

Procurement Document

Dynamic Purchasing System

Application to enter

Dorset Families Matter – Family Support Packages

Reference DN631713

Tender Response Deadline 16:00 hours on Friday 01 December 2023

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Introduction

Purpose

The purpose of this document is to provide instructions on applying entrance ("application") into a Dynamic Purchasing System ("DPS"). The Application enables Dorset Council to receive sufficient information from Organisations ("Tenderers") interested in supplying the required Goods, Services or Works and to allow: a) both the assessment of their capacity and suitability, and b) enable the Council to evaluate the application submitted to find the most suitable Tenderer who can meet the Selection Criteria to appointment on to the DPS. Only Tenderers who successfully enter the DPS will receive a further "Invitation to Tender" ("ITT") for specific contract.

This application process has been issued by Dorset Council in connection with a competitive procurement in accordance with the Public Contract Regulations 2015 ("the Regulations).

Title of Dynamic Purchasing System: Dorset Families Matter - Family Support Packages

Scope of Requirement

Dorset Council is seeking a broad and diverse range of suitably qualified and experienced service providers to provide:

- a service
- an intervention and /or
- an activity

that can be termed **a family support package** and can contribute to the delivery of positive outcomes in line with those set out in the document <u>Annex A: National Supporting Families Outcome Framework</u> (publishing.service.gov.uk)

Family Support Packages are one optional element of the enhanced *Whole Family support and resources* that professionals can access on behalf of the families they are supporting. They can be defined as a variety of small-scale services, activities, or interventions which practitioners can utilise quickly and easily.

Examples of packages include, but are not limited to: Individual Mentoring / Support for lesbian, gay, bisexual, transgender, queer (or questioning), and intersex young people and their families / Interactive Therapeutic Approaches / Mediation / Counselling / Relationship Support / Family Support Services / Introducing the idea of positive activities for families and/ or individuals and encouraging participation/ Household Management etc.

A Family Support Package will contribute to the Lead Professional's family action or delivery plan - it will not be a stand-alone piece of work.

The purpose of using a Family Support Package is to support a family or an individual within a family to make lasting change. The focus of this change will be about building independence, improved functioning, and resilience either at an individual or family level. The family support package service / intervention and/ or activity needs to contribute to at least one of the outcomes in the document Annex A: National Supporting Families
Outcome Framework (publishing.service.gov.uk). Family Support Packages need to either directly deliver or contribute to the achievement of outcomes for whole families; the individuals or groupings within a family they are provided to.

Operation of the Dynamic Purchasing System See Application Process below – sections 2 and 3.

Call-off Contracts from the DPS – Setting of Price

Once the DPS has been established, providers that have successfully entered the DPS will be invited to submit, on an annual basis, a schedule of their prices/rates on a spreadsheet template provided by the Council. The first will be for the period 1 April 2023 to 31 March 2024. This will be their "Offer" that will be accepted by the Council and awarded as a contract for that period (contract consideration being that the Council has accepted them as a provider for that period and has accepted their pricing for that period).

Providers will be aware that there is no guarantee of work as it is subject to individual needs, and therefore it is in their interest to price service offers competitively.

Mitigating Fraud and Corruption Risks

Public sector commercial activity can be attractive to organised criminals. It is therefore important for the Council to consider risk of fraud and corruption when commissioning and procuring goods, works and services. Effective management of risk in these areas are part of being a risk-aware council, that manages its resources efficiently to secure value for money outcomes. The Ministry of Housing and Local Communities (MHCLG) defines such fraud and corruption as:

"... any fraudulent or corrupt activity occurring within the entire procurement lifecycle, from decision to procure through to the conclusion of the contract and including all purchasing with a value below the level of a formal tender process. This will therefore include commissioning, contract management and purchasing, as well as the tendering process itself." https://www.local.gov.uk/review-risks-fraud-and-corruption-local-government-procurement

The Council mitigates the risk of fraud and corruption using various tools, which includes before any contract award carrying out checks that will involve sharing personal and organisational information with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify identity. If fraud is detected, individuals or organisations could be refused certain services, finance, or employment. Further details on how information will be used by the Council, fraud prevention agencies, and data protection rights is available on [Cifas].

