Instructions for Tendering

CONTRACT FOR THE PROVISION OF A NEW CONTENT MANAGEMENT SYSTEM AND EFORMS PACKAGE FOR THE LONDON BOROUGH OF REDBRIDGE

Before submitting a Tender you must download and read the Supplier Guide that is available by following this [London Tenders](#) link.

It is important that you familiarise yourself with the layout of the system, what is required of you to submit a Tender and how you upload any documentation. You must allow sufficient time to submit your Tender as any Tender that is received past the submission deadline quoted below and in the Tender Documents, even if the submission process was commenced within the allotted time, will be disqualified and will not be evaluated.

You must only upload the documentation you have been asked in the Tender Documents to complete as set out below. Promotional or any other material is not required by the Authority and could unnecessarily delay the uploading of the Tender.

The Authority strongly advises that a sufficient number of staff familiarise themselves with the Tender submission process to ensure that availability issues do not jeopardise the submission of the Tender and that someone is available to submit the Tender within the required time.

You are also advised that documents submitted as part of a Tender cannot be accessed by the Authority before the deadline for submission of the Tender has passed. Furthermore, once documents are submitted you are able to amend or replace the documents continually up until the submission deadline. Consequently, the Authority strongly suggests that you submit your documents to the system as soon as possible and do not delay uploading the documents until shortly before the Tender deadline.

Please note that if during the Tender period an amendment is made by the Authority to any of the Contract Documents you are required to open and view the amendment even if you consider that the amendment will not impact on your Tender. In the absence of this the "Response Wizard" will be "greyed out" and you will not be able to submit your Tender.

Please note that the office dealing with technical queries will close at 16:00 hours (4:00pm) on the day that tenders are to be submitted. Also the office has a limited number of people available to respond to calls. As such, if a large number of calls seeking advice in respect of the system are received at the last moment, some calls may remain unanswered or indeed the query may not be resolved.

Irrespective of any technical problems you may encounter with the system, under no circumstances should you attempt to e-mail your Tender to either the Redbridge E Tendering link or to any officer of the Authority. These staff are unable to enter your Tender onto the system and in sending the email you will identify your organisation prior to the received Tenders being verified and opened and, therefore, the Authority will have no choice but to disqualify your Tender.

Although the Authority will seek to provide support and assistance to you in your use of the system, under no circumstances will the Authority accept responsibility for your access and usage of the London Tenders portal or your inability to upload and submit your Tender within the required time.

Please download the full set of Contract Documents, shown as attachments, as these will be needed to complete the Tender. The Contract Documents comprise of:
1. Conditions of Contract,
2. Specification (including Content Management System and Eforms System Requirement documents),
3. Tender Documents comprising; Instructions for Tendering, Undertaking, Form of Tender, Certificate Relating to Bona Fide Tendering, Confidential Information Declaration, Evaluation Criteria and Method Statements, Pricing Schedule and Minimum Standards Questionnaire;

You will need to save these documents to your PC. To do this when you are viewing the document, click on **File** and **Save As…** as you would normally do to save a document to your PC.

To help easily identify your Tender documents, please name the documents using the following format:
> your organisation's name followed by the name of the document *e.g.* ***Ltd Company 1 – Title of Documents***

If you need to clarify anything in connection with the content of any of the Contract Documents before submitting your completed Tender you must ask the question via the London Tenders portal.

All questions, clarifications or interpretations relating to the Contract Documents must be logged no later than 17:00 Hours (5:00pm) on Thursday 31st March 2016.

When you are ready to submit your Tender you must have saved the documentation to your PC in order to upload it via the London Tenders portal. Only upload the Contract Documents you have been asked to complete, namely completed Undertaking, Form of Tender, Certificate Relating to Bona Fide Tendering, Confidential Information Declaration, Method Statements, Pricing Schedule and Minimum Standards Questionnaire.

Your completed Tender must be submitted via the portal by no later than 17:00 Hours (5:00pm) on Thursday 7th April 2016.

Please note that a timed system e-mail response will acknowledge receipt of your Tender submission. However, this e-mail does not indicate that your Tender is accepted by the Authority if the submitted time is later than the time stated above and the response will state that your Tender submission is late. The timing of this e-mail acknowledgement will be deemed as final by the Authority in the determination of the time that the Tender was submitted. As such, Tenders associated with any emails containing a time after **17:00 Hours (5:00pm) on Thursday 7th April 2016** will be rejected.

The Authority reserves the right to correct any mathematical, clerical or similar errors in the Tender prior to entering into the Contract with the successful Tenderer.

If you are encountering any problems in your response please contact etendering@redbridge.gov.uk and we will respond to your query as soon as possible, but note that this may not always be the same day. For Technical System issues only contact support@due-north.com.