

**Tender – Signage Term Contract**

Term Contract Period 3 Years from 19/05/2023 to 19/05/2026 Plus 2 x 12 Month Extension Options

The University of Chichester

**Latest date for Return – 17:00 on 05/05/2023**

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1. Introduction and general background
   1. Purpose of this tender document

The purpose of this tender is to enable suppliers to demonstrate expertise and compliance with the University’s requirements, and to enable the University to assess the most economically advantageous solutions to its requirements, using the prescribed tendering methodology for requirements of this size and nature.

This document includes commercial information and is strictly commercial in Confidence for the use of invitees, and not to be shared wider.

* 1. Background to this tender

The scope of the term contract is for the provision of signs and signage products and services including full end to end signage project solutions including way-finding and consultation, design, supply, installation, storage, maintenance, upkeep and disposal and or re-use of signs and signage projects plus supply of ad-hoc signs and signage products. Any and/ or all elements of these signs and signage products or services may be required via the contract. Ad-hoc signs products are expected to include standard type Fire, and Health and Safety signs, for which efficient procurement and delivery models for customers is expected.

This agreement is intended to provide a full end to end signage product and service delivery capability. This list is not exhaustive, all signs and signage products and services are included within the remit. The main focus and expected aim of the contract is the provision of high-quality end to end signage project solutions to the University of Chichester via a suitable qualified and experienced provider under a term contract.

* 1. High level requirements

Wayfinding services

Consultation

- Legal requirements

- Footfall flow mapping

- Design

- Graphics

- Languages

- Images / Royalties

- Manufacture / Supply

- Catalogue shop (option)

- Delivery

- Installation

- Maintenance

- Decommission

- Relocations and re-use

- Disposal

Products – types of signage in scope:

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| --- | --- | --- | --- |
| Signposting | Illuminated Highways signs | Digital Signage Banners and pop ups | Interactive signage and wayfinding |
| Exhibition signage | Temporary / permanent signage | Internal / external Maps | Monoliths |
| Static / mobile Posters | Projected Information Kiosks | Powered Health and Safety signs | hard wired Building names |
| solar Plaques | Rotational Stickers | Rollerboard Vinyl | Floor painted signage |
| Road name signs | Desk top signage (name plaques etc) | Pub signs | Audio / Acoustic |
| Vehicle Livery | Braille, bar coded | QR, VR Fabric | Signwriting – direct painting to walls |
| Building wraps | Hoardings | Mobile Connectivity | Trailers and mobile advertising |

* 1. The bidding process

Whether through our tendering advertisements, or where we have contacted you directly to ask for a quotation, we ask that you contact us only through the email account tenders@chi.ac.uk. This includes for your submission, and any questions you may have. We are obliged by the Public Contacts Act (2015) and by our own financial regulations to undertake a competitive process. In this case the perceived value of the tender, process requires us to obtain 3 quotations. To help us assess quotations we have added a questionnaire, and ask that you complete this to help us understand the value your company can achieve.

We have allowed 4 weeks for the return of proposals, and have set a closing date and time of 5 May 2023 at 5pm. Submission is through tenders@chi.ac.uk

There may be an opportunity for a site visit on the week commencing 17 April 2023, site visits are highly recommended. Please contact Jon Pawsey directly to arrange a site visit j.pawsey@chi.ac.uk. During the site visit you will have an opportunity to see the site, access facilities, and inspect the campus in general.

* 1. Seeking clarification

For all queries please contact us by email [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). Please note that during the tender period you should not contact University staff directly, as this might be considered canvassing, and in which case the University might need to exclude your organisation from the tender process.

Please note that dependent upon the nature of the enquiry, and in so much as it does not identify your organisation, the answers to any questions you raise may be circulated to all suppliers who have expressed interest in this tender.

* 1. Procurement timetable

The procurement project is working to the following timescale:

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| --- | --- |
| Stage | Key Dates |
| Publication of Tender Notice | 03/04/23 |
| Site Visit including Presentation of Requested Samples | w/c 17/04/23 |
| Closing Date for submission | 05/05/23 at 17:00 (5pm) |
| Clarifications | w/c 08/05/23 |
| Award | 19/05/23 |

* 1. Submission details

You are welcome to notify the University with your ‘Expression of Interest’ but please do send your completed submission (including a completed version of this document) to the University by the closing date (time and date), to [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk).

