

# **Invitation to Tender**

## for the supply of

**Library of Information and Services**

**Document 2 of 6**

**Contract Ref CO819**

#

Issue Date: 8th May 2018

Closing Date: 15th June 2018 at 17:00

Mark Fowell

Lincolnshire County Council,

Orchard House,

Lincoln,

LN1 1YL

Tel 01522 554044

Email: mark.fowell@lincolnshire.gov.uk

**This document is one of six parts as listed below, which together form the Invitation to Tender documentation. Please ensure that no part is missing or duplicated.**

|  |  |
| --- | --- |
| **Document No** | **Title** |
| Document 1 | Section 1: Information for SuppliersSection 2: Instructions to Suppliers and Conditions of TenderSection 3a: Specification Section 3b: Specification – Supporting InformationSection 3c: Contract & Performance Management Arrangements Section 3d: Key Performance Indicators definitions and measuresSection 3e: Key Performance Indicators definitions and data returns |
| Document 2 | Section 4: Supplier Responses – Business InformationSection 5: Supplier Responses – Working methodsSection 6: Supplier Responses – Pricing Schedule  |
| Document 3 | Section 7: Payment DetailsSection 8: Form of TenderSection 9: Collusive Tendering CertificateSection 10: Freedom of Information Disclosure FormSection 11: Not used |
| Document 4 | Section 12: Supplier Checklist |
| Document 5 | Section 13: Terms and Conditions of Contract |
| Document 6  | Appendix 1: Explanation of Price EvaluationAppendix 2: Evaluation Matrix showing Quality Criteria Appendix 3: Details for partners, consortium members or sub-contractorsAppendix 4: Meanings of Offences |

**Section Description Page Number**

## CONTENTS

**Home Based Reablement Service**

**PL.15.XXX**

4 Supplier Responses – Business Information 1

5 Supplier Responses - Proposed Working Methods 9

6 Supplier Responses - Pricing Schedule 13

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

# **SECTION 4 – SUPPLIER RESPONSES – BUSINESS INFORMATION**

**Home Based Reablement Service**

**PL.15.XXX**

Suppliers are required to respond to the questions below. You may expand the sections provided or provide your responses on clearly cross referenced sheets. Please make sure that where you choose to cross reference, the responses are all submitted in a single word file so that they may be printed of together.

Please note **you do not need to provide supporting documents and policies**, unless specifically requested to do so.

**NOTE: Responses to these questions will be assessed as PASS / FAIL. Only those applications achieving a PASS will be put forward for further evaluation.**

|  |
| --- |
| PART A – Organisation Details |
| A1 | Company Name: |  |
| A2 | Company Address and Post Code: |  |
| A3 | Registered address and Post Code if different from the above: |  |
| A4 | Company Registration number (if this applies): |  |
| A5 | Charities or Housing Association or other Registration number (if this applies). Please specify registering body: |  |
| A6 | Date of Registration: (if this applies) |  |
| A7 | Please state the nature of your organisation, e.g. public limited company, partnership, sole trader, etc:**NOTE:** where you are a partnership please detail the names and addresses of the partners on the form shown at Appendix Three |   |
| A8 | Are you a small, medium or micro business? | Small / Medium / Micro / No |
| A9 | Are you acting as the lead organisation for a consortium?   | Yes [ ]  No [ ]  |
| A.9.1A.9.2 | If Yes, where the tendersubmission is to be provided by, or relates to, a Consortium Bid theCouncil requires the following to besubmitted as supportingdocuments: Business plan detailing the proposed method of formalising the Consortium.Draft documentation establishing the proposed business relationship.All responses to tender questions should fully explain and evidence how proper working methods are created and governed to ensure a joined up, one team, approach is achieved within the Consortium. |  |
| A10 | If members of your consortium or sub-contractors are likely to deliver a significant (over 50%) proportion of the contract, give their company name(s) and address(es). Please provide this information in the form shown at Appendix Three. |  |
| A11 | If the Company is a member of a group of companies, give the name and address of the ultimate holding Company |  |

|  |  |  |
| --- | --- | --- |
| A12 | Contact name for enquiries about this ITT: |  |
| A13 | Job Title: |  |
| A14 | Telephone number: |  |
| A15 | E-mail address: |  |
| A16 | Website address (if any): |  |

|  |
| --- |
| **PART B – Capacity of the Organisation**  |
| B1 | Please detail your organisation and management structure as it would be pertinent to the delivery of the contract including the number of staff in relevant positions. |
|  |
| B2 | Please provide the skills sets and experience of the key staff that you are proposing to commit to this contract should it be awarded to your Organisation |
|  |