The Council takes any fraud and corruption seriously. Any suspected fraud or corruption must be brought to the attention of Commercial & Procurement in the first instance, who will refer to Legal Services for guidance, investigation, or action with the appropriate authorities. Alternatively, issues can be raised via the Council's whistleblowing policy.

IR35 - Employment Status

When the Council engages a contractor to provide services, it must ascertain the contractor's employment status to meet the requirements of HMRC and IR35 legislation. Should the Council determine that the contractor is to be regarded as an employee, the Council is required to deduct income tax and national insurance contributions from payments to the contractor.

Accordingly, Tenderers are expected to fully co-operate with the Council to provide all necessary information to enable the Council to accurately determine employment status.

Data Protection Legislation

Where the services require successful Tenderers to process or share personal data, the contract will be subject to the Data Protection Act 2018, incorporating the UK GDPR as set out therein and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426).

The successful Tenderers must be familiar with all data protection legislation applicable within the UK, including their obligations as a data processor or controller, and will have all necessary systems and processes in place to ensure compliance. Guidance from the Information Commissioner's Offices is available here: Guide to Data Protection | ICO

If the service likely to result in high risk for individuals, the Council may be required to conduct a Data Protection Impact Assessment after award but prior to any processing take place. The successful Tenderers must cooperate with this process as required.

The Council will liaise with awarded Tenderers to complete the data processing schedule which will form part of the agreement entered into.

Notes for Completion

1. Glossary

- 1.1. 'Application' means the process for applying for entrance into the Dynamic Purchasing System. It comprises of the minimum selection criteria, general service specification and contract terms and conditions:
- 1.2. 'Call-Off Contracts' means the securing of contracts off the DPS via an Invitation to Tender;
- 1.3. **'Contract Terms and Conditions'** means the terms and conditions that will apply to all contracts secured from the Dynamic Purchasing System and forms part of the Application;
- 1.4. 'Council' means Dorset Council;
- 1.5. 'Dynamic Purchasing System' or 'DPS' is the completely electronic tendering system for the selection of providers that comply with minimum selection requirements. A DPS must remain open throughout its duration for the admission of any Tenderer who meets the Selection Criteria. Tenderers admitted to the DPS will be invited to submit Tenders [Invitation to Tender] for specific call-off contracts for Goods, Services or Works when these requirements are identified by the Council;
- 1.6. **'E-tender system'** means the electronic tender system named Pro-Contract. It is provided by Proactis and is hosted via https://www.supplyingthesouthwest.org.uk;
- 1.7. 'General Specification' means the service specification that indicates the nature of the Services intended to be purchased under the Dynamic Purchasing System as provided in the General Specification and forms part of the Contract Terms and Conditions;
- 1.8. **Invitation to Tender'** means the Tender process and all its components, inviting tenders for specific contracts following admittance into the Dynamic Purchasing System;
- 1.9. **`Rounds DPS'** means the opening of the DPS system in set periods as stated in the DPS. Round 1 being the initial establishment of the DPS and further Rounds commence on closing of Round 1.
- 1.10. **'Selection Criteria'** means the minimum or essential criteria to be met by Tenderers in order to enter into the Dynamic Purchasing System and forms part of their Application. The selection criteria questions are within the e-tender system for Tenderers to respond to.

2. E-Tender System

- 2.1. Assistance in relation to the e-tender system is available to Tenderers via the Supplier Help icon within the system.
- 2.2. Supplier Guidance documents are also available to view and download.

3. To View this Opportunity

3.1. To view the Tender (ITT) Information in detail click on the opportunity title within 'My activities' section. Click start, you can now view all the documents relevant to that opportunity.

4. Register Intent

- 4.1. Tenderers are able to click on "Register Intent" which will inform the Council of your intention to respond to this opportunity.
- 4.2. If a Tenderer does not wish to, or is unable to submit an application and not interested in proceeding, then they are required to click on 'No longer wish to respond' to decline the opportunity.

5. Response Wizard

- 5.1. After registering intent, Tenderers may then proceed to respond to the on-line questions.
- 5.2. To start the response Tenderers are required to click 'Start My Response'.

