |
| **12** | Standard Equipment lists | Each room has a list of equipment that is included in the booking (whiteboard / projector etc) | X |  |  | pass/fail  |
| **13** | Ability to add equipment / Catering | Users should be able to request catering (site specific options) and specialised equipment (including support for non-standard IT equipment) to be available in the room | X |  |  | pass/fail  |
| **14** | Reporting | Reports should allow Satellite Applications Catapult Staff to review: How long was each room used; Value of room use; Cost Centres for recharging; Catering, and services used; and costs | X |  |  | pass/fail  |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Max score** |
| **15** | Admin controlled room costs | Admin should be able to set the cost of each room for different types of users |  | X |  | 10 |
| **16** | Outside hours customer meetings or internal meetings requiring admin or IT support only possible when booked by Admin | If admin support is required out of hours, then this should be defined before the booking is accepted. |  | X |  | 5 |
| **17** | Equipment: Equipment should be stored in the system taking note of: Name, Equipment Location, only able to book on current site or in current room (configurable), Cost Centre to charge (or customer PO number - Mandatory), Cost of use. | Which site is the equipment located in? Can the equipment be moved between sites? (Some equipment cannot physically be relocated but is not part of the standard room booking). Equipment should only be available for selection in rooms on the same site that the equipment is located in. |  | X |  | 15 |
| **18** | Images of rooms | Pictures of a room should be part of the booking, so customers can see the room to help decide if it is suitable for their needs |  | X |  | 10 |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Max score** |
| **19** | Upgrades outside UK working hours | No upgrades to the solution during UK working Hours - they should be performed outside these hours to maintain service for UK users |  | X |  | 10 |
| **20** | Single Sign On compatible | Internal users should not have to sign onto the booking system in order to make bookings provided they are already logged in. |  | X |  | 15 |
| **21** | Different rates are charged for different classes of user (both rooms and equipment) | Each cost is different depending on who is booking. We currently have the following classes of user: SME, Gov Funded, Industry, Commercial Rates & Internal |  | X |  | 15 |
| **22** | Ability to add meeting support | Sometimes users want IT support or Admin support and these need to be allocated as part of the booking and prior to booking acceptance |  | X |  | 15 |
| **23** | Configuration of mandatory fields by admin | Satellite Applications Catapult Admin team should be able to configure which fields are mandatory and options such as catering without having to raise support call |  | X |  | 10 |
| **24** | Flexible automated set up and tear down times | Times to change a room configuration or to provide catering should be added to a booking. |  | X |  | 10 |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Max score** |
| **25** | Reporting | Customisable reporting that avoids the need to export to Excel. Utilisation and income from each room and facility should be automated. Ability to check invoice values. |  | X |  | 20 |
| **26** | Integrated to SAP for invoicing and cross-charging | Automation of the processing between booking and billing |  | X |   | 10 |
| **27** | Secure - fully encrypted database | The database should not be open for unauthorised access. |  | X |   | 10 |
| **28** | Walk up bookings possible | Users should be able to see which rooms are immediately free and make a booking in them. These bookings should require all mandatory fields (cost centre, meeting type etc) |  | X |  | 15 |
| **29** | End meetings early to free up room | Users should be able to free up the room if their meeting ends early - this would allow other users to book the room at short notice. |  | X |  | 10 |
| **30** | Flexible automated set up and tear down times | Set up times can be overridden by admin if required |  | X |  | 10 |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Max score** |
| **31** | Equipment Servicing details | When service is required, estimated costs and normal servicing provider should be visible to Admin. Any current calibration information should be visible to customer |  | X |  | 10 |
| **32** | Direct customer access | Customers should be able to see availability without the need to call and be able to request a formal quote on the items that they need. Ideally this should be through a web portal. |  | X |  | 15 |
| **33** | Automatically send feedback forms to facility users | We currently send feedback forms. It would be useful to have the option of the tool handling this on our behalf |  | X |  | 5 |
| **34** | Allow customers to enter delegate information | Currently we have large events with multiple delegates. We provide badges for these visitors. It would be useful to manage this kind of information in the tool |  | X |  | 10 |
| **35** | Allow visitors to sign themselves in at reception | Visitors should be able to sign in at a dedicated terminal allowing their hosts to be informed automatically. |  | X |  | 10 |
| **Ref #** | **Requirement** | **Description** | **Shall (Mandatory requirement)** | **Should (Desirable Feature)** | **Response - Please provide details your product features which confirm your compliance with this requirement** | **Max score** |
| **36** | Automatically send quotes to potential customers | When a user has made a series of standard requests (rooms, numbers of delegates, food requirements etc), the system should be able to generate a formal quote that can start the process of making and paying for a booking |  | X |  | 10 |
| **37** | Extra Catering, Badges, Out of hours staff costs, Additional specialist Equipment, Extra time in the room, | These items are the kind of items that we currently get asked for after the quote is sent. We need a quick way to authorise additional costs with customer leaders in order for the overall costs to be invoiced in a transparent way |  | X |  | 10 |
| **38** | It should be possible to have screens outside the meeting rooms  | Screens should show room status and allow walk up bookings through ID card |  | X |  | 15 |
| **39** | Are there any other features that you can support that would help us? |  |  | X |  | 25 |
| **Max score available for desirable features:** | 300 |

**Annex B - Catapult Terms & Conditions**

Please see separate document