**Financial Information**

This section asks for some financial facts about your organisation (and the ultimate holding company if there is one). We will use this information to assess the financial position and stability of your organisation.  **We require you to submit copies of your organisations most recent two years audited accounts.**

**If you do not have accounts (i.e. you are a new business) please provide your latest financial projections.**

|  |
| --- |
| **PART C – Financial and Professional Standing** |
| C1 | Are you registered for VAT?If so, please provide Registration number:  |  |
| C2 | What were your liabilities (including bank overdraft) in the last two financial years? (If you are a consortium please state aggregated value) | £……… for year ended --/--/---- | £……… for year ended --/--/---- |
| C3 | What was the value of your assets in the last two financial years? (If you are a consortium please state aggregated value) | £……… for year ended --/--/---- | £……… for year ended --/--/---- |
| C4 | What was the value of your Stock / Inventory in the last two financial years? (If you are a consortium please state aggregated value) | £……… for year ended --/--/---- | £……… for year ended --/--/---- |
| C5 | What was the value of your Interest / Finance Charges in the last two financial years? (If you are a consortium please state aggregated value) | £……… for year ended --/--/---- | £……… for year ended --/--/---- |
| C6 | What was your Operating Profit in the last two financial years? (If you are a consortium please state aggregated value) | £……… for year ended --/--/---- | £……… for year ended --/--/---- |
| C7 | What was your turnover in each of the last two financial years? (If you are a consortium please state aggregated value) | £………… for year ended --/--/-- | £……… for year ended --/--/---- |
| C8 | What was the value of your Reserves in the last two financial years? (If you are a consortium please state aggregated value) | £………… for year ended --/--/-- | £……… for year ended --/--/---- |
| C9 | What was the value of your available cash / credit in the last two financial years? (If you are a consortium please state aggregated value) | £………… for year ended --/--/-- | £……… for year ended --/--/---- |
| C10 | Please indicate if you are able to provide any of the following should they be required  |
| *A copy of your audited accounts for the most recent two years (if this applies)* | Yes [ ]  No[ ]  |
| *A statement of your turnover, profit & loss account and cash flow for the most recent year of trading* | Yes [ ]  No[ ]  |
| *A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position* | Yes [ ]  No[ ]  |
| *Interim accounts showing your current financial position* | Yes [ ]  No[ ]  |
| *Alternative means of demonstrating financial status if trading for less than a year* | Yes [ ]  No[ ]  |
| If “**No”** please state the reason why not **in no more than 150 words** |
|  |
| C11 | Are your accounts externally audited or have they been prepared by an independent accountancy practice? | Yes [ ]  No[ ]  |
| If “**No**” please state the reason why **in no more than 150 words**. |
|  |
| C12 | Has your organisation met the terms of its banking facilities and loan agreements (if any) during the past year?  | Yes [ ]  No[ ]  |
| If “**No**” what were the reasons, and what has been done to put things right **in no more than 150 words**?  |
|  |
| C13 | Has your organisation met all its obligations to pay its creditors and staff during the past year?  | Yes [ ]  No[ ]  |
| If “**No**” please explain why not **in no more than 150 words**: |
|  |
| C14 | Has any of your organisation’s tax returns submitted on or after 1 October 2012 been found to be incorrect as a result of: * HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the “Halifax” abuse principle; or
* the failure of an avoidance scheme which the organisation was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS).
 | Yes [ ]  No[ ]  |
| If “**Yes**” please give details of the date and type of non-compliance, penalties or convictions received and any corrective actions taken. |
|  |
| We may require a reference from your bankers as to your suitability to undertake a contract of this size and nature. Please complete the Authority to Obtain Bankers Reference Form (Appendix Four), ensuring that you have entered all the information requested. This must be signed by a director of your organisation who has authority to do so and whose signature is acceptable by your bankers.**NOTE**: Banks are unwilling to supply references without this authority. Failure to provide authorisation may mean that we are unable to consider your application.  |
| C16 | What is the name and branch of your bankers (who could provide a reference)?  | Name:  |
| Branch:  |
| Contact details:  |

