



Working together

Information and Instructions for Completing and Returning an Invitation to Tender

for

Manned Security for Different Locations in the
Bournemouth and Poole Conurbation

for

The Borough of Poole

and

Bournemouth Borough Council

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Section 1 – Introduction

1.1. Description of Services
<p>Bournemouth Borough Council and the Borough of Poole are looking to appoint the services of a dynamic and proactive security company with extensive security experience.</p> <p>Both Councils' require security guards for manned positions at different locations across the Conurbation.</p> <p>The contract will cover 3 lots;</p> <ul style="list-style-type: none">• Lot 1 – Manned Guarding for Nuffield Household Waste Recycling Centre and Millhams Community Recycling Centre• Lot 2 – Unauthorised Encampments for Bournemouth Borough Council• Lot 3 – Manned Guarding for Poole Civic Centre
1.2. Specification:
<p>The specification which outlines the requirements for this contract is attached as a separate document. Please see the document 'Lot 1 - Manned Guarding at Waste Facilities Specification', 'Lot 2 - Security for Unauthorised Encampments', 'Lot 3 - Manned Guarding at Civic Centre'.</p>
1.3. Attachments:
<p>The below is a list of all of the attachments that have been provided as part of the tender as separate documents. Suppliers must ensure that they have reviewed all attachments:</p> <p>You only need to complete these documents once, even if you are applying for more than one Lot.</p> <ul style="list-style-type: none">• Supplier Response - Part A – Supplier Questionnaire• Supplier Response – Part B – Minimum Requirements• Supplier Response – Part C – Pricing Evaluation• Supplier Response – Part D – Quality Evaluation <p>You must complete one of the Form of Tender documents for each Lot you are applying for.</p> <ul style="list-style-type: none">• Supplier Response – Part E – Form of Tender – Lot 1• Supplier Response – Part E – Form of Tender – Lot 2• Supplier Response – Part E – Form of Tender – Lot 3 <p>TUPE information for Lots 1 and 3 have also been provided within the documents:</p> <ul style="list-style-type: none">• Lot 1 - SWL TUPE• Lot 3 - Allied TUPE <p>This must be taken into consideration when submitting a tender for these lots.</p>
1.4. Terms and Conditions:
<p>For Lots 1 & 3</p> <ul style="list-style-type: none">• Poole Terms and Conditions Set 7 - Goods and Services long form v3.00• Poole Contract Specific Terms and Conditions 2017 <p>For Lot 1</p> <ul style="list-style-type: none">• Bournemouth Standard Terms and Conditions for Services

1.5. Contract Duration

The length of the contract is for three years with the option to extend for one year. Therefore, if the extension was taken, the full length of the contract would be for four years.

1.6. Estimated Value

The estimated value of the contract including any possible extensions is £708,000. This figure is an estimate and the Council can't guarantee that this value of business can be generated during the period of the contract.

The estimated value of the Lots per annum is;

- Lot 1 – Manned Guarding for Nuffield Household Waste Recycling Centre and Millhams Community Recycling Centre - £72,000
- Lot 2 – Unauthorised Encampments for Bournemouth Borough Council - £71,000
- Lot 3 – Manned Guarding for Poole Civic Centre - £34,000

1.7. Procurement Procedure

The Council is carrying out this procurement as an openly advertised opportunity, using the Light Touch regime to procure the Most Economically Advantageous Tender which best meets the Council's requirements. During the tender process, the Council may adopt a negotiated procedure.

The Light touch regime is being used under CPV codes 79700000-1 to 79721000-4 Investigation and security services, Security services, Alarm monitoring services, Guard services, Surveillance services, Patrol services. This is as per the Crown Commercial guidance on the new light touch regime for health, social, education and certain other service contracts (October 2016).

The purpose of this Invitation to Tender (ITT) is to obtain information to assess your organisation's financial and non-financial resources, assess your capacity to deliver and to view relevant policies and procedures in order for the Council to determine whether you are potentially able to deliver the proposed requirement under this contract.

You may apply for as many lots as you would like. There will be one supplier awarded per lot.

The tenders will be evaluated with the following weightings for each lot;

- 60% - Price
- 40% - Quality

Further details of the Evaluation Process can be found in Section 7 of this document.

1.8. Procurement Timetable

The proposed timetable for the procurement exercise is set out below. This is intended as a guide and whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any stage. The successful supplier should be available from contract award to commence the service immediately following contract mobilisation.

Timetable Item	Date
ITT Issued	21/02/18
Last Date for Questions and Clarifications	14/03/18
Deadline for ITT Submission	28/03/18 By 14:00
Notification of Tender Outcome to Suppliers	April 2018
Contract Start Date	May 2018

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Section 2 - General Information

Glossary

All defined terms shall have the meaning given to them below. Terms not defined below shall have the meaning given to them in the Contract, including the Schedules. In the event of any inconsistency between the below defined terms and the Contract, the below defined terms shall take precedence for the purpose of this ITT only.

“Associated Documents” means all of the tender documentation, guidance, clarifications and project documentation issued by the Council and its advisers and any further information received via communication with the Council and its advisers and/or all information made available on ProContract during the tender process by the Council

“Contract” means save where otherwise provided for in this ITT, the agreement to be awarded by the Council pursuant to, and in respect of, the procurement, a draft of which is attached to this ITT

“Council” means the public sector contracting Council, or anyone acting on behalf of the contracting Council, that is seeking to invite suitable suppliers to participate in this procurement process.

“ITT” means this Invitation to Tender issued by the Council

“ProContract” means the site managed by the Council by which the Suppliers may access documents relevant to this procurement and submit tenders

“You”/“Your” or **“Supplier”** means the body completing these questions. i.e. the legal entity seeking to enter into a contract with the Council and responsible for the information provided. The **“Supplier”** is intended to cover any economic operator as defined by the Public Contract Regulations 2015 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.