6. Not used

7. Confidentiality

- 7.1. This Application process, including all documentation, must be treated as private and confidential. Tenderers must not release the details of the Dynamic Purchasing System and/or Application other than on an 'In Confidence' basis to those whom they need to consult for the purpose of preparing the response, such as professional advisors or partner organisations for joint applications or consortia partners.
- 7.2. The Application and/or the Dynamic Purchasing System shall not be canvassed for acceptance or discussed with the media, any other Organisation, Member/officer of Dorset Council, or their representatives.

8. Application Process

- 8.1. If the Council issues an amendment to the original Application process, and if it regards that amendment as significant, an extension of the closing date may, at the discretion, of the Council be given to all Tenderers.
- 8.2. Tenderers must obtain for themselves all information necessary for the preparation of their Application response and all costs, expenses and liabilities incurred by the Tenderers in connection with the preparation and submission of the Application shall be borne by the Tenderer, whether or not their application to enter the Dynamic Purchasing System is successful.
- 8.3. Information supplied to the Tenderer by Council staff or contained in Council publications is supplied only for general guidance in the preparation of the Application.
- 8.4. Tenderers must satisfy themselves as to the accuracy of any such information and no responsibility is accepted by the Council for any loss or damage of whatever kind and howsoever caused arising from the use by Tenderers of such information.
- 8.5. Responses to each application question should be written concisely and clearly answer the question posed in English.

9. Communication

- 9.1. All contact during this procurement should be submitted in writing through the e-tender system.
- 9.2. Tenderers should seek to clarify any points of doubt or difficulty via the e-tender system. It is not acceptable for Tenderers to seek clarifications via telephone or e-mail outside of the e-tender system.
- 9.2.1. Where the Council considers any question or request for clarification to be of material significance it may communicate both the query and the response, in a suitably anonymous form, to all interested parties. Tenderers should therefore not include within the question placed their organisation's name and any potential commercially sensitive information.

10. Other Documents or Supporting Evidence

10.1. As instructed to do so within the e-tender system, Tenderers must complete and upload other documentation that may be provided with this application process, or upload evidence to support their submission.

11. Whistleblowing Policy and Procedure

- 11.1. This policy describes the Council's commitment to supporting and protecting whistleblowers. It not only applies to Council employees but also applies to suppliers.
- 11.2. For details of the policy: https://moderngov.dorsetcouncil.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13280

Application Process

1. Application to enter the Dynamic Purchasing System

- 1.1. Tenderers may apply to enter the Dynamic Purchasing System by submitting an Application which comprises of:
 - Selection Criteria questions regarding minimum entrance criteria. These are questions contained within the e-tender system and will require an online response.
 - Contract Terms and Conditions
 - General Service Specification Family Support Packages
- **2.** Applying for Admission into an Established Dynamic Purchasing System This is where the DPS has already been established but Organisations wish to apply to enter for the first time, or to re-apply, or to improve existing Application.
 - 2.1. Tenderers may apply to enter this DPS within the e-tender system at any time during the period of the DPS and the Council will evaluate applications every six months, dependent on business needs.
 - 2.2. Tenderers are to complete questions and upload documentation to the e-tender system, where requested to do so.
 - 2.3. It is the Tenderer's responsibility to ensure that their Application is submitted within the etender system.
 - 2.4. Failure to answer and complete the Application in full within the e-tender system will result in the Council rejecting the Application as a failed submission.

3. Application Validation Period

3.1. All Tenderers shall keep their Application valid and open for acceptance by the Council for a period of 90 calendar days from the date of submission of Application.

Evaluation and Selection

1 Evaluation

1.1 Evaluation of Applications will be undertaken by officers of the Council who will follow a systematic and comprehensive process using the selection criteria.