**NB** In accordance with the Companies Act 2006, small companies are exempt from providing audited accounts. To qualify as small, a company must meet **two** of the following criteria:

* The turnover in a financial year is not more than £5.6 million
* The balance sheet total for that year is not more than £2.8 million
* It has not more than 50 employees.
* If this is applicable, the applicant is required to provide accounting information comprising of a balance sheet and income statement in order to enable the Council to assess your firms financial viability. Please note that abbreviated accounts are not acceptable

|  |
| --- |
| **PART D – Contract Experience** |
| D1 | Please provide details of up to three contracts with either the public or private sector that your organisation has held in the last three years that are relevant to the Council’s requirement. (The customer contact should be prepared to speak to the Council if we wish to contact them). |
|  |  | Contract 1 | Contract 2 | Contract 3 |
|  | Customer Organisation (name):Website (if available) |  |  |  |
|  | Customer contact name, phone number and email |  |  |  |
|  | Date contract awarded: |  |  |  |
|  | Date contract completed: |  |  |  |
|  | Brief description of contract (max 100 words) |  |  |  |
|  | Value: |  |  |  |
| D2 | In the last three years, have you had any contracts: |
| (a) | Terminated for poor performance? | Yes [ ]  No[ ]  |
| (b) | That has incurred contract penalties, default notices or payment of liquidated damages? | Yes [ ]  No[ ]  |
| (c) | Terminated by the client earlier than the originally intended date? | Yes [ ]  No[ ]  |
| (d) | That you have withdrawn from after award, either before or after the commencement of the contract? | Yes [ ]  No[ ]  |
|  | If “**Yes**” please explain **in no more than 150 words** why. |
|  |

|  |
| --- |
| **PART E - MODERN SLAVERY ACT 2015:** **Requirements under Modern Slavery Act 2015[[1]](#footnote-1)** |
| E1 | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes [ ] N/A [ ]  |
| E2 | If you have answered yes to question E1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes [ ] Please provide relevant the url …No [ ] Please provide an explanation |

|  |
| --- |
| **Part F - Insurance** |
| F1 | Please provide details of your current insurance cover | **Minimum Requirement**  | **Cover** |
| Employer’s Liability (unless exempt) | £5,000,000 | £ |
| Public Liability | £10,000,000 | £ |
| Professional Indemnity (if applicable) | £5,000,000 | £ |
| Product Liability (if applicable) | £ | £ |
| Other | £ | £ |
| F2 | If you do not currently have the required levels of insurance, please confirm whether you would be willing to take out the appropriate level of insurance cover as set out above if you are successful in winning the contract? | Yes [ ]  No[ ]  |

Any business employing **five** or more people has, by law, to prepare and bring to the attention of employees a written Health and Safety Policy Statement.

|  |
| --- |
| **PART G – Health & Safety** |
| G1 | Have any H&S Executive / Local authority actions (e.g. prosecution or issue of improvement or prohibition notices) been taken against your organisation in the past three years  | Yes [ ]  No[ ]  |
| If “**Yes**” please give details and what action has been taken by the organisation to remedy enforcing actions and prevent similar occurrences in the future **in no more than 150 words** |
|  |

|  |
| --- |
| **PART H – Equality & Diversity**  |
| H1 | In the last three years has any finding of unlawful discrimination been made against your organisation and/or your named supply chain members (sub-contractors) by any court or industrial or employment tribunal or equivalent body?  | Yes [ ]  No[ ]  |
| H2 | In the last three years has your organisation and/or your named supply chain members (sub-contractors) been the subject of a formal investigation by the Equality and Human Rights Commission or an equivalent body on grounds of alleged unlawful discrimination?  | Yes [ ]  No [ ]  |
| H3 | If the answer to question 1 and / or 2 is “**Yes**”, what steps did your organisation take as a result of that finding or investigation? |
|  |

