

**Hackney Council**

**REQUEST FOR QUOTATION**

**Payroll and HR Service for Direct Payment Users - ProContract Reference DN494672**

|  |
| --- |
| **Bidder to insert their company/organisation name** |
|  |

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**Quotations submitted after the stated closing date and time will not be considered.**

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**1. INSTRUCTIONS**

**1.1 General Requirements**

Hackney Council is seeking quotations for the supply of a Direct Payments and HR Service. Local Authorities and Clinical Commissioning Groups (CCGs) are required to provide an adequate support service to support those who need help in managing their Direct Payments and Personal Health Budgets

The successful supplier will be responsible for providing this service, liaising closely with the Contract Manager who will be the manager of the Direct Payments team in Adult Social Care in Hackney Council

The detailed requirements are defined in the **Specification**. The contract will be for a period of 36 months and is expected to commence on 1st April 2021.

**1.2 Submission of Quotation**

1.2.1 The deadline for submission of Quotations is Monday 21st December 2020 at 12pm**.** **Late quotations, received after this time, will not be considered.**

1.2.2 The Authority is using ProContract as its electronic Procurement Portal (“the Procurement Portal”). The system is referred to intermittently as ProContract or the London Tenders Portal. The Procurement Portal is accessible at <https://www.londontenders.org/>

1.2.3 **All communications, including the submission of Quotations, should take place via the Procurement Portal.** Bidders should not approach any member of the Authority in relation to the Procurement or the procedure by which the Procurement will be procured ("the Procurement Process"), other than by using the messaging function on the Procurement Portal. Submit messages at the specific event level rather than the project level. Queries will be answered within business hours.

1.2.4 Any technical questions relating to the use of the Procurement Portal website should be logged with the dedicated [Bidder Support helpdesk](mailto:ProContractSuppliers@proactis.com). Remember to include as much detail as possible, label your message as "Urgent" if it is time-sensitive and include your telephone contact information if you need a ring-back. This is only the technical support line and any RFQ queries should be directed to the relevant team running the contract through the messaging function of the Procurement Portal. Queries will be answered within business hours.

**1.3 Evaluation Criteria**

Any quote that is accepted will be awarded to the bidder who provides the most economically advantageous quote in accordance with the criteria detailed below:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Sub-criteria (or Question)** | **Weighting (%)** |
| Price |  | 50% |
| Quality |  | 50% |
| *Quality Breakdown* | 1. Sustainability | 10% |
|  | 1. Accessibility | 10% |
|  | 1. Customer experience (including phone support) | 15% |
|  | 1. Service Delivery | 15% |
| Suitability Assessment | Section 2 - Economic and Financial standing | Pass/Fail |
|  | Section 3 – Technical ability - Experience of payroll specifically to Direct Payment Clients  References | Pass/Fail |
|  | Section 4.1 – Insurance | Pass/Fail |
|  | Section 4.2 – IT Security | Pass/Fail |

**1.4 Evaluation Methodology**

1.4.1 In relation to Price, the lowest price will score 50 marks. The other offers will then receive scores expressed as an inverse proportion of the lowest price. All results will be rounded to two decimal places. The formula used will be:

**(Lowest price/Bidder’s price) x 50 = Bidder’s price score**

1.4.2 In relation to the Quality criteria, each question will be scored in application of the following scoring scale:

|  |  |
| --- | --- |
| **SCORING SCALE** | |
| **Score** | **Commentary** |
| 0 | Very weak or no answer |
| 1 | Poor - well below expectations |
| 2 | Satisfactory but slightly below expectations |
| 3 | Good –meets expectations |
| 4 | Very good – slightly exceeds expectations |
| 5 | Exceptional - Well above expectations |

A score of 0 (very weak or no answer) or 1 (poor) for any of the criteria is likely to mean rejection of a quotation.

1.4.3 The Specification clearly identifies any elements which are critical and constitute minimum standards. ‘Critical’ criteria are to be viewed as a key part of the requirement. A material non-conformance to critical criteria is likely to result in rejection of a Quotation.

1.4.4 As part of the quality evaluation, sustainability and/or social value is assessed in line with Hackney’s Sustainable Procurement Strategy. The scoring of this section will consider relevant environmental, economic and social benefits to be delivered through the resulting contract.

1.4.5 Each member of the evaluation panel will individually assess each Quotation. Scores will then be moderated by the whole panel in order to reach a consensus.