2 Selection Process

- 2.1 The Council expects to make a decision on selection to enter the Dynamic Purchasing System within 10 working days of the closing date for the submission of Applications.
- 2.2 The decision will be based on the evaluation criteria as outlined under Evaluation and Selection
- 2.3 Tenderers selected by the Council to enter into the Dynamic Purchasing System shall be notified in writing.
- 2.4 Tenderers who have not been successful in entering into the Dynamic Purchasing System shall also be notified in writing.
- 2.5 Admission on to the Dynamic Purchasing System shall not:
- 2.5.1 be a guarantee for any award of Contract for Services. There is no obligation on the Council to purchase any Services via the Dynamic Purchasing System;
- 2.5.2 provide any guarantee of business;
- 2.5.3 constitute a Contract nor the authorisation to supply Services to the Council nor carry out any Work on behalf of the Council.
- 2.6 Tenderers should note that the Council reserves the right to terminate this procedure without any Invitation to Tender. They should also note that, should they be successful in being selected to enter into the Dynamic Purchasing System, the Council reserves the right to terminate the selection, if at any time it is discovered that the Tenderer made any material misrepresentation and/or have not notified to the Council about any material changes in relation to the information provided in the application process.
- 2.7 Tenderers that have already successfully gained a place on the Dynamic Purchasing System and who wish to provide additional service offerings to their existing service, may do so by emailing the DFM team at dorsetfamiliesmatter@dorsetcouncil.gov.uk providing a copy of the 'DFM FSP Pricing schedule and service descriptions for DPS' spreadsheet with the updated service offerings."

3 Selection Criteria

3.1 Tenderer's completion of the On-Line Questions will give the selection outcome. Such questions shall include, but are not limited to, questions in relation to company policies, accreditations and memberships, or specific technical abilities in relation to the goods and services to be tendered for and are considered essential criteria to enter the Dynamic Purchasing System.

| SELECTION CRITERIA | | | | |
|-------------------------|-----|--|--|--|
| Quality Social Value | 95% | | | |
| Social Value | 5% | | | |
| | | | | |
| | | | | |
| | | | | |

Evaluation

The on-line questions within the e-tender system must be completed by Tenderers and where requested to do so, Tenderers must attach required documentation.

Tenderer's response to each question shall be scored using the evaluation award criteria score set out below.

- **5 Excellent** = Comprehensive and detailed response that provides high levels of confidence that the required service and delivery will be achieved. Demonstrates excellent understanding of the specification and contract requirements.
- **3 Good** = Response addresses key issues and is adequately developed. Provides good levels of confidence that the required service and delivery will be achieved. Demonstrates good understanding of the specification and contract requirements.
- 1 Basic = Response addresses a limited range of issues and is basically developed. Provides only limited levels of confidence that the required service and delivery will be achieved. Demonstrates only a basic understanding of the specification and contract requirements.
- 0 Unacceptable = No response or response fails to address issues and is poorly developed. Provides little or no confidence that the required service and delivery will be achieved. Demonstrates little or no understanding of the specification and contract requirements.

The Council reserves the right to supplement to the above definitions, against individual questions to aid evaluation and Tenderers.

Appendix A – Tender Evaluation Model provides a copy of the on-line evaluation specific to the requirements in terms of:

- questions and if applicable, sections/subsections that will be evaluated
- evaluation award criteria scoring per question
- weightings per question and if applicable, weighting per section/sub-section
- pass/fail criteria, if applicable

All the individual questions are mandatory therefore Tenderers are required to submit a response. Failure to complete the on-line questions will result in a Fail as Evaluators will not be able to evaluate fully the submitted.

Minimum Evaluation Score

Where an evaluation question has a minimum score threshold for award,
Tenderers must achieve the relevant minimum score threshold stated in respect of
each and every one of the relevant questions. This would be the evaluation award
criteria score as the result of the evaluation process. The Councill shall reject
Tenders that do not meet one or more of the minimum score thresholds.

Each of the questions below have a minimum **average** score set of 1 – Basic. If a Tenderer scores 0 – Unacceptable, against any <u>one</u> of these questions, then the Council will reject their Tender as they will not have the minimum score threshold of 1 – Basic.

| Question No | Question | Minimum |
|---------------|-------------|-----------|
| | Weighting % | Score |
| 1 | 25% | 1 - Basic |
| 2 | 20% | 1 - Basic |
| 3 | 25% | 1 - Basic |
| 4 | 20% | 1 - Basic |
| 5 | 10% | 1 - Basic |
| Section Total | 100% | |
| Social Value | 50% | 1 - Basic |
| Social Value | 50% | 1 - Basic |
| Section Total | 100% | |

Pass Fail Criteria

Where sections or questions have the criteria as Pass or Fail, it will be clearly stated as such. Such sections or questions evaluated as a Fail will result in the Tender being deemed as non-compliant.

Moderation of Evaluation Award Criteria Scores

The evaluators shall independently score tender submissions. In the event that evaluators have given different scores to the same response, a moderation exercise will be led by Commercial & Procurement, as the moderator, with the evaluators to agree consensus score in accordance with the evaluation award criteria scoring.

Evaluation Weightings

Score cards are set in the e-tender system which may hold sections, subsections and questions that are weighted. Within a score card all weightings are allowed a maximum of 100 and based on percentages. This applies to a single weighting of score card, section, subsection or question.

For example:

Score card with four sections

Four sections @ 25% weighting each = 100% weighting for the whole evaluation

Five questions in a section @ 20% weighting each = 100% weighting for the whole section

An evaluation has a maximum score of 5 (as set in the e-tender system). If question has a weighting @ 20% and the evaluation attained a score of 5, then the result will be achieving the full 20% of the question's weighting.

Evaluation weightings are applied first to the questions, and then the results of those weighting are applied to sections/subsection)

4. Financial Evaluation

- 4.1. The extent of the Financial Evaluation will depend on the value and strategic importance of the contract, whether a Public Contract or individual Call-Off Contracts from a Dynamic Purchasing System. The objectives of undertaking Tenderer's financial assessment as part of a procurement exercise are to:
 - Assess the risk to public sector business and/or public money which would result if a Tenderer bidding for a contract were to go out of business, or have inadequate financial resources to perform the contract; and
 - When justified, eliminate from the procurement any Tenderer whose current financial capacity would pose an unacceptable risk to business and/or public money.
- 4.2. Financial evaluation will be a combination of both financial and non-financial factors and will consider:
 - Applicant Acceptability status of a Tenderer in relation to the requirements of Regulation 57 and 58 of the Public Contracts Regulations 2015.
- 4.3. <u>Economic and Financial Standing</u>
- 4.4. A Tender will be deemed to be a higher risk if the Tenderer appears to be an unrealistic candidate where the contract value represents a disproportionate volume of the Tenderer's business taking into account the nature, timescales, value and risk of the contract.
- 4.5. The review of the financial health of a Tenderer may include, but not be limited to, the following checks:
 - General review of Financial Statements.
 - Review of ratios as appropriate, such as the areas of Financial Structure (such as liquidity and gearing), Operating Performance (such as efficiency, profitability, and working capital), and Investment.
 - A credit rating check.
 - Review for unusual accounting policies
 - Review for major business restructuring.
 - Review of Audit Opinion.
- 4.6. It is emphasised that financial standing is only a part of the overall selection criteria.

Procurement Timetable: Establishment of the Dynamic Purchasing System

5.1. The indicative timetable for the procurement to initially establish the Dynamic Purchasing System is set out below. This is intended as a guide and, whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.

| Date or Target Date | Activity |
|--|---|
| Friday 1st December 2023 at 16:00hrs | Round 3 – Return Date |
| Wednesday 31st January 2024 | Evaluation Concluded |
| Thursday 1 st February 2024 – Friday 16 th February 2024 | Authorisation to Award |
| Monday 19th February 2024 | Successful Applicants – Notified of Provisional Award |
| Monday 19th February 2024 | Unsuccessful Applicants – Notified |
| Monday 19 th February 2024 – Thursday 29 th February 2024 | Standstill Period |
| Friday 1st March 2024 | Successful Applicant – Notified of Formal Award |

Invitation to Tender for Call-Off Contracts

1 Invitation to Tender

- 1.1 If the Council decides to conduct a tender competition through the Dynamic Purchasing System in respect of individual call-off contracts, only those Tenderers who have successfully entered the Dynamic Purchasing System shall receive an Invitation to Tender. The basis of the Contract Terms and Conditions, selection criteria, and any overarching general service specification shall not be substantially changed.
- 1.2 The Council reserves the right to conduct an Invitation to Tender based on the most economically advantageous tender as declared in the individual Invitation to Tender. This may be an evaluation based on either Price Only, Quality Only or both Price and Quality as detailed below:

Price Only

• The Council will conduct an Invitation to Tender based on evaluation of 100% price where is seeking the best price from Tenderers to meet the particular circumstances of the individual requirement and no element of quality is to be evaluated.