|  |
| --- |
| **PART I– Requirement Specific Questions** |
| I1 (a) | Which Lot(s) of the contract are you tendering for? | Lot 1 [ ] Lot 2 [ ] Both [ ]  |
| I1 (b) | If you are tendering for both Lot 1 and 2, would you be willing to accept the award of one Lot?Please be aware that if you answer "No" and following evaluation are successful in one Lot, we will not offer the one Lot to you. | Yes [ ] No [ ]  |
| I2 | Does your organisation have the technical, physical, procedural and personal security measures which will be in place to protect personal data?Please detail any Privacy Notices, certifications or accreditations you have which support information assurance.  | Yes [ ]  No[ ]  |
| If your answer to I1 above is 'No' what steps are you taking to remedy this? |
| Answer: |
| I3 | Do you agree to the Information Sharing Agreement, and are you willing to sign the agreement should you be successful in you bid? | Yes [ ]  No[ ]  |
| If your answer to I2 above is 'No' your bid will be rejected. |
|  |
| I4 | Is your organisation notified to the Information Commissioners Office? | Yes [ ]  No[ ]  |
| If your answer to I3 above is 'No' what steps are you taking to remedy this? |
| Answer: |
| I5 | Is your organisation registered as a Data Controller with the Information Commissioner’s Office? | Yes [ ]  No[ ]  |
| If your answer to I4 above is 'No' what steps are you taking to remedy this? |
| Answer: |
| I6 | Does your organisation have policies and procedures in place to ensure that, where relevant, staff involved in the delivery of the contract have enhanced DBS checks, which are updated regularly? | Yes [ ]  No[ ]  |
| If your answer to I5 above is 'No' what steps are you taking to remedy this? |
| Answer: |
| I7 | Do you have procedures in place to escalate or refer safeguarding concerns to LCC or another relevant authority? | Yes [ ]  No[ ]  |
| If your answer to I6 above is 'No' what steps are you taking to remedy this? |
| Answer: |
| I8 | Do you have sufficient existing staff, with the appropriate skillset and knowledge, to deliver this contract? | Yes [ ]  No[ ]  |
| If your answer to I7 above is 'No' what steps will you be taking to remedy this? |
| Answer: |
| I9 | Do your employees have in-depth working knowledge and understanding of Lincolnshire's demographics, geography, services and organisations? | Yes [ ]  No[ ]  |
| If your answer to I8 above is 'No' what steps will you take to remedy this?  |
| Answer:  |

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

# **SECTION 5 – SUPPLIER RESPONSES – WORKING METHODS**

**Home Based Reablement Service**

**PL.15.XXX**

Word limits are intended as a guide to the level of response we expect. Please keep to the word limits where possible.

**The method statements that follow ask the Supplier to demonstrate their ability to deliver a comprehensive Library of Information and Services. In many of the questions, bullet points have been provided to indicate the kind of information that the Council would expect to be covered in each answer.**

**Please note you should address the bullet points within each question as a minimum and understand that it is not an exhaustive list of what should be covered within your answers. Suppliers should ensure that they use the word count to their advantage in order to give the Council the assurances they need.**

|  |
| --- |
| **PART J – PROPOSED WORKING METHODS LOT 1** |
| **J1.** | **Service Delivery** | **20%** |
|  | Please describe any relevant experience you have in delivering similar contracts to local authorities or other organisations and how you would apply this to this contract? Please answer according to the Lot(s) you are bidding for.Your answer should cover as a minimum:CommunitySupport servicesData accuracy Data validation Security  |
| Word Limit 1000  | **Answer:**  |
| **J2** | **Service Delivery**  | **30%** |
|  | Please provide a hyperlink to either:1. An existing relevant website you have previously designed, and
2. A prototype design of the LCC website including core functionality; addressing how LCC staff can access and administer the website

which demonstrates how the site could look, and bearing in mind the target population's needs and accessibility criteriaIn addition, you are allowed 1,500 words to describe how the site would work, including how you plan to capture and record feedback from site users. |
| Word limit 1,500 | **Lot 1 Answer**:  |
| **J3** | **Joined up services** | **10%** |
|  | Please explain how you would ensure that both lots of the contract work effectively either by your organisation delivering both lots or if not, how you would ensure your solution properly coordinates with the other?In your answer please address the following points;Achieve value for moneyEfficiencyWork togetherOvercome problemsCommunication |
| Word limit 500 | **Answer:**  |
| **J4** | **Innovation** | **10%** |
| **Word limit 500 per each** | Please explain any innovative proposals, added value, or anything over and above the specification you can provide? Please note that all extras must be fully costed within your bid. Please answer according to the Lot(s) you are bidding for. |
| Word limit 500 | **Lot 1 Answer:**  |