2.1. The Invitation to Tender

- 2.1.1. This ITT is issued inviting tender submissions from organisations wishing to enter into a Contract with Council of the Borough and County of the Town of Poole ("the Council").
- 2.1.2. This ITT is being openly advertised and sets out how the Council will conduct the procurement process.
- 2.1.3. All of the ITT documents are supplied to Suppliers electronically. The Council has adopted a web-based electronic supplier and contract management system to manage all Tender processes. The eTendering tool the Council uses is called ProContract and can be found at www.supplyingthesouthwest.org.uk.
- 2.1.4. It is the Supplier's responsibility to:
 - 2.1.4.1. fully familiarise themselves with the nature and extent of the requirements and obligations that are needed to meet the Council's requirements and all necessary information as to risks, contingencies and any other circumstances which might reasonably influence or affect a Tender; and
 - 2.1.4.2. ensure that they have all relevant necessary information and to undertake due diligence, seek additional information or ask for clarification if necessary in order to submit a compliant Tender (including price).
- 2.1.5. Suppliers shall be deemed to have satisfied themselves with the nature and extent of the requirement and obligations that are needed to meet the Council's requirements and the Council will not accept any claim or request for a variation to the terms of any Contract as a result of any failure by a Supplier to seek clarification or undertake due diligence, or any liability for any claim or variation made on the grounds of insufficient knowledge of the nature or extent of the procurement
- 2.1.6. Suppliers participate entirely at their own risk and expense and will be solely responsible for and bear all of their own costs, liabilities and expenses which may be incurred in the preparation and submission of their Tenders regardless of whether a Contract is awarded. Under no circumstances will the Council or any of its advisors be liable for costs of expenses borne by the Suppliers or any of its supply chain members or advisors in this process.

2.2. Tender Enquiries and Clarification

- 2.2.1. If a Supplier is in any doubt as to the interpretation of any part of this document, or if a Supplier wishes to request additional information or raise any query in connection with the procurement, they must raise a question within ProContract to the Project Team who will answer the query prior to the submission of Tenders. The latest date you can raise your query is indicated in the procurement timetable at the start of this document.
- 2.2.2. Suppliers are encouraged to make the best use possible of the clarification process. Suppliers must ensure that they have understood the Council's requirements and any comments received as part of a Supplier's ITT submissions in respect of the Contract such as:
 - 2.2.2.1. "for discussion";
 - 2.2.2.2. "to be worked up in discussion with the Council",
or
 - 2.2.2.3. other similar statements, or drafting notes,

are likely to fare worse on evaluation and may render the Tender unacceptable.

2.2.3. Further details on the submission of questions / clarifications is set out in Section 4 of this document.

2.2.4. The Council may undertake any necessary post-Tender clarification with Suppliers following submission of Tenders.

2.3. Presentations and Site visits

2.3.1. Following submission of responses and during the clarification stage, the Council reserves the right to require each Supplier to provide a presentation and question and answer session for its Tender to the Council in order to illustrate and clarify the Tender. Details of any presentation and the areas to be covered in the question and answer session shall be communicated to the Suppliers in due course, if required.

2.3.2. The Council may also request a Site visit. Again, details of this will be confirmed to the Suppliers in due course.

2.3.3. Any presentation, bid clarification and Site visit will not be scored in their own right (unless this is stated within the Evaluation Process), but may where relevant be taken into account in determining the final evaluation scores.

2.4. Financial References and Tender Verification

2.4.1. At its discretion, the Council may also undertake financial checks and request financial and/or technical references at any stage of the procurement process.

2.5. Award Announcement and Preferred Bidder Status

2.5.1. Following submission of the Tenders, and after any clarification questions that may be required, the Council may select a Preferred Bidder[s] on the basis of the MEAT by applying the Evaluation Criteria.

2.5.2. Where selecting a Preferred Bidder, there may be further engagement in order to ensure that the successful Tenderer's solution is reflected and codified into the contractual documentation.

2.5.3. The Council will notify acceptance through ProContract to the successful Supplier[s]. The Council will notify the unsuccessful Suppliers in the same way. Suppliers must not contact the Council to find out the outcome before such notification is issued.

2.5.4. Once an award decision has been reached then the Council will issue Award Decision Notices in order to commence the 10-day standstill period required under Public Contracts Regulations 2015.

2.6. Acceptance of Tenders

2.6.1. No Tender is deemed accepted until the Contract and any associated contractual documents have been duly signed on behalf of the Council. Only the expressed terms of any written Contract which is finally agreed and signed for and on behalf of the relevant parties which is duly declared unconditional should have any contractual effect.

2.7. Indicative Procurement Timetable

2.7.1. The Council's indicative procurement timetable can be found within this document in the table above.

2.7.2. Whilst the Council does not intend to depart from the timetable, the Council reserves the right to amend the timetable or extend any time period as it sees fit. Any amendments made by the Council in respect of key dates will be communicated to the Suppliers via ProContract.

2.8. Transfer of Undertakings (Protection of Employment) (TUPE)

2.8.1. The application of TUPE will always be a matter of law based on the individual circumstances of the particular transfer and Suppliers should seek their own legal advice.

2.8.2. If the Council is not the employer of any transferring staff it is not in a position to guarantee the accuracy of this information. Suppliers are reminded that all information provided as part of this Tender process relating to staffing and pensions must be treated as confidential and only used in accordance with the requirements of this ITT.

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Section 3 - Important Notices and Conditions for Tendering

3.1. Notes for Completion

- 3.1.1. Any information and/or documents submitted in response to this ITT must relate to the supplier only. The supplier must be the organisation (unless applying on behalf of a consortium) which will enter into any proposed formal contract with the Council if successful at the end of the competitive exercise.

3.2. Confidentiality

- 3.2.1. The ITT and all associated tender documentation, guidance, clarifications and project documentation issued by the Council and its advisers and any further information received via communication with the Council and its advisers and/or all information available on ProContract during the Tender process (the "Associated Documents") are being made available by the Council on condition that:
 - 3.2.1.1. Suppliers shall at all times treat the ITT and the Associated Documents as confidential;
 - 3.2.1.2. Suppliers shall not disclose, copy, reproduce, distribute or pass the ITT and the Associated Documents to any other person at any time or permit the occurrence of any of the forgoing;
 - 3.2.1.3. Suppliers shall not use the ITT and the Associated Documents for any purpose other than for the purposes of preparing (or deciding whether to prepare) a Tender; and
 - 3.2.1.4. Suppliers shall comply with the provisions of paragraph 25 below (Publicity) which contains restrictions on publicity activity within any section of the media or similar.
 - 3.2.1.5. Suppliers shall ensure that each member of the Suppliers Team who receives any of the ITT information and the Associated Documents is made aware of, and complies with, the provisions of this paragraph as if they were a Supplier.
- 3.2.2. Suppliers may disclose, distribute or pass the ITT and the Associated Documents to another person (including, but not limited to, for example, employees, consultants, subcontractors or advisers to the Supplier) if either:
 - 3.2.2.1. this is done for the sole purpose of enabling a Tender to be prepared and the person receiving the ITT and the Associated Documents undertakes in writing to keep the ITT and the Associated Documents confidential on the same terms as set out in this ITT; or
 - 3.2.2.2. the Supplier obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the ITT and the Associated Documents.
- 3.2.3. The Council may disclose detailed information relating to the Tenders to the Council's members, directors, officers, employees, agents, advisers or auditors and the Council may make the documents relating to the Tenders available for private inspection by such persons.
- 3.2.4. The Council will act reasonably as regards the protection of commercially sensitive information relating to the Tender, subject to the Council's duties under the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004. The Council may also disclose ITT information to its officers, employees, agents or partners for the purposes of conducting this procurement exercise and subsequent contract management.

