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**LINCOLNSHIRE COUNTY COUNCIL**

**RESPONSE DOCUMENT**

**FOR**

The repair and maintenance of CCTV systems, smoke/ fire detection systems, automatic gate systems with an access control system and electric fences

**PROJECT REFERENCE: WS/PL2202**

**CONTRACT NOTICE REFERENCE: 2022/S 000-025362**

**DATE: 9th September 2002**

**DEADLINE FOR RECEIPT OF TENDER SUBMISSION: 20th December 2022 at 12:00 noon**

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1. – Tender Certificate

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| I/we and each member of our consortium (in the event I/we bid as a consortium) warrant, represent and undertake to the Council that:   1. I/we understand and have complied with the conditions set out in this ITT, including those in relation to canvassing and non-collusion; 2. I/we declare that this bid is a bona fide bid, intended to be competitive and that I/we have not fixed or adjusted the amount of the Tender Submission by or under or in accordance with any agreement or arrangement with any other person; 3. I/we declare that I/we are not aware of any connection with any member of the Council's personnel which could affect the outcome of the competition; 4. I/we understand that non-compliance with the requirements of the ITT or with any other instructions given by the Council may lead to me/us being excluded by the Council from (further) participation in the procurement process; 5. all information, representations and other matters of fact communicated (whether in writing or otherwise) to the Council by us, our staff or agents in connection with or arising out of the ITT are true, complete and accurate in all respects at the date of submission of the Tender Submission; 6. I/we have made our own investigations and undertaken our own research and due diligence, and have satisfied ourselves in respect of all matters (whether actual or contingent) relating to the ITT and have not submitted our Tender Submission in reliance upon any information, representation or assumption which may have been made by or on behalf of the Council (with the exception of any information which is expressly warranted by the Council); 7. I/we have full power and authority to respond to this ITT and to perform the obligations in relation to the proposed Contract and will, if requested, promptly produce evidence of such to the Council; 8. I/we have fully reviewed the proposed Contract issued by the Council as part of this ITT; 9. I/we hereby confirm that we understand that the terms of the proposed Contract are not subject to any negotiation and that we accept these terms in full; 10. I/we certify that, if this bid is accepted, we will enter into the Contract on the terms set out in the ITT;   the validity period of this bid expires 90 days after the submission of the Tender Submission. | |
| **FORM COMPLETED BY** | |
| Company Name:  **NOTE**: This must be the name given previously in the Selection Questionnaire |  |
| Name: |  |
| Date: |  |
| Signature: |  |

1. – commercially sensitive information

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| Bidders must notify the Council using the template below of any information that they have submitted in their Tender Submission which they consider to be eligible for exemption from disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.  In respect of any information submitted by a Bidder that it considers being commercially sensitive, the Bidder should:   * clearly identify which information is considered commercially sensitive; * explain the potential implications of disclosure of such information; and * provide an estimate of the period of time for which the Bidder considers that such information will remain commercially sensitive. | | |
| **Information Title** | **Reasons for Exemption/Exception** | **Additional and Supporting Information** |
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1. - Quality response requirements