* 1. The assessment process

The University awards contracts on the basis of most economically advantageous tender, (quote) assuming that there is nothing that excludes the tenderer. All documents submitted are assessed by a panel to ensure fairness and understanding. The panel reviews the quotation for;

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| --- | --- | --- | --- |
| Section Number | Criteria | Maximum Marks Available | Maximum Weighting Available |
| 1.1 | Management and Technical | 10 | 15 |
| 1.2 | Supply and Distribution | 20 | 10 |
| 1.3 | Design | 10 | 10 |
| 1.4 | Sustainability | 5 | 15 |
| 1.5 | Delivery | 15 | 10 |
| 1.6 | Warranty and Support | 10 | 10 |
| 1.7 | Compliance with the Social Value Model\* | 5 | 10 |
| 1.8 | Pricing | 100 | 20 |
| 1.9 | Exclusion grounds \*see ([link](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/558520/PPN_8_16_StandardSQ_Template_v3.pdf)) | - | Pass / Fail |
| Total | | 175 | 100% |

* Within your proposal, please draw attention to your environmental sustainability policies and the activities you take in minimising climate damage, including for example energy minimisation.
  1. Confidentiality and Freedom of Information

All tendering documentation and correspondence are treated as strictly confidential. However, the University is subject to UK Data Protection Legislation, and the Freedom of Information Act 2000. This means that the University can be asked to disclose procurement and contracting information. Please indicate any areas of your submission that you consider should be exempted from any disclosure requests and identify why they should not be disclosed.

* 1. The template for your bid/quote

We have set out a template below, and ask that you use this to help us understand your bid, in a way that allows us to compare its benefits against others. This anticipates question we / you may have.

You are welcome to submit other information, but please do help us by identifying what you can do, in relation to our requirements, and do please answer the questions below where it is possible to do so.

We have deliberately avoided overloading the quotations process with the rigors of (for example) the Crown Commercial Service’s ‘reason for exclusion’, but please note there are a number of requirements we have to ensure before finalising any subsequent contracts. These range from the ownership of the companies we work with, to environmental sustainability and key questions such as your policies and approach to Modern Slavery and equal opportunity.

1. Questions

There is no limit to word count for the questions, but please bear in mind the need for clarity etc.

5 marks are available for each question and are weighted accordingly as per the table in 0.8.

* 1. Management and Technical

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| 1 | Management and Technical  Please provide details of the dedicated account manager and how you propose to offer consistent quality customer service, stability, and continuity in the management of the agreement |
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| 2 | Management and Technical  Please explain how you will stay abreast of all new legislation including environmental legislation and regulations that may affect the goods and services that you will provide under this contract |
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* 1. Supply and Distribution

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| 3 | Supply and Distribution  Please describe the quotation process in full, from receipt of initial enquiry to provision of a quotation to the customer including timescales for quotations (including those that require a fully dimensioned schematic of all product and placement) and lead in time from confirmation of order |
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| 4 | Supply and Distribution  Please describe how you will make it easy for institutions to re-order from you, especially considering continuity of branding and approved formats and designs etc. |
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| 5 | Supply and Distribution  Please confirm that the client will NOT be required to store or handle items following delivery and prior to installation. This process will be seamless requiring no involvement by the client |
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| 6 | Supply and Distribution  The Supplier must make adequate provision for the protection or removal of any fixture, fitting, floor covering, decoration or furniture which may be damaged during the course of the works. The protection must be removed and suitably disposed of upon completion of the works. Please confirm your understanding and acceptance of this condition. (Note externally this will include protection to any trees and shrubs in the vicinity) |
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* 1. Design

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| 7 | Design  Surveys process. Please detail the full process you will undertake for a site survey for a signs and signage project / drawings that can be provided / samples that can be provided |
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| 8 | Design  There is expectation to receive a quality service offer including provision of added value services and support. Please detail areas in which you can demonstrate value for money and added value via any Free of Charge Relevant Value Added Services that your organisation will offer under this contract agreement. |
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* 1. Sustainability

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| 9 | Environmental Impact. Provide details of how your organisation will work with Institutions to address environmental considerations and reduce the environmental impact of your products and operations.  Please provide your company Environmental Policy / travel plan if available. |
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* 1. Delivery

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| 10 | Delivery  Installation team. Describe the installation teams that you propose to use for contracts under this agreement. Your response should cover team structure and service offer, team training and experience, breadth and availability, communications and whether teams are in-house. If sub-contracted, your response must include details of how you will ensure effective service provision. |
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| 11 | Delivery  Material costs. Please describe your approach to managing as far as practical the negative impacts of increases to the costs of material, including any long-term supply arrangements or approaches to sourcing and mitigating actions. |
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| 12 | Delivery  Where project requirements demand working at height or other 'extraordinary' working conditions prevail, awarded suppliers must be suitably insured. Please confirm you will comply with this condition. |
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* 1. Warranty and Support

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| 13 | Warranty and Support  Warranty support. Please describe your proposed warranty support for products and services. |
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* 1. Compliance with the Social Value Model

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| 13 | Please tell us something about you and your organisation, for example in relation to the social value model |
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* 1. Pricing

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| 14 | Pricing |
| Please see Appendix 2 and price for all signage put forward:  1.1  1.2  2.1  3.1  3.2  4.1  4.2  5.1 (2)  6.1 (5)  7.1  7.2  8.1 (3)  9.1  Hourly rates were provided for the following roles:  Project manager  Senior/supervisor  Fitter  Fitter (trained electrician)  Fitter (UKATA asbestos trained)  Covering the following time periods:  NORMAL WORKING HOURS  0800h to 1700h Monday to Friday (non-bank holidays)  OUTSIDE OF NORMAL WORKING HOURS  1700h to 0800h Monday to Friday (non-bank holidays)  OUTSIDE OF NORMAL WORKING HOURS  Weekends 0800h Saturday to 0800h Monday, and Bank Holidays | |

* 1. Exclusion Grounds

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| 15 | Please confirm that you would be happy to supply the necessary information and that there would not any reasons why you would be excluded under the Crown Commercial Services’ Standard Selection Questionnaire, (details of which can be found at the following link (CSSSQ)) |
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1. The technical requirements

To comply with the Public Contracts Regulations 2015 and our own financial regulations, before it makes any final decisions, the University is required to ensure that any supplier meets the standards set out in the Crown Commercial Services’ Standard Selection Questionnaire. In addition to ensuring suitability and value the University will only award, where it is assured that any partner or supplier y fully supports the Modern Slavery Act and actively incorporates the various aspects of the Social Value Model into its ways of working.

Please note that during the contacting phase of this procurement, we will ask short-listed candidates questions from the Crown Commercial Services’ Standard Selection Questionnaire about;

* The status and formation of your company
* The ownership of your company, and any exclusion grounds (for example convictions)
* Any sub-contractors that you might use
* Economic and financial standing
* Technical and professional ability (potentially to access references of relevant existing customers)
* Compliance with statutory obligations (Modern Slavery Act)
* Liabilities Insurance

How your company supports the Social Value Model (including recovering from Covid 19, tackling inequality, fighting climate change, equal opportunity and wellbeing). Principles of the SVM are described in **Appendix 1**

Appendix 1: Social Value Model: Model Award Criteria

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| SVM Theme | SVM Policy Outcome | SVM Model Award Criteria |
| COVID-19 Recovery | Help local communities to manage and recover from the impact of COVID-19 | Effective measures to deliver any/all of the following benefits through the contract:   * Creation of employment, re-training and other return to work opportunities for those left unemployed by COVID-19, particularly new opportunities in high growth sectors. * Support for people and communities to manage and recover from the impacts of COVID-19, including those worst affected or who are shielding. * Support for organisations and businesses to manage and recover from the impacts of COVID-19, including where new ways of working are needed to deliver services. * Support for the physical and mental health of people affected by COVID-19, including reducing the demand on health and care services. * Improvements to workplace conditions that support the COVID-19 recovery effort including effective social distancing, remote working, and sustainable travel solutions. |
| Tackling economic inequality | Create new businesses, new jobs and new skills[[1]](#footnote-2) | Effective measures to deliver any/all of the following benefits through the contract:   * Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation. * Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors. * Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. |
| Increase supply chain resilience and capacity | Effective measures to deliver any/all of the following benefits through the contract:   * Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals. * Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services. * Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity. * Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract. * Demonstrate action to identify and manage cyber security risks in the delivery of the contract including in the supply chain |
| Fighting Climate Change | Effective stewardship of the environment | Effective measures to deliver any/all of the following benefits through the contract:   * Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions. * Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. |
| Equal opportunity | Reduce the disability employment gap | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to increase the representation of disabled people in the contract workforce. * Support disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications. |
| Tackle workforce inequality | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce. * Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract. * Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain. |
| Wellbeing | Improve health and wellbeing | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce. * Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |
| Improve community integration | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities. * Influence staff, suppliers, customers and communities through the delivery of the contract to support strong, integrated communities. |

1. The University will welcome the opportunity to develop degree apprenticeships, internships and placements, Continuous Professional Development, as well as collaborative programmes and career pathways with suppliers. [↑](#footnote-ref-2)