3.3. Freedom of Information Act 2000 (FoIA) and Environmental Information Regulations 2004 (EIR)

- 3.3.1. The Council may disclose tender information to its officers, employees, agents or partners for the purposes of conducting this competitive exercise and subsequent contract management.
- 3.3.2. In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the "FoIA") and/or the Environmental Information Regulations 2004 (the "EIR"), the Council may be required to disclose information submitted by a Supplier in response to a request made pursuant to the FoIA or EIR.
- 3.3.3. If a Supplier considers that any of the information included in its response to the ITT is commercially sensitive and/or confidential, the Supplier should clearly identify it by highlighting specific text, figures and diagrams etc., and detail:
 - 3.3.3.1. (in broad terms) what harm may result from disclosure if a request is received;
and
 - 3.3.3.2. the time period applicable to that commercial sensitivity.
- 3.3.4. The use of blanket protective markings such as 'commercial in confidence' will not be acceptable. In addition, marking any material as confidential or equivalent should not be taken to mean that the Council accepts any duty of confidentiality by virtue of such marking.
- 3.3.5. Please note that even where Suppliers have indicated that information is commercially sensitive and/or confidential the Council may be required to disclose it under the FoIA and/or EIR if a relevant request for information is received.
- 3.3.6. The Council considers the Code of Practice issued under section 45 of the FoIA and the Code of Practice issued Under Regulation 16 of the EIR when dealing with requests for information. Where it is deemed appropriate, the Council may ask Suppliers for their views as to the release of any information before a decision on how to respond to a request is made. In dealing with requests for information under the FoIA and/or the EIR, the Council must comply with a strict timetable and the Council would, therefore, expect a timely response to any consultation within two working days.
- 3.3.7. The decision as to which, and to what extent, information will be disclosed is reserved to the Council, notwithstanding any reasonable consultation with Suppliers.
- 3.3.8. By submitting an ITT the Supplier agrees to this information being securely held by the Council.

3.4. Accuracy of Information

- 3.4.1. The ITT and the Associated Documents have been prepared by the Council in good faith but do not purport to be comprehensive or to have been independently verified and the Council does not make any representation or warranty as to the accuracy or completeness of the ITT and Associated Documents, or the reasonableness of the assumptions on which it may be based. Suppliers should not rely on the information contained in the ITT and the Associated Documents and should carry out their own due diligence checks and verify the accuracy of the information contained in the ITT and the Associated Documents. Nothing in this ITT and the Associated Documents is, or should be construed as, a promise or representation as to the future.

- 3.4.2. Suppliers considering entering into a contractual relationship with the Council should make their own enquiries and investigations of the Council's requirements beforehand. The subject matter of this ITT and the Associated Documents shall only have contractual effect when it is contained in the express terms of the executed Contract.
- 3.4.3. None of the Council's members, directors, officers, employees, agents or advisers make any representation or warranty (express or implied) as to, or (save in the case of fraudulent misrepresentation) accept any liability or responsibility in relation to, the adequacy, accuracy, reasonableness or completeness of the ITT and the Associated Documents or any part of it (including but not limited to loss or damage arising as a result of reliance by the Supplier on the ITT and the Associated Documents or any part of it).

3.5. Supplier Due Diligence and Warranties

- 3.5.1. In submitting its tender, the Supplier warrants, represents and undertakes to the Council that:-
- 3.5.1.1. all information, representations and other matters of fact communicated (whether in writing or otherwise) to the Council by the Supplier, its staff, agents or advisers in connection with or arising out of the ITT and/or the Associated Documents are true, complete and accurate in all respects, both as at the date communicated and as at the date of submission of the Tender;
- 3.5.1.2. it has made its own investigations and undertaken its own research and due diligence (and relied on its own knowledge and expertise) and has satisfied itself in respect of all matters (whether actual or contingent) relating to the ITT and the Associated Documents and that it has not submitted its Tender in reliance upon any information, representation or assumption which may have been made by or on behalf of the Council (save in respect of any information which is expressly warranted by the Council under the terms of the final Contract); and
- 3.5.1.3. it has full power and Council to respond to this ITT and the Associated Documents and to perform the obligations in relation to this Project and will, if requested, produce evidence of such to the Council's reasonable satisfaction.
- 3.5.2. Where there is a change to the information provided to the Council at any time the Supplier must advise the Council as soon as practicable, even if this is after the date of submitting Tenders, and disclose such changes in full.
- 3.5.3. Suppliers shall be responsible for ensuring that their Tenders comply with the requirements set out in this ITT and the Associated Documents.

3.6. Conflicts

- 3.6.1. The Council requires all actual or potential conflicts of interest to be resolved to the Council's satisfaction prior to the submission of a Tender in response to this ITT and the Associated Documents. Failure to declare such conflicts and/or failure to address such conflicts to the reasonable satisfaction of the Council may result in a Supplier being disqualified.

3.7. Canvassing

- 3.7.1. The Council reserves the right to disqualify (without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Supplier or a member of the Supplier's Team may attract) any Supplier or member of the Supplier's team who, in connection with this ITT or any Associated Documents:-

- 3.7.1.1. offers, gives or agrees to give to any person any inducement, fee or reward to any member or officer of the Council or any person acting as an adviser for the Council in connection with this ITT or any Associated Documents;
 - 3.7.1.2. does anything which would constitute a breach of the Bribery Act 2010;
 - 3.7.1.3. canvasses any member or officer of the Council or any person acting as an adviser for the Council in connection with this ITT or any Associated Documents;
- or
- 3.7.1.4. contacts any officer of the Council prior to Contract Close about any aspect of the ITT or any Associated Documents in a manner not permitted by this ITT (including, without limitation, contact for the purposes of discussing the possible transfer to the employment of the Supplier of such officer) or any Associated Document
- 3.7.2. Suppliers are required to complete the Anti-Collusion and Canvassing Certificate contained within the Tender documents confirming that none of the matters set out above applies when submitting their Tender.

3.8. Non-Collusion

- 3.8.1. The Council reserves the right to disqualify (without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Supplier may attract) any Supplier who, in connection with this ITT or any Associated Documents:-
- 3.8.1.1. fixes or adjusts the amount of its Tender by or in accordance with any agreement or arrangement with any other Supplier or member of the Supplier's team (other than a member of its own consortium or supply chain);
 - 3.8.1.2. enters into any agreement or arrangement with any other Supplier or member of the Supplier's team to the effect that he shall refrain from submitting a Tender or as to the amount of any Tender to be submitted;
 - 3.8.1.3. causes or induces any person to enter such agreement as is mentioned in this document or to inform the Supplier or member of the Supplier's team of the amount or approximate amount of any rival Tender;
 - 3.8.1.4. offers or agrees to pay or give or does pay or give any sum of money, inducement 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 works and/or services or any act or omission;
- or
- 3.8.1.5. communicates to any person other than the Council the amount or approximate amount of his proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of a Tender).
- 3.8.2. Suppliers are required to complete the Form of Tender and Anti-Collusion Certificate contained within the tender documents confirming that none of the matters set out above applies when submitting their Tender.

3.9. Intellectual Property

- 3.9.1. The copyright in this ITT and the Associated Documents is vested in the Council. This ITT and the Associated Documents may not be reproduced, copied or stored in any medium without the prior written consent of the Council except in relation to the preparation of a Tender. All documentation supplied by the Council and the Council in relation to this ITT and the Associated Documents is and shall remain the property of the Council and must be returned on demand, without any copies being retained.
- 3.9.2. The Council reserves the right to require the assignment or grant of a royalty free non-exclusive licence of all intellectual property relating to or in connection with any Tender resulting in the award of contracts.

3.10. Publicity

- 3.10.1. Suppliers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after Contract Close, any publicity activity with any section of the media in relation to the Project other than with the express prior written agreement of Council. Such agreement shall extend to the content of any publicity. In this section the word "media" includes (but without limitation) radio, television, newspapers, trade and specialist press, the internet and email accessible by the public at large and the representatives of such media.
- 3.10.2. All media enquiries are to be directed to the Council and Suppliers shall not make any press statement or speak to any member of the print or broadcast media in connection with their Tender or the Project without first obtaining the Council's written consent.

3.11. Council's Right to Reject or Abandon

- 3.11.1. The Council does not make any representation that a contract shall be offered in accordance with this ITT and the Associated Documents, the publication of which in no way commit the Council to award any contract pursuant to any procurement process for the Contract.
- 3.11.2. The Council reserve the right to reject or disqualify a Supplier at any time where:-
- 3.11.2.1. a Tender is submitted late, and/or incomplete or which does not comply with the requirements of this ITT or Associated Documents;
 - 3.11.2.2. the Tender is unable to satisfy the terms of Regulation 19 or Regulation 58 of the Public Contracts Regulations 2015 at any stage during the procurement process;
 - 3.11.2.3. the Supplier is guilty of material misrepresentation or false statement in relation to its application and/or the process;
 - 3.11.2.4. the Supplier contravenes any of the terms and conditions of this ITT or any Associated Documents;
 - 3.11.2.5. there is a change in identity, control, financial standing, structure other factor impacting on the selection and/or evaluation process affecting the Supplier;
 - 3.11.2.6. the Supplier introduced a material change to any aspect of its Tender;
 - 3.11.2.7. the Supplier breaches the terms and conditions of use for ProContract; or
 - 3.11.2.8. the Supplier fails to meet a pass threshold as set out in the Evaluation Criteria.

3.11.3. The disqualification of a Supplier will not prejudice any other civil remedy available to the Council and will not prejudice any criminal liability that such conduct by a Supplier may attract.

3.12. **Bidding Process and Costs**

3.12.1. The Council reserves the right at any time:-

3.12.1.1. not to consider Tenders other than those specified and submitted in accordance with the terms of this ITT and/or the Associated Documents;

3.12.1.2. to issue amendments or modifications to the ITT and/or the Associated Documents during the procurement process;

3.12.1.3. to seek clarification of any aspect of a Supplier's Tender (failure to respond adequately may result in a Tender being rejected);

3.12.1.4. to alter the timetable of any aspect of the procurement including (but not limited to) the anticipated date of Contract Close;

3.12.1.5. to accept any Tender in whole or in part;

3.12.1.6. not to award a contract; and/or

3.12.1.7. to cancel or withdraw from the procurement process at any stage.

3.12.2. Any costs or expenses incurred by any Supplier or any other person will not be reimbursed by the Council and neither the Council nor any of their representatives or advisers will be liable in any way to any Supplier or any other person for any costs, expenses or losses incurred by any Supplier or any other person in connection with this procurement process.

3.13. **Fraud**

3.13.1. Effective anti-fraud and control measures are a key element of good administration to protect public funding. Both Supplier and sub-contractors are expected to have in place systems and processes that seek to prevent fraud and ensure that it will be detected and reported on promptly if it does occur.

Section 4 – Additional Terms and Conditions

4.1. In addition to the Terms and Conditions which are attached as a separate document, the following mentioned below also apply:

4.1.1. Prevention of Corruption

4.1.1.1. The Council may terminate this contract and recover all its loss if the Supplier, its employees or anyone acting on the Supplier's behalf do any of the following things:

- (a) offer, give or agree to give to anyone any inducement or reward in respect of this or any other Council contract (even if the Supplier does not know what has been done); or
- (b) commit an offence under the Bribery Act 2010 or Section 117(2) of the Local Government Act 1972; or
- (c) commit any fraud in connection with this or any other Council order or contract whether alone or in conjunction with the Council's Members, Suppliers, Suppliers, or employees.

4.1.1.2. Any clause limiting the Supplier's liability shall not apply to this clause 4.1.1

4.1.2. Right to Purchase Elsewhere

4.1.2.1. If the Supplier fails to deliver the Goods/Services or any part thereof within the time or times specified in the Contract, the Council may, without prejudice to any other remedy for breach of contract, reserves the right to either:

- (a) terminate the Contract either wholly or in respect of that part of the Contract for which the Supplier is in default; and/or
- (b) purchase the relevant Goods/Services of the same or similar description to make good the default; or in the event of the Contract being wholly determined to procure the goods or services required from any third party without any obligation to the Supplier in respect of the Contract.

4.1.3. British Standards

4.1.3.1. Where a British Standard Specification or British Standard Code of Practice or other recognised standard laid down by a regulatory body for the industry concerned applies to any or all goods and materials used or supplied and the workmanship shall be at minimum to such standards required.

4.1.4. Access to Supplier's Sites

4.1.4.1. The Supplier will permit appropriate and properly authorised and trained representatives of the Council to enter upon a construction site and/or site of operation for the Services at any reasonable time and have free and unfettered access to each and every part of the area covered by the Contract affected.

4.1.5. Publication of Spend

4.1.5.1. The Supplier is advised that local authorities are required by the Government to publish details of all spending over £500, including details of contracts and Tenders over £500.

- 4.1.5.2. The Supplier is advised that the Council may therefore publish details (to the extent and in the manner required by the Government) of the Tender process and any contract awarded.
- 4.1.5.3. The Supplier must comply with any reasonable request from the Council in order to assist the Council in complying with its obligations in respect of this requirement.

4.1.6. Compliance with Legislation and the Council's policies and procedures

- 4.1.6.1. The Council has obligations and duties under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004. The Supplier will facilitate the Council's compliance with the Council's obligations under these provisions and comply (at its own cost) with any reasonable request from the Council for that purpose. The Supplier will note particularly that the Council may be required to provide information relating to this procurement, the Contract or the Supplier to a third party in order to comply with its obligations under these provisions.
- 4.1.6.2. The Supplier will in the performance of the Contract comply with the Equality Act 2010 (as amended and superseded from time to time) and any relevant codes of practice and best practice guidance issued by the Government and the appropriate agencies.
- 4.1.6.3. The Supplier will in the performance of the Contract act as if the Supplier was a public authority for the purposes of the Human Rights Act 1998.
- 4.1.6.4. The Supplier will comply with the Council's equal opportunities policies (available from the Council on request) in the performance of its obligations under the Contract.
- 4.1.6.5. In the performance of the Contract the Supplier will comply with the Council's Financial Regulations and Procurement Rules. Where the Supplier purchases goods, works or services on behalf of the Council in the course of providing the Services under the Contract, it will comply with the European Public Procurement Directives, the Public Contracts Regulations 2015 and the Council's policies and procedures as though it was an employee of the Council. The Supplier will ensure that the Council receives the benefit of all guarantees and warranties provided by any such Suppliers of goods, works or services, either directly or through a collateral warranty agreement (as applicable).
- 4.1.6.6. The Supplier will make best efforts to secure compliance with the provisions in this clause 4.1 by its employees, agents and sub-contractors employed in the execution of the Contract.

4.1.7. The Council as a Local Authority

- 4.1.7.1. Nothing in the contract will prejudice, override, modify or in any other way affect the rights, powers, duties and obligations of the Council in the exercise of its statutory powers as a local authority, local planning authority, highway authority, fire authority or statutory undertaker.

Section 5 - Instructions to Suppliers

5.1. Communication with Suppliers

- 5.1.1. As noted above, the Council has adopted a web-based electronic supplier and contract management system to manage all Tender processes. Save as expressly provided otherwise in this ITT, all contact with the Council shall be made through ProContract. There should be no communications outside of the ProContract system.
- 5.1.2. Suppliers are welcome to contact the Council via ProContract 'Messaging' with reasonable frequency to discuss any aspect of the Procurement. Suppliers should not make any contact with any employee, member or advisors to the Council, without the Council's prior invitation or agreement, received in writing.
- 5.1.3. All questions and requests for clarification or further information may only be made, and will only be considered, if made by the date and time stipulated within the table at the start of this document. If a question or request for clarification or further information is made by the Supplier after the date and time identified within this document, and prior to the submission date for a Tender, the Council may, in its absolute discretion, endeavour to respond to the Supplier and provide any additional information to which the Council has access.
- 5.1.4. The Council shall not be obliged to comply with any such request and the Council does not accept any liability or responsibility for failure to provide any such information. If a question or request is made after the date and time identified in this document and prior to the submission date for a Tender, the Council may, in its absolute discretion, determine whether the circumstances are such that a final response is warranted or not.
- 5.1.5. The Council also reserves the right to disseminate information that is materially relevant to all Suppliers, even if the information has only been requested by one Supplier, subject to the duty to protect any Supplier's commercial confidence in its Tender. Should Suppliers wish to avoid such disclosure (for example, on the basis that the request contains, or the likely response will contain, commercially confidential information or may give another Supplier a commercial advantage) the request must be clearly marked "In confidence - not to be circulated to other Suppliers" on the front page of the document and by marking each relevant page of the document as "commercially confidential", and the Supplier must set out the reason or reasons for the request for non-disclosure to other Suppliers.
- 5.1.6. If the Council considers that, in the interests of open and fair competition, it is unable to respond to the question or request for clarification or further information on a confidential basis, it will inform the Supplier who has submitted it. The Supplier must respond in writing requesting that either the query be withdrawn or treated as not confidential.
- 5.1.7. It is imperative that Suppliers are clear in every request for information/question submitted to the Council the extent to which that request/question is commercially sensitive and/or confidential. Any statement requesting that the response to the request/question is to be kept confidential should be well constructed, thought out and meaningful and not simply a broad statement that covers matters clearly in the public domain or not commercially sensitive.
- 5.1.8. Where a request for information or question is commercially sensitive or confidential but the point is of general application, a sanitised version of the question and answer may be circulated.

- 5.1.9. Any questions and requests for clarification or further information must be submitted to the Council in accordance with this ITT by the date and time identified in the table at the start of this document.
- 5.1.10. Information will be added to ProContract throughout the procurement process as necessary. Suppliers will be informed through notifications from the ProContract system whenever new or updated documents are added to the system.
- 5.1.11. It is the supplier's responsibility to keep its contact details on ProContract up to date or they will be unable to receive communications from the Council.

5.2. Submission of Tenders

- 5.2.1. Tenders must be submitted via ProContract prior to the Tender submission deadline no later than 14:00 on the date stipulated on the system. No late submissions, or Tenders received outside of ProContract, will be considered. Incomplete Tenders may be rejected on grounds of non-compliance.
- 5.2.2. Where forms require signing either by the organisation or a third party (e.g. a bank, Council, or insurer), electronically completed versions are acceptable for Tender purposes, although fully signed hard copies of any relevant forms will be required prior to Contract Close.
- 5.2.3. Each Supplier has access to a dedicated area on ProContract to allow them to upload their Tender. The submitted data cannot be accessed by any other Supplier.
- 5.2.4. It is the Supplier's sole responsibility to ensure that its Tender is correctly and properly loaded onto ProContract by the closing date and time stipulated on the system. ProContract records all attempts to upload information and is fully auditable in the event that a Supplier seeks to allege ProContract delays for a late submission (which, for the avoidance of doubt, the Council is not obliged to take into account).

5.3. Content of Tenders

- 5.3.1. Tenders must be provided in a typed A4 format. Any drawings must be no larger than A1. The electronic file(s) submitted should be readable with MS Office 2007 or Adobe Reader. The Council will make reasonable endeavours to open Supplier's file(s), however in the event it cannot open the file(s), the Tender may be rejected.
- 5.3.2. All prices submitted are to be presented in Pounds Sterling, exclusive of VAT.
- 5.3.3. Suppliers must enter Tendered prices in the form specified in the ITT. This must include the total price for the goods services or works, including all costs relating to the provision of the procurement.
- 5.3.4. Suppliers responses shall be prepared and submitted as a stand-alone submission, be clearly labelled and numbered and shall not cross refer to any separate information.
- 5.3.5. The Supplier shall provide a full stand-alone answer/mark-up of each document (and not cross-refer to other documents or sections of the submission (unless expressly permitted)) and provide all supporting information in the format requested and on the forms provided.
- 5.3.6. The Supplier shall ensure that each document complies with any page limitations, has a clear title and that each page contains the name of the Supplier and the page number.
- 5.3.7. Suppliers may elect to submit a European Single Procurement Document (ESPD) as part of their response to confirm that they meet the Supplier Questionnaire

requirements as stated in Supplier Response – Part A. Suppliers who elect to submit an ESPD as part of their response are asked to ensure that they can meet the project specific minimum requirements as stated in Section 8 of the Supplier Response – Part A document.

- 5.3.8. Failure to submit any of the documentation requested may mean that the tender is deemed invalid.
- 5.3.9. Please do not refer the Council to company literature, brochures or any marketing or promotional material as answers to any of the questions unless it is specifically requested by the Council.
- 5.3.10. Each Tender shall be as concise as possible, whilst providing sufficient information to enable the Council to evaluate the Tender in accordance with this ITT.
- 5.3.11. All answers are to be in English. Documents which are not in the English language must be accompanied by an English translation and a certificate by a bona fide independent translator attesting the authenticity of the translation.
- 5.3.12. Where there has been any change in any information submitted to the Council at any subsequent time, such changes must be disclosed in full and clearly set out.
- 5.3.13. Each Tender will be regarded as commercially unconditional and capable of acceptance. The Council will not accept a Tender that remains subject to further due diligence. Suppliers must therefore ensure all comments raised by their legal, insurance, technical, financial advisors and funders are fully incorporated into their response.

5.4. Validity Period

- 5.4.1. Tenders must remain open for acceptance for a period of six months from the Tender return date.

5.5. Minimum Requirements

- 5.5.1. The Supplier Response – Part A – Supplier Questionnaire sets out the minimum operational and legal requirements which suppliers must meet in order to be considered for inclusion. All sections within Part A must be completed. The supplier and any other organisations that have been outlined in the bidding model must ensure that they do not meet any of the grounds for exclusion outlined, if you do, please do not proceed further with the ITT as your application will be rejected.
- 5.5.2. The Supplier Response – Part A document also collects information on the supplier's organisation, financial status, professional and business standing and operating methodologies. In addition, it also collects information on the specific industry experience, capabilities and qualifications of suppliers to deliver the required services and requests further information about contracts that can be referenced.
- 5.5.3. The Supplier Response – Part B – Minimum Requirement document outlines the Council specific minimum requirements that the Supplier must meet in order for their submission to be considered. If you cannot meet these minimum requirements, please do not proceed further with the ITT as your application will be rejected.
- 5.5.4. Suppliers who self-certify that they meet the requirements outlined in Supplier Response – Part A and Supplier Response – Part B will be required to provide evidence of this if they are successful at contract award stage

5.6. Quality Evaluation

- 5.6.1. Project specific questions relating to the technical and professional ability of the supplier to deliver the required services will be asked in the Supplier Response – Part D document which is attached. Suppliers must respond to each question in this document following the instructions.
- 5.6.2. Suppliers must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible.

5.7. Scoring Information

- 5.7.1. Project specific questions will be weighted in line with the Evaluation criteria as outlined within The Evaluation Process.

READ ONLY

Section 6 – Submission Requirements

6.1. Submission Requirements

- 6.1.1. The tender documents have been structured in order for organisations to quickly identify whether they are able to deliver the requirements for the contract being procured.
- 6.1.2. Suppliers should review the specification and associated documents to fully understand the Council's requirements.
- 6.1.3. When submitting a response, suppliers must first complete the document Supplier Response – Part A – Supplier Questionnaire which sets out the minimum operational and legal requirements which suppliers must meet in order to be considered for inclusion. All sections within Part A must be completed. The supplier and any other organisations that have been outlined in the bidding model must ensure that they do not meet any of the grounds for exclusion outlined, if you do, please do not proceed further with the ITT as your application will be rejected.
- 6.1.4. Suppliers must then complete the document Supplier Response – Part B – Minimum Requirements which outlines the Council specific minimum requirements that the Supplier must meet in order for their submission to be considered. Each question of this document outlines the minimum requirements for the delivery of the contract and each question will be treated as pass or fail. If you cannot meet these minimum requirements, please do not proceed further with the ITT as your application will be rejected.
- 6.1.5. You may contact the Council for advice through ProContract if you are unsure if your company meets the exclusion grounds outlined in 'Supplier Response – Part A – Supplier Questionnaire' or minimum requirements outlined in 'Supplier Response – Part B – Minimum Requirements' prior to the submission deadline and in accordance with the procurement timetable.
- 6.1.6. As well as Part A and Part B, the documents that need to be completed and submitted as part of your tender response are:
 - 6.1.6.1. 'Supplier Response – Part C – Pricing Evaluation' to submit your pricing for this requirement.
 - 6.1.6.2. 'Supplier Response – Part D – Quality Evaluation' to submit your response for the quality evaluation. Please follow the instructions within the document on how to respond to the quality evaluation criteria for this requirement
 - 6.1.6.3. 'Supplier Response – Part E - Form of Tender and Anti-Collusion Certificate and Declaration'. Please ensure that you complete and sign the document. Please note that an electronically scanned signature will be sufficient.

Section 7 - The Evaluation Process

Each lot will be evaluated individually. Outlined below is the evaluation process for each lot.

Lot 1 – Manned Guarding for Nuffield Household Waste Recycling Centre and Millhams Community Recycling Centre

- 7.1.1. Tender responses will first be reviewed to ensure that the supplier or any organisation outlined in the bidding do not meet any of the grounds for exclusion outlined in Supplier Response – Part A – Supplier Questionnaire. If any organisation does meet the grounds for exclusion your application will be rejected.
- 7.1.2. Tender responses will then be reviewed to ensure compliance with the pass/fail criteria as outlined in the Supplier Response – Part B – Minimum Requirements document. If any organisation outlined in the bidding model cannot meet the minimum requirements outlined in Supplier Response – Part B – Minimum Requirements document, your application will be rejected.
- 7.1.3. If completed Part A and Part B questionnaires meet the requirements outlined, the rest of your bid will then be evaluated in accordance with the criteria outlined below.
- 7.1.4. The evaluation process will cover two areas:
Quality Score (40%)
Price Score (60%)
- 7.1.5. **Quality Score (40%).** Quality will be evaluated against pre-determined criteria and sub criterion as shown below. The weightings to be applied to Evaluation Criteria and any sub criterion where applied are also set below.

Criteria Number	Evaluation Criteria	Weighting (%)
1.1	Meeting Requirements of the Specification and Contract Examples	15%
1.2	Staff Training	10%
1.3	Staffing	10%
1.4	Customer Service	10%
1.5	Site Operation	15%
1.6	Dealing with Challenging Behaviour	20%
1.7	Managing Risk	20%
TOTAL:		100%

The highest total quality score will be awarded a maximum 100%. All the other returned tender quality scores will be given a % score relative to that. This will be done for each tender by dividing the quality evaluation scores by the highest quality evaluation score, multiplying by 100 and the resulting quality score is multiplied by the quality weighting of 40%. This will give a score for their tendered quality relative to the highest.

7.1.6 All Evaluation Criteria questions will be scored in line with the following Quality Scoring Guide table detailed below.

Assessment	Score	Quality Scoring Guide
Excellent	5	Exceeds requirement. Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with some additional benefits. Above average demonstration of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.

7.1.7 **Price Score (60%).** Pricing will be evaluated to ensure all relevant costs are visible and comparable, including sensitivity analysis where determined appropriate. Where arithmetical errors are found during evaluation of a Tender, you will be given details in writing and will be given the opportunity to confirm in writing or withdraw your Tender.

The lowest Tendered price will be awarded a maximum 100%. All the other returned Tender prices will be given a % score relative to that. This will be done for each bid by dividing the lowest Tendered price by the organisation's Tendered price, multiplying by 100 and then multiplying the product by 60%. This will give a score for their Tendered price relative to the lowest.

7.1.8 **Example Matrix** (A typical Final Ranking matrix is demonstrated below).

PLEASE NOTE THAT THIS IS AN EXAMPLE OF A 40% QUALITY/ 60% PRICE ONLY, FIGURES INCLUDED ARE NOT RELEVANT TO THE SERVICES IN QUESTION

		Quality 40%	Price 60%			
Supplier		1	2	3	4	5
Q	Quality Scores	80	60	40	20	52
	Adjusted Quality Score	100	75	50	25	65
	Weighted Quality	40	30	20	10	26
	Quality Positions	1	2	4	5	3
P	Total Price Supplied	25,000	35,000	20,000	23,000	22,000
	Adjusted Price Score	80	57	100	87	91
	Weighted Price Score	48	34	60	52	55
	Price Positions	4	5	1	3	2
Final Price/Quality Weighted Score (A + B)		88	64	80	62	81
Final Price/Quality Evaluation Position		1	4	3	5	2

READY TO

Lot 2 – Unauthorised Encampments for Bournemouth Borough Council

- 7.1.9 Tender responses will first be reviewed to ensure that the supplier or any organisation outlined in the bidding do not meet any of the grounds for exclusion outlined in Supplier Response – Part A – Supplier Questionnaire. If any organisation does meet the grounds for exclusion your application will be rejected.
- 7.1.10 Tender responses will then be reviewed to ensure compliance with the pass/fail criteria as outlined in the Supplier Response – Part B – Minimum Requirements document. If any organisation outlined in the bidding model cannot meet the minimum requirements outlined in Supplier Response – Part B – Minimum Requirements document, your application will be rejected.
- 7.1.11 If completed Part A and Part B questionnaires meet the requirements outlined, the rest of your bid will then be evaluated in accordance with the criteria outlined below.
- 7.1.12 The evaluation process will cover two areas:
Quality Score (40%)
Price Score (60%)
- 7.1.13 **Quality Score (40%).** Quality will be evaluated against pre-determined criteria and sub criterion as shown below. The weightings to be applied to Evaluation Criteria and any sub criterion where applied are also set below.

Criteria Number	Evaluation Criteria	Weighting (%)
2.1	Supplier’s experience for providing manned and roaming security guards	20%
2.2	Supplier’s Response Times	20%
2.3	Record Keeping	20%
2.4	Managing Risk	20%
2.5	Engaging with the Community	20%
TOTAL:		100%

The highest total quality score will be awarded a maximum 100%. All the other returned tender quality scores will be given a % score relative to that. This will be done for each tender by dividing the quality evaluation scores by the highest quality evaluation score, multiplying by 100 and the resulting quality score is multiplied by the quality weighting of 40%. This will give a score for their tendered quality relative to the highest.

7.1.14 All Evaluation Criteria questions will be scored in line with the following Quality Scoring Guide table detailed below.

Assessment	Score	Quality Scoring Guide
Excellent	5	Exceeds requirement. Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with some additional benefits. Above average demonstration of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.

7.1.15 **Price Score (60%).** Pricing will be evaluated to ensure all relevant costs are visible and comparable, including sensitivity analysis where determined appropriate. Where arithmetical errors are found during evaluation of a Tender, you will be given details in writing and will be given the opportunity to confirm in writing or withdraw your Tender.

Pricing will be evaluated against the criteria below.

Pricing Worksheet	Overall Pricing Weighting	Pricing Worksheet Weighting
Ad Hoc Hours	60%	80%
Block Hours		20%

Ad Hoc Hours

The lowest total Tendered price for Ad Hoc Hours will be awarded a maximum 100%. All the other returned Tender prices will be given a % score relative to that. This will be done for each bid by dividing the lowest Tendered price by the organisation's Tendered price, multiplying by 100 and then multiplying the product by 80%. This will give a score for their Tendered price relative to the lowest.

Block Hours

The lowest total Tendered price for Block Hours will be awarded a maximum 100%. All the other returned Tender prices will be given a % score relative to that. This will be done for each bid by dividing the lowest Tendered price by the organisation's Tendered price, multiplying by 100 and then multiplying the product by 20%. This will give a score for their Tendered price relative to the lowest.

Overall price weighting

The awarded score for Ad Hoc Hours and Block Hours for each supplier will then be added together to provide a Total Price Score.

The Highest Total Price score will be awarded a maximum 100%. All other awarded Total Price Scores will be given a % score relative to that. This will be done for each Total Price Score by dividing the organisation's Total Price Score by the highest Total Price Score, multiplying by 100 and the resulting score is multiplied by the price weighting of 60%. This will give a score for the total price score awarded relative to the highest.

READ ONLY

7.1.16 **Example Matrix** (A typical Final Ranking matrix is demonstrated below).

PLEASE NOTE THAT THIS IS AN EXAMPLE OF A 40% QUALITY/ 60% PRICE ONLY, FIGURES INCLUDED ARE NOT RELEVANT TO THE SERVICES IN QUESTION

		Quality 40%	Price 60%			
Supplier		1	2	3	4	5
Q	Quality Scores	80	60	40	20	52
	Adjusted Quality Score	100	75	50	25	65
	Weighted Quality	40	30	20	10	26
	Quality Positions	1	2	4	5	3
P	Total Price Supplied	25,000	35,000	20,000	23,000	22,000
	Adjusted Price Score	80	57	100	87	91
	Weighted Price Score	48	34	60	52	55
	Price Positions	4	5	1	3	2
Final Price/Quality Weighted Score (A + B)		88	64	80	62	81
Final Price/Quality Evaluation Position		1	4	3	5	2

READY TO

Lot 3 – Manned Guarding for Poole Civic Centre

- 7.1.17 Tender responses will first be reviewed to ensure that the supplier or any organisation outlined in the bidding do not meet any of the grounds for exclusion outlined in Supplier Response – Part A – Supplier Questionnaire. If any organisation does meet the grounds for exclusion your application will be rejected.
- 7.1.18 Tender responses will then be reviewed to ensure compliance with the pass/fail criteria as outlined in the Supplier Response – Part B – Minimum Requirements document. If any organisation outlined in the bidding model cannot meet the minimum requirements outlined in Supplier Response – Part B – Minimum Requirements document, your application will be rejected.
- 7.1.19 If completed Part A and Part B questionnaires meet the requirements outlined, the rest of your bid will then be evaluated in accordance with the criteria outlined below.
- 7.1.20 The evaluation process will cover two areas:
Quality Score (40%)
Price Score (60%)
- 7.1.21 **Quality Score (40%).** Quality will be evaluated against pre-determined criteria and sub criterion as shown below. The weightings to be applied to Evaluation Criteria and any sub criterion where applied are also set below.

Criteria Number	Evaluation Criteria	Weighting (%)
3.1	Meeting Requirements of the Specification and Contract Examples	15%
3.2	Service Improvement and Flexibility	10%
3.3	Staff Training	10%
3.4	Staffing	15%
3.5	Customer Service	10%
3.6	Dealing with Challenging Behaviour	20%
3.7	Managing Risk	20%
TOTAL:		100%

The highest total quality score will be awarded a maximum 100%. All the other returned tender quality scores will be given a % score relative to that. This will be done for each tender by dividing the quality evaluation scores by the highest quality evaluation score, multiplying by 100 and the resulting quality score is multiplied by the quality weighting of 40%. This will give a score for their tendered quality relative to the highest.

7.1.22 All Evaluation Criteria questions will be scored in line with the following Quality Scoring Guide table detailed below.

Assessment	Score	Quality Scoring Guide
Excellent	5	Exceeds requirement. Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with some additional benefits. Above average demonstration of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.

7.1.23 **Price Score (60%).** Pricing will be evaluated to ensure all relevant costs are visible and comparable, including sensitivity analysis where determined appropriate. Where arithmetical errors are found during evaluation of a Tender, you will be given details in writing and will be given the opportunity to confirm in writing or withdraw your Tender.

The lowest Tendered price will be awarded a maximum 100%. All the other returned Tender prices will be given a % score relative to that. This will be done for each bid by dividing the lowest Tendered price by the organisation's Tendered price, multiplying by 100 and then multiplying the product by 60%. This will give a score for their Tendered price relative to the lowest.

7.1.24 **Example Matrix** (A typical Final Ranking matrix is demonstrated below).

PLEASE NOTE THAT THIS IS AN EXAMPLE OF A 40% QUALITY/ 60% PRICE ONLY, FIGURES INCLUDED ARE NOT RELEVANT TO THE SERVICES IN QUESTION

		Quality 40%	Price 60%			
Supplier		1	2	3	4	5
Q	Quality Scores	80	60	40	20	52
	Adjusted Quality Score	100	75	50	25	65
	Weighted Quality	40	30	20	10	26
	Quality Positions	1	2	4	5	3
P	Total Price Supplied	25,000	35,000	20,000	23,000	22,000
	Adjusted Price Score	80	57	100	87	91
	Weighted Price Score	48	34	60	52	55
	Price Positions	4	5	1	3	2
Final Price/Quality Weighted Score (A + B)		88	64	80	62	81
Final Price/Quality Evaluation Position		1	4	3	5	2

READY TO

Section 8 - Supplier Checklist

BEFORE RETURNING THIS INVITATION TO TENDER, PLEASE ENSURE THAT YOU HAVE:

Description	✓
1. Read and understood the Council's Requirement as set out in Section 1 and the referenced documents in Section 1	
2. Noted the timetable for this procurement in Section 1 of this document.	
3. Read and understood the information in Section 2, Section 3, Section 5, Section 6 and Section 7 of this document	
4. Read and understood the Additional Terms and Conditions in Section 4 of this document	
5. Completed 'Supplier Response Document – Part A – Supplier Questionnaire' and attached any relevant documents. These should be cross referenced with the title and should match the information contained within this ITT.	
6. Completed 'Supplier Response Document – Part B – Minimum Requirements' and attached any relevant documents. These should be cross referenced with the title and should match the information contained within this ITT.	
7. Completed the 'Supplier Response – Part C – Pricing Evaluation' document.	
8. Completed the 'Supplier Response – Part D – Quality Evaluation' document. Please ensure that you have saved the responses to each question correctly in the format required and have not exceeded the page limits provided.	
8. Signed the 'Supplier Response – Part E - Form of Tender and Anti-Collusion Certificate' document. <i>Please note that an electronically scanned signature will be sufficient. Unsigned documents will be rejected. Please complete this document for each lot you are applying. For example you will need to complete this once if you apply for one Lot and 3 times if you are applying for 3 Lots.</i>	
9. Uploaded all of your documents onto ProContract and submitted your response	

BY ELECTRONICALLY SUBMITTING THIS DOCUMENT YOU ARE CONFIRMING THAT:

<ol style="list-style-type: none"> 1. You are the applicant or a person duly authorised by the organisation to sign on its behalf; and, 2. The document is complete and accurate to the best of your knowledge and belief; and, 3. You authorise the Council or participating authorities to evaluate your bid which you have submitted. 4. Where forms are to be signed either by the Tenderer or a third party, e.g. a Bank or Council, or insurer, electronically completed versions are acceptable for tendering purposes, but fully signed hard copies of these forms will be required from tenderer(s) prior to the award of contract.
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Do not enclose brochures, testimonials, accounts, company reports, specifications, extra or different pricing information unless expressly asked to do so.

Thank you for your interest in this procurement.