|  |
| --- |
| **PART K – PROPOSED WORKING METHODS LOT 2** |
| **K1.** | **Service Delivery** | **20%** |
|  | Please describe any relevant experience you have in delivering similar contracts to local authorities or other organisations and how you would apply this to this contract? Please answer according to the Lot(s) you are bidding for.Your answer should cover as a minimum:Local knowledgeSafeguardingProviding advice and guidanceEnsuring quality  |
| Word Limit 1000  | **Answer:**  |
| **K2** | **Service Delivery**  | **30%** |
|  | Please provide a description of the support model and processes which demonstrate how this service would be delivered. Please include any diagrams, process maps, or supporting material as necessary. Including:Staff management and resourceKnowledge of the servicesGood customer supportManaging personal informationMeeting the right outcomesSafeguarding and service user wellbeingHow you plan to capture and record feedback from site users. |
| Word limit 1,500 | **Answer**:  |
| **K3** | **Joined up services** | **10%** |
|  | Please explain how you would ensure that both lots of the contract work effectively either by your organisation delivering both lots or if not, how you would ensure your solution properly coordinates with the other?In your answer please address the following points;Achieve value for moneyEfficiencyWork togetherOvercome problemsCommunication |
| Word limit 500 | **Answer:**  |
| **K4** | **Innovation** | **10%** |
| **Word limit 500 per each** | Please explain any innovative proposals, added value, or anything over and above the specification you can provide? Please note that all extras must be fully costed within your bid. Please answer according to the Lot(s) you are bidding for. |
| Word limit 500 | **Answer:**  |

## SECTION 6 – SUPPLIER RESPONSES - PRICING SCHEDULE

**Home Based Reablement Service**

**PL.15.XXX**

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

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.

No additional costs will be considered by the Council(s) unless these are clearly stated in the pricing schedule response.

|  |
| --- |
| **MAXIMUM BUDGET:** As stated in Section 1, the maximum core budget for the Library of Information and Services of £80,000 (£30,000 Lot 1 and £50,000 Lot 2) for year one of the contract, and £50,000 (£10,000 Lot 1 and £40,000 Lot 2) for subsequent years. |

**Price Evaluation Total Weighting 30%**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Web-based Library of Information and Services (Lot 1)**  | **Remote Support (Lot 2)** | **Total - £** |
| Year 1 | £ | £ | £ |
| Year 2 | £ | £ | £ |
| Year 3 | £ | £ | £ |
| Total | £ | £ | £ |

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Elements for Lot 2** | **Year 1** | **Year 2** | **Year 3** |
| **Annual price (£)** | £ | £ | £ |
| **Total price for 3 years** | £ |
| **Breakdown of costs (£)** *(Please add further lines as needed)* | £ | £ | £ |
| * Set up costs
 | £ | £ | £ |
| * Recruitment
 | £ | £ | £ |
| * DBS checks
 | £ | £ | £ |
| * Equipment and furnishings
 | £ | £ | £ |
| * Salaries and on-costs – by advocates and others
 | £ | £ | £ |
| * Staff recruitment, training and related costs
 | £ | £ | £ |
| * Expenses
 | £ | £ | £ |
| * Administration/HR/Payroll– including any central recharges
 | £ | £ | £ |
| * Management
 | £ | £ | £ |
| * Telephones
 | £ | £ | £ |
| * Mileage
 | £ | £ | £ |
| * Premises: rent, rates, insurance, utilities, cleaning, security
 | £ | £ | £ |
| * Marketing and promotion
 | £ | £ | £ |
| * ICT
 | £ | £ | £ |
| * Miscellaneous – specify
 | £ | £ | £ |
| * Stationary, printing etc.
 | £ | £ | £ |
|  | £ | £ | £ |
|  | £ | £ | £ |
|  | £ | £ | £ |
|  | £ | £ | £ |

|  |  |
| --- | --- |
| **Description** | **Discount Rate** |
| Payment made via Visa Procurement Card |  |

1. [Procurement Policy Note 8/16 (Para,53) Modern Slavery Act 2015](https://www.gov.uk/government/collections/procurement-policy-notes) [↑](#footnote-ref-1)