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|  | | | **Implementation of the Service**  (As per Specification section 1.3) | | |
| Q 1 | 4% | | | Q: Please outline how you shall ensure all implementation work has been completed, and you shall be ready to deliver the service by the Service Commencement Date.  Please include as an appendix an Implementation Plan showing milestones and key stages, this Implementation Plan must be referenced within your response.  **Max word limit 1200 words. (The appendix is not included in the word count)** | |
| A: | | | | | |
|  | | | **Software, Security Programmes and Operating Systems**  (As per Specification section 1.7) | | |
| Q2 | | | 4% | | Q: Please describe how you shall ensure that all the latest updates and patches available for the software, firmware and security programmes are installed so that the software remains a supported version by the manufacturer throughout the Contract Period  **Max word limit 1000 words** |
| A: | | | | | |
| Q3 | | | 3% | | Q: Please describe the process your organisation shall have in place to determine which updates and patches are urgent to prevent a breach of security, and how you shall work with the Customer and their Managed Services Partner when you need emergency access to the Customer’s Equipment on site to install these updates and patches.  **Max word limit 1000 words** |
| A: | | | | | |
| Q4 | | | 5% | | Q: Please describe the processes you shall have in place to protect the Customer’s Equipment from cyber-attack.  **Max word limit 1200** |
| A: | | | | | |
|  | | | **Unscheduled Maintenance Visits**  (As per Specification section 1.13) | | |
| Q5 | | | 5% | Q: Please describe how you shall monitor the Customer's Equipment for faults throughout the contract period?  **Max word limit 1000 words** | |
| A: | | | | | |
| Q6 | | | 5% | Q: Please describe the processes you shall have in place for remedying faults remotely.  **Max word limit 1000 words** | |
| A: | | | | | |
| Q7 | | | 7% | Q: Please outline how you propose to ensure that your engineer is on site within 5 hours for faults with the smoke/ fire detection, automatic gates and electric fence systems and 24 hours for faults with the CCTV systems.  **Max word limit 2000 words** | |
| A: | | | | | |
| Q8 | | | 4% | Q: Please describe how you shall ensure you are able to provide the Customer's Site with a loan server by 16:00 the day after a fault with the server is diagnosed, if required.  **Max word limit 1500 words** | |
| A: | | | | | |
| Q9 | | | 7% | Q: Please outline your process for agreeing with the Customer a return date for work that cannot be carried out on the initial site visit owing, to the need to source access equipment or order parts, and please outline and how you propose to ensure the work shall be completed on this return date.  **Max word limit 1200 words** | |
| A: | | | | | |
|  | | | **Health and Safety**  (As per Specification section 1.15) | | |
| Q10 | | | 6% | Q: Please describe how you will ensure the safety of your staff when they are working at height or lone working on the Customer’s Sites, and the escalation processes you will have in place in the event of an emergency or loss of communication with your staff?  **Max word limit 1500 words** | |
| A: | | | | | |
| Q11 | | | 6% | Q: Please describe how you will ensure the safety of members of the public and the site staff while you are working on a Customer's Site.  **Max word limit 1500 words** | |
| A: | | | | | |
|  | | **Exiting the Contract**  (As per specification section 1.17) | | | |
| Q12 | | | 4% | Q: Please describe how, during the 6 months leading up to the end of the Contract, you shall ensure a smooth transition to the new Supplier to enable a break free continuation of the Service.  **Max word limit 1500 words** | |
| A: | | | | | |

1. – Financial model/ price

Prices are to be submitted in Pounds Sterling and exclusive of VAT. It should be assumed that all the requirements under the specification should be included in the costing proposal.

For the avoidance of doubt all costs associated with implementing the contract and subsequent individual Council requirements must be included within the prices quoted.

**The payment mechanism is shown in Schedule 3 Pricing Schedule**

Suppliers should read the Bidders instructions within the Bidders guidance in the attached Pricing Schedule spreadsheet (below), and then complete the Bid Sheets.

**Pricing Schedule Spreadsheet**

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For details of price indexation please see section 2 of Schedule 3 Pricing Schedule within Document 4.

Bidders should note that failure to complete and/ or the incorrect completion of the attached Pricing Schedule may amount to their tender being non-compliant.

\* No additional costs will be considered by the Council(s).

Payment will be made on receipt of a valid invoice with payment terms of 30 days.

The Council’s standard payment terms are 30 days from receipt of invoice.

Payment is by BACS

It is the policy of the Council to make payments to all suppliers direct into their bank account using the Bankers Automated Clearing Systems (BACS). Please complete your bank and relevant company details below. If your sales are factored to an Agency, please enclose a copy of the authorisation to make payment directly to them. The bank details will then be those of the factor and not yours.

*Note – You may adjust the size of the following text boxes to suit your response.*

|  |  |
| --- | --- |
| Bank Name | The Co-operative Bank |
| Bank Address and Post code | PO Box 101, 1 Balloon Street, Manchester, M60 4EP |
| Account Name | Filtermech Plant Sales Ltd (Sterling Account) |
| Account Number | 70798342 |
| Sort Code | 08-90-00 |

No invoices will be accepted from any Supplier without an official written order from us and the order number in full being quoted on all invoices.

**IMPORTANT**

Each separate invoice for [Insert name of purchasing organisation] should be addressed to:

Lincolnshire County Council, Serco Lincs Invoices, PO Box 7811, Corby, NN17 9HF.

Invoices can be emailed to invoices@lincolnshire.gov.uk. When emailing invoices must be in PDF or TIF format.

**Failure to do so may lead to a delay in payment.**