1.4.6 The Suitability Assessment questions will be assessed on a pass/fail basis as follows:

|  |  |
| --- | --- |
| Section 2 – Economic and Financial Standing | Requires self-declarations regarding whether the organisation meets the selection criteria in respect of their financial standing. The answers to the questions will be marked on a Pass/Fail basis. |
| Section 3 – Technical and Professional Ability – References | If your organisation is successful in the RFQ then your financial standing and economic standing may be further assessed in accordance with the “Economic and Financial Standing Evaluation” document uploaded to the Procurement Portal to confirm suitability.  References will be assessed for suitability by LB Hackney’s finance team |
| Section 4.1 – Insurance | The self-declaration answers are marked on a Pass/Fail basis. The minimum insurance requirements for this contract are as follows:    ● £2m Professional Indemnity insurance, for each and every claim  ● £5m Public Liability insurance, for each and every claim  ● Employer’s Liability insurance (as required by law)   * £2M Cyber Liability Insurance   Proof of insurance will be required from a successful bidder. |
| Section 4.2 – IT Security | * Is your organisation registered with the ICO? Yes/No? If response is yes, please provide your ICO registration number * If you are cloud based? Yes/NO, if response is yes, please provide proof of ISO 270001 certification * Do you provide data training to staff yes/no |

1.4.7 **Hackney Council reserves the right not to award the Contract to the lowest or any Quotation. Any acceptance of a Quotation by the Council shall be communicated in writing.**

**2. SPECIFICATION**

See Specification labelled (**DP Payroll Support Services Specification FINAL)** uploaded as a separate document on ProContract

**3. CONTRACT TERMS AND CONDITIONS**

Please see *Terms and Conditions* of contract uploaded as a separate document on the **ProContract** portal

**No other Terms and Conditions will apply.**

**Appendix 1: QUOTATION RESPONSE**

**A. Service Delivery Proposal**

**The Qualitative assessment for this procurement is an online questionnaire completed within the procurement portal. The Questions and Weightings are listed below for information only.**

**Please give your proposal for delivery of the Services, demonstrating how you will deliver the requirements of the Specification.**

* This proposal, including any proposed targets and deliverables which the Council accepts, will be incorporated into any resulting contract.
* Your response should be as clear and concise as possible. As a guideline, word counts are given against each element/question
* Attachments or additional documents containing supporting information should not be included (and will not be evaluated) unless specifically requested by the Council.
* To aid evaluation, please set out your Proposal using the following headings and order:

|  |  |  |  |
| --- | --- | --- | --- |
| ***No*** | ***Qualitative Assessment Question*** | ***Max Words*** | ***Weighting***  *(sub weighting)* |
| **1** | **Sustainability** | **500** | **10%** |
| Describe how your organisation would perform the contract to reduce negative environmental impacts, and how you would monitor and measure this? This may include, but not limited to reduction of waste, and other green approaches. | | | |
| **2** | **Accessibility** | **500** | **10%** |
| Describe how the service will meet the accessibility needs of all our clients. This may include, but not limited to website accessibility, methods of communication, adaptive technologies, and use of plain english, in line with the specification. | | | |
| **3** | **Customer Experience** | | **15%** |
| **3a** | | **500** | **(10%)** |
| Describe how your service meets the expectations set out in the KPIs. In particular the outcomes in 5.3 | | | |
| **3b** | | **250** | **(5%)** |
| Describe how you will meet the equality and diverse needs of Hackney clients using the service | | | |
| **4** | **Service Delivery** | | **15%** |
| **4a** | | **750** | **(10%)** |
| Describe your delivery model, include and not limited to describing your staffing model, vision and values | | | |
| **4b** | | **250** | **(5%)** |
| Describe how your organisation will approach ensuring quality assurance | | | |

**B. Suitability Assessment**

The Suitability Assessment Questionnaire (SAQ) (Table 1.4.6) asks bidders to submit/upload suitability criteria to the portal

The SAQ asks for financial and technical information from Bidders. The financial information which we are asking Bidders to provide allows the Authority to be satisfied that Bidders have adequate financial and other resources and will be in a position to continue to deliver the services throughout the contract period. The technical information allows the Authority to assess whether Bidders have the relevant skills and experience to be capable of performing the proposed contract to meet the Authority's needs.

Please ensure that you address the suitability questions by uploading the relevant documents evidencing each of the criterion to the ProContract portal

**Appendix 2: PRICING SCHEDULE**

Please provide your cost for delivery of the service, including a full breakdown of the component costs.

* All costs must be exclusive of VAT.
* All staffing costs must be inclusive of London Living Wage (LLW)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Cost £ (Excl. VAT)** | | | |
|  | **Year 1**  **2021-2022** | **Year 2**  **2022-2023** | **Year 3**  **202-2024** | **Full 3 year Total** |
| **Breakdown**  (eg: Staffing, equipment, marketing materials, premises) |  |  |  |  |
| **Total** |  |  |  |  |

**Signature**:..................................................

**Name**:.........................................................

Designation:..............................................

On Behalf Of:.............................................

Date: ..........................................................

NOTE: this document must be signed by a person duly authorised to sign on behalf of your company / organisation.

**Appendix 3: CHECKLIST FOR BIDDERS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Document title** | **Document location (if not contained in this RFQ)** | **Action** | **Complete** |
|  | RFQ |  | Read |  |
|  | RFQ front sheet only |  | **Complete and submit with Quotation** |  |
|  | Instructions |  | Read |  |
|  | Specification |  | Read |  |
|  | Conditions of Contract |  | Read |  |
| 6. | Appendix 1: Quotation Response  a) Service Delivery Proposal | Procurement Portal | **Complete and submit online** |  |
| b) Suitability Assessment Questionnaire | Procurement Portal | **Complete and upload documents to ProContract** |  |
| 7. | Appendix 2: Pricing Schedule |  | **Complete, sign and submit** |  |