

Form of Tender

For the provision of

Music and Visual Tribute System for Wilford Hill Crematorium

Ref: CPU 6282

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| --- | --- | --- |
| Published Date: | 09 July 2024 |  |
| Return Date:  | 09 August 2024 |  |
| Return Time:  | 15:00hrs GMT |  |

1. Quality Assessment Responses

Quality Assessment Instructions

Written responses should describe clearly and concisely how you would fulfil the requirements laid out in the specification. Please relate all responses to the specification provided.

For each response, please ensure that no more material is provided than is required to answer the question. In particular, please avoid the following:

* + - * 1. additional information outside the scope of the question;
				2. details about your company that have not been requested and don't add clarity to the response;
				3. 'Sales Pitch' information.
				4. Stating that your organisation meets a requirements without any explanation as to how

For each written question, please ensure that no more material is provided than any limit stated in the question (for written responses this includes pictures / photographs and should use Ariel font size 12)

Please submit this document in the format of **Microsoft** **Word** and not as a PDF, or other alternative format.

Additional appendices or attachments, unless specifically requested in the Quality assessment Questions section, **will not be considered** as part of the submission, and will not count towards the score awarded for any element.

Please state the name of the organisation submitting the bid:

|  |  |
| --- | --- |
| **Organisation Name:** |  |

|  |
| --- |
| **Part 1: Quality Assessment** |
| The questions in this section are weighted and will be scored using the criteria in section 3.3 of the Invitation to Tender Document. |
| 1. 1. Please describe your process for dealing with a Crematorium that has two chapels and short notice service changes. For example, if there was a last-minute change of plan, and the two chapels needed to be swapped over quickly before the funerals arrived, what options do you have available for changing music, tributes and webcasting?
 |
| Response**:** |
| 1. What processes are in place regarding visual tributes to guarantee that the correct tribute is uploaded to the correct schedule avoiding the possibility of the wrong photos being displayed at the wrong service?
 |
| Response: |
| 1. We would expect the provider to accept/allow changes to be made to a visual tribute up until 5pm the day before a funeral. Please detail how you would accept and deal with this process. In addition, please advise when a webcast be ordered up until?
 |
| Response: |
| 1. Should there be a serious breakdown in hardware, what are your emergency call out procedures for arranging this to be replaced and what assurances can you give that funerals will not be impacted.

Please describe what equipment guarantee arrangements would be provided for. |
| Response: |
| 1. Describe the contract management process around regular contact and meetings with your customers and is there a named account manager to enable any feedback?
 |
| Response: |
| 1. Describe how you will facilitate annual maintenance and inspection visits to the Crematorium, whilst minimising service impact.
 |
| Response: |
| 1. What are your Customer Service arrangements for Crematoria, Funeral Directors and the public?
 |
| Response: |
| 1. Do you have an image library of holding images for the tribute screens should families not wish to have their own visual tributes and if available please clarify how many this contains?
 |
| Response: |
| 1. Please describe how music and media is downloaded to site.  Describe how all services including music and media will be transferred over without omissions, including provision of connectivity via broadband or WIFI connections.
 |
| Response: |
| 1. Do you offer different packages or upgrades for the software? If yes, what options are there?

In addition, please describe what options and plans you have to evolve your services in future years to include virtual memorial services, innovation and different use of technology. |
| Response: |
| 1. What provision do you have for evening and weekend technical support?
 |
| Response: |
| 1. Describe how you would address feedback from Funeral Directors and the bereaved who have complaints, compliments and/or queries about provisions offered by the Crematorium.
 |
| Response: |
| 1. As a service provider, please describe how you would support service users through the theme of social value. What benefits can you bring to the contract to support those users of this service and wider citizens?
 |
| Response: |

1. Priced Offer

I/We, having read the Invitation to Tender, Specification, Conditions of Contract and any other Documentation delivered to me/ us, do hereby offer our price to undertake the contract as described for the following prices:

|  |
| --- |
| 1) Fixed Price for providing the goods/services/carrying out the works as specified in the pricing schedule: |
| £ |
|  |
| Confirm figure in words: |
|  |

Suppliers should be aware that the prices stated above will be the prices charged to the Council, excluding VAT.

I/ We undertake in the event of your acceptance to execute with you a form of contract embodying all the conditions and terms contained in this offer.

I/ We understand that the costs of preparing this tender are to be borne entirely by the contractor.

I/ We agree that this is a wholly bona fide tender and the tender price will not be divulged to any person or body before the time for the submission of the tender.

I/ We understand that the lowest or any tender will not necessarily be accepted.