Quality Only

The Council will conduct an Invitation to Tender based on 100% quality from Tenderers which
meet the particular circumstances of the individual requirement, such as where the commissioning
is fixed core funding, and no element of price is to be evaluated.

Both Price and Quality

- The Council will conduct an Invitation to Tender based on an evaluation of both price and quality from Tenderers where the award criteria of price / quality split will be weighted to meet the particular circumstances of the individual requirement.
- 1.3 When conducting an Invitation to Tender for call-off contracts from the Dynamic Purchasing System, Tenderers will be provided with a work specification, any service specification related terms and conditions specific to the call-off requirements which shall be in addition to the already agreed Contract Terms and Conditions, and award criteria. Such Invitation to Tenders shall be commensurate to the size and complexity of the individual requirement.
- 1.4 Demonstrations, interviews, presentations and/or site visits may be required as part of an Invitation to Tender for call-off contracts.

2 Direct Award (Light Touch applied)

2.1 Whilst it is the intention for the Council to Call-off contracts following tender competition, the Council reserves the right to direct award a contract without competition should there be a particular need, unforeseen or otherwise.

3 Invitation to Tender Response Time

3.1 The response time for submission of tenders for call-off contracts may vary to meet the particular circumstances of the individual requirement and shall be declared within the Invitation to Tender.

Contract Terms and Conditions

1. Terms and Conditions

- 1.1. The terms and conditions as set out in Contract Terms and Conditions and Appendices form part of the Tenderer's Application to enter the Dynamic Purchasing System and as such:
- 1.1.1. These terms may not be qualified or amended with the submission of an Application for selection to the Dynamic Purchasing System.
- 1.1.2. Where a Tenderer receives an Invitation to Tender for specific contract following entrance into the Dynamic Purchasing System, these terms and conditions will wholly be incorporated in the said contract, unless otherwise amended by the Council in the Invitation to Tender.
- 1.1.3. Further terms and conditions may be incorporated within a specific contract by the Council and details of which will be included within the Invitation to Tender relating to the Contract.
- 1.2. By submitting an Application to enter the Dynamic Purchasing System Tenderers are agreeing to the Contract Terms and Conditions and shall thereby be constituted and become binding on both parties under any pursuant Contract.

2. Contract Documentation

2.1. It is not a requirement of the Dynamic Purchasing System for both parties, Council and the Tenderer, to sign paper-based contract documentation as it is a requirement for all elements of the process to be fully electronic held within the system. The Council however reserves the right to seek a hard copy signature between both parties for any specific contract and should this be a requirement, the details of which will be included in the Invitation to Tender.

Documentation

Within this Tender process Tenderers have been provided with the following documentation. Where indicated by
✓ these are required to be completed and uploaded within the e-tender system.

| LOCATION OF DOCUMENT | DOCUMENT TITLE | COMPLETE AND UPLOAD |
|----------------------|---|------------------------|
| Advert / EOI | Procurement Document – Dynamic Purchasing System (this document) | × |
| Advert / EOI | Appendix A – Tender Evaluation Model | × |
| Advert / EOI | Family Support Packages DPS Contract (Terms & Conditions) & Appendices | × |
| Advert / EOI | Service Specification DFM Family Support Packages | × |
| Advert / EOI | DFM Family Support Packages DPS – Description of Packages (Excel spreadsheet) | ✓ |

Disclaimer

This information in this document does not purport to be comprehensive. It has not been independently verified. It is not intended to provide the basis of any investment decision and should not be considered as recommendation by Dorset Council as an invitation to negotiate.

The Council does not accept any qualifications or additions to invitations to tender except those raised and responded to in the clarification stage or where a response to a question is requested. The Council will not accept any amendments or alterations to the terms and conditions raised during or after the tender submission. Any errors in this procurement document shall not invalidate the Tender procedure or release any Tenderer from any obligation under a Contract. Errors or omissions corrected by the Council that affect the contract shall be made by agreement.

The Council reserves the right to change the Tender procedure without prior notice and to terminate discussions and the delivery of information at any time before the signing of any contract.