I/We confirm that my/our firm/company is/is not a subsidiary of a Holding Company.

|  |  |
| --- | --- |
| Name of Holding Company: |  |

I/ We further agree that this tender remain open for consideration for a period of not less than 90 days.

NB:

1. All prices should exclude VAT.
2. Rates shall be fixed for the full duration of the contract.
3. Collusive Tendering Certificate

I/We declare that:

This is a bona fide tender, intended to be competitive, and that I/we have not fixed or adjusted the amount of the tender by or in accordance with any agreement or arrangement with any other person.

I/We have not done and I/we undertake that I/we will not do at any time before the hour and date specified for the return of this tender any of the following acts:

Communicating to a person other than the person calling for those tenders the amount or approximate amount of the proposed tender except where disclosure, in confidence, of the approximate amount of the tender was necessary to obtain premium quotations required for the preparation of the tender.

Entering into any agreement or arrangement with any other persons that they shall refrain from tendering or as to the amount of any tender to be submitted.

Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. We acknowledge that if we or anyone who acts on our behalf behaves improperly or commits offence sections 1, 2 or 6 of the Bribery Act 2010, the authority may cancel the contract and recover all costs and losses.

In this certificate, the word ‘person’ includes any legal or natural persons or anybody or association, corporate or unincorporated, and ‘any agreement or arrangement’ includes any such transaction, formal or informal, whether legally binding or not.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dated this |  | day of |  | 20 |
| Signature: |  |
| For and on behalf of: |  |
|  | *(Name of firm or Company)* |
| Status of signatory: |  |
|  | *(e.g. Partner or Director)* |

1. Tender Declaration

Note: Refusal to give this declaration and undertaking means that your tender will not be considered.

To INSERT

Having examined carefully and understood the Conditions of Tender, Conditions of Contract, Specification and all other documentation issued by the authority in connection with this tender,

|  |  |
| --- | --- |
| I/We: |  |
|  | *(Name of Individual)* |
| Of: |  |
|  | *(Name of firm or Company)* |

hereby offer to supply the Services subject to the terms and conditions set out in such Conditions of Tender, Conditions of Contract, Specification and other documents (if any) at the prices and rates contained in the Pricing Schedule.

We certify that all information provided with and in support of this tender is correct and that any omission or error, deliberate or otherwise, may result in the tender being rejected, or any contract subsequently awarded being terminated.

We understand you are not bound to accept the lowest or any tender you may receive and you will not pay any expenses incurred by us in connection with the preparation and submission of this tender.

Unless and until a formal Contract is prepared and executed this Tender together with your written acceptance thereof shall constitute a binding Contract between us.

|  |  |
| --- | --- |
| Signature: |  |
|  | *Duly authorised agent of the Bidder* |
| Position held: |  |
| Name of Bidder: |  |
| Address of Bidder: |  |
|  |  |
|  |  |
|  |  |
|  |  |
| Dated: |  |

**It must clearly be shown whether the Bidder is a Limited Company, Statutory Corporation, Partnership, or Single Individual, trading in their own or another name; and also if the person signing is not the actual Bidder, the capacity in which they sign or are employed.**

1. Retrospective Rebate Undertaking

All of this contract’s procurement activity will be subject to a retrospective rebate which will be payable by suppliers, based on the turnover of business conducted through their framework with all Contracting Authorities spend made through the framework.

This rebate will be at a rate of **1%** of contract turnover.

Nottingham City Council will invoice the supplier quarterly in arrears based on the Actual Outturn under the framework.

This rebate will be at a rate of **1%** of contract turnover.

Retrospective payment will be made to the Nottingham City Council in respect of all **invoices raised in relation to the contract in any calendar quarter**.

Where applicable, the supplier will submit a report of the actual outturn under the contract on a quarterly basis at the request of the Council. The rebate payment shall be calculated as a 1% percentage of the net value of orders.

Nottingham City Council will invoice the supplier for rebate payment in arrears based on the contract actual turnover. Invoicing will be on a **quarterly** or **yearly** basis at the Council’s discretion. All invoices must be settled 30 days from the Invoice date.

**To be completed by Tenderer:**

**Supplier Billing Details for applicable 1% Levy:**

Main contact for billing: …………………………………………………………..

Full Address: ………………………………………………………………………

Main Phone Number: …………………………………………………………….

Email address: …………………………………………………………………….

**Tenderer Declaration**

I confirm that I/we understand and will comply with the above retrospective rebate provision.

Signed: Date

Name (please print):

Position:

Name of Tenderer:

Address:

Telephone number:

Fax number:

E-mail address: