# Ealing council On Behalf of the West London Alliance (WLA)

**Ref: DN109588**

**Tender for Individual Placement and Support for people with common mental problems (anxiety and depression; OCD and PTSD)**

**Lot Three (Brent); Lot Four (Ealing); Lot Five (Hammersmith & Fulham) Lot Six (Hounslow); Lot Seven (Hillingdon)**

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**PART A**

**Invitation to Submit Outline Submissions**

**and**

**Instructions for Tenderers**

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**All tender documents and submissions will be treated as strictly private and confidential**

**Competitive Dialogue**

[](http://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0CAcQjRxqFQoTCP7UksWDoccCFYnsFAoddOQLyw&url=http://www.employabilityforum.co.uk/refugees-into-schools/&ei=HurJVf7NMYnZU_TIr9gM&bvm=bv.99804247,d.d24&psig=AFQjCNG8V1dwU03xz9ARyxwNfVuY9Mdi7A&ust=1439382418770011) 

**Contract for Individual Placement and Support for people with common mental problems (anxiety and depression; OCD and PTSD)**

**Lot Three (Brent); Lot Four (Ealing); Lot Five (Hammersmith & Fulham) Lot Six (Hounslow); Lot Seven (Hillingdon)**

**PART 1**

**INVITATION TO TENDER**

# Introduction

The Council of the London Borough of Ealing (“the Council” or “Ealing”) on behalf of the West London Alliance (“WLA”) invites you to tender for Individual Placement and Support for people with common mental problems (anxiety and depression; OCD and PTSD). In the following areas: Lot Three (Brent); Lot Four (Ealing); Lot Five (Hammersmith & Fulham) Lot Six (Hounslow); Lot Seven (Hillingdon). The invitation to tender pack comprises:

**Document (a)** Invitation to Tender (this document);

**Document (b)** The Specification Documents

**Document (c)** Pre-Qualification Questionnaire (PQQ) Document (applies to all Lots)

**Document (d)** Invitation to Submit Outline Solution (ISOS) - Method Statement Documents comprising of seven Method Statement areas **(applies to all Lots)**

**Document (e)** ISOS Pricing Schedule Response Document

* + - * ISOS Commercial Schedule Response Document – Lot Three (Brent)
      * ISOS Commercial Schedule Response Document – Lot Four (Ealing)
      * ISOS Commercial Schedule Response Document – Lot Five (Hammersmith & Fulham)
      * ISOS Commercial Schedule Response Document – Lot Six (Hounslow)
      * ISOS Commercial Schedule Response Document – Lot Seven (Hillingdon)

**Document (f)** Invitation to Submit Final Tender (ISFT) Response Document (applies to all Lots)

**Document (g)** ISFT Pricing Schedule Response Document

* + - * ISFT Commercial Schedule Response Document – Lot Three (Brent)
      * ISFT Commercial Schedule Response Document – Lot Four (Ealing)
      * ISFT Commercial Schedule Response Document – Lot Five (Hammersmith & Fulham)
      * ISFT Commercial Schedule Response Document – Lot Six (Hounslow)
      * ISFT Commercial Schedule Response Document – Lot Seven (Hillingdon)

**Document (h)** Form of Tender Document

**Document (i)** London Councils Terms and Conditions

**Document (j)** Confidentiality & Non-Disclosure Agreement

(the “Tender Documents”)

Please read all documents carefully before starting to draft your tender

**2. Acknowledgement of Invitation to Tender**

By downloading these documents you have expressed your interest in this tender. However, if at any point you decide that you do not wish to tender for this contract please can you inform us by selecting the “opt out” button within the London Tenders Portal.

# 3. The Project

## **Background**

As part of the Growth Deal for London, the West London Alliance (WLA) on behalf of the LEP was asked to develop a Mental Health and Employment Trailblazer aimed at tackling the growing number of people who do not work because they have anxiety, depression, PTSD and OCD. There are 3 other areas across England involved in the developing similar pilots.

***ESF Funding***

This programme is being procured by Ealing Council on behalf of London Councils, who will manage the on-going contract. The Council will appoint an organisation or organisations to deliver the Individual Placement and Support for people in WLA who are in receipt of certain benefits and have anxiety and depression, including OCD and PTSD.

Subject to successful application for funding, this programme will be part funded by a grant from the 2014-20 European Social Fund (ESF). ESF in London is under the strategic direction of the London Enterprise Panel (LEP) and managed by the Greater London Authority (GLA) who is the Intermediate Body for ESF and ERDF in London.

In London, ESF will support the LEP’s three skills and employment themes: promoting sustainable employment and progression outcomes, ensuring individuals and employers are better informed to drive the skills and employment system and engaging with London’s businesses to help drive growth in the Capital. More information can be found in the LEP’s 2014-20 ESIF Strategy for London:

<https://lep.london/european-structural-investment-funds>

All ESF activity in London will be aligned to the national ESF Operational Programme, which sets the overarching strategy and priorities for ESF in England:

<https://lep.london/sites/default/files/documents/publication/London_LEP_ESIF_Strategy_201420.pdf>

The West London Alliance (WLA) comprises of a number of Local Authorities (Barnet, Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, and Hounslow) which work collaboratively to improve efficiency. This procurement process will be led by Ealing Council which is creating a contract for Individual Placement and Support for people with Common Level Mental Health Needs Services to be delivered in Barnet and Harrow authorities. It is anticipated that other members of the WLA will tender for these Services at a later date as part of separate procurement process.

The West London Vision for Growth is one of the stated goals to radically improve success rates for employment programmes for residents.

To further support this vision, groups of West London Alliance boroughs are developing a place based approach to dealing with adult worklessness in specific areas of deprivation. There are an increasing number of people with mental health problems claiming benefit for an extended period of time. Employment support provided through the mandatory regimes for Employment Support Allowance (ESA) Work-Related Activity Groups (WRAG) and through the Work Programme are not demonstrating efficacy. The objectives of this WLA project are to:

* Help Job Seekers Allowance (JSA) and ESA claimants with common mental health problems to obtain work more quickly than they would otherwise achieve and sustain it for 6 months or more.
* Test and evaluate non-medical interventions for claimants with common mental health problems
* Test and evaluate ways of integrating employment and mental health problems

The WLA are expected to contribute to a credible evidence base by engaging a minimum of 1,040 people across Councils within the West London Alliance between April 2016 and March 2019. It is expected that the successful Tenderer(s) will assist the Council by contributing towards these targets effective from the service commencement date.

## **Scope**

This project is part of a West London Alliance wide initiative with the aim of moving people in receipt of benefits with common mental health problems into sustainable employment. Through integrating local employment and mental health services and providing tailored support to individuals, the project will transform services across geographical and public sector boundaries to secure long term system change.

This Tender is solely for the roll out in Brent, Ealing, Hammersmith & Fulham, Hillingdon and Hounslow. Lot 1 (Barnet) and Lot 2 (Harrow) were appointed in a previous Tender exercise.

## **Value of the contract**

Subject to successful bidding for Matched ESF funds, the programme will be approximately £3,000,000, part funded by the European Social Fund.

Of this overall budget, the estimated combined budget for these contracts is £1,280,000 for the contract period from November 2015 to March 2018, split as follows:-

* Brent £289,500
* Ealing £289,500
* H&F £213,000
* Hillingdon £213,000
* Hounslow £213,000

Should the outstanding sum not be used by the remaining members of the WLA, London Councils reserve the right to make use of these funds during the contract period.

Details of current expenditure, budgets or potential future uptake are given in good faith as a guide to assist Tenderers in submitting their Tender. They should not be interpreted as an undertaking to purchase any goods or services to any particular value and will not form part of the contract.

# 4. The Council’s Requirements

Service requirements which relate to this procurement exercise and Service Contracts are outlined in the Service Specification. For further details please see:

Document (b) The Specification Documents

**Note:** The above documents shall form part of the Tender documentation and Contractual arrangements of all parties.

Tenderers are not permitted to submit Variant Bids.

**5. Contract terms**

The Contract will be based on London Councils standard terms and conditions. **The Contract is not subject to negotiation**. Drafting comments or legal mark-ups of the Contract template will not be accepted. Certain specific details may need to be finalised following contract award.

Tenderers should note that, until the formal contract documents are executed by both parties, the Council reserves the right to terminate the tender procedure or to eliminate any tenderer from the competition or both. Any tenderer who attempts to negotiate changes to the terms and conditions of contract after the latest date for submission of tenders will immediately be eliminated from the competition.

Documents forming the contract

The Contract Documents are set out below shall form part of the Contract (including any Appendices and Tender response documents to the below):

**Document (a)** Invitation to Tender (this document);

**Document (b)** The Specification Documents

**Document (c)** Pre-Qualification Questionnaire (PQQ) Document (applies to all Lots)

**Document (d)** Invitation to Submit Outline Solution (ISOS) - Method Statement Documents comprising of seven Method Statement areas **(applies to all Lots)**

**Document (e)** ISOS Pricing Schedule Response Document

* + - * ISOS Commercial Schedule Response Document – Lot Three (Brent)
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**6 the competitive dialogue process**

## The Council is undertaking a competitive procurement conducted substantially in accordance with the Competitive Dialogue Procedure under The Public Contracts Regulations 2015.

## However this is a tender for social and specific services in accordance with Directive 2014/24/EU Article 74 (Schedule 3 of the Public Contract Regulations 2015 (PCR)). The services required are Individual Placement and Support Services for People with Common Mental Health Conditions. Therefore the Council will be adapting the Competitive Dialogue Procedure set out in Regulation 30 of the PCR as set out below.

## Once the dialogue is closed and after receipt of responses to the Invitation to Submit Final Tenders if the Council is considering awarding both Lots to one Tenderer, the Council reserves the right to request that Tenderer to submit a best and final offer which shall include any further financial or other benefits that the Tenderer is able to offer the Council for the award of both Lots. The Council will then make its contract award decision on the basis of that best and final offer in accordance with the Tender Documents.

## Within the Competitive Dialogue process there will be a structured two-way dialogue between the Council and each shortlisted Tenderer. The principal objectives of this process are to:

## Identify the solution(s) that best meet the Council’s requirements;

## Provide a forum to discuss alternatives or other commercial issues so that the Council can, if it chooses, provide further clarification as to the acceptability of such alternatives;

## Allow Tenderers to discuss the basis of their evolving proposals; and

## Capture the Tenderer’s proposal.

## An overview of the key stages in this process is set out below. Further detail of the above is provided within the Procurement Timetable (Section 2) and Tender Evaluation Model (Section 6).

## **market engagement day**

A Market Engagement Day will be held on as detailed in the timetable in section 2 at the following location:

Perceval house

16 Uxbridge Road

Ealing

London

W5 2HL

This event is open to any organisation interested in submitting a Tender response and will provide background to this procurement, key requirements from the solution and an overview of the procurement process. Should you wish to attend the Market Engagement Day, please email: [lillicrapd@ealing.gov.uk](mailto:lillicrapd@ealing.gov.uk)

## **Pre-Qualification Questionnaire**

A Pre-Qualification Questionnaire (PQQ) will be sent to all parties who respond to the OJEU Contract Notice. The purpose of the PQQ is for the Council to make an assessment of the organisations that have responded to the OJEU Contract Notice including legality/eligibility, economic and financial standing and technical experience.

The PQQ will be scored on a ‘pass/fail’ basis as set out in the PQQ document. The Council will have the opportunity to seek clarification from Tenderers with regard to their PQQ submissions during the evaluation process.

## **Invitation to Submit Outline Solution (ISOS)**

An Invitation to Submit Outline Solution (ISOS) will be sent to all parties who respond to the OJEU Contract Notice. The purpose of the ISOS is to assess the quality, suitability and deliverability of Tenderers’ outline proposals and accordingly shortlist those organisations the Council wishes to invite to participate in the dialogue sessions. The ISOS documentation contains the Method Statement areas necessary for a Tenderer to outline their proposed solution.

The ISOS responses will be evaluated in accordance with the evaluation criteria set out at Section 6. The Council will have the opportunity to seek clarification from Tenderers with regard to the ISOS submissions during the evaluation process. Following evaluation of ISOS submissions, it is intended that the Council will invite up to four Tenderers to participate in the dialogue sessions.

## **Submission of PQQ and ISOS**

All Tenderers wishing to take part in the procurement must complete both a PQQ response and ISOS submission, which will need to be submitted by the Deadline given in the timeable.

Tenderers that do not pass the Pre- Qualification requirements will not progress to the ISOS evaluation and will be eliminated from the remainder of this procurement process. For the purposes of clarity, where a Tenderer has not successfully passed the Pre-Qualification section, their ISOS response will not be read or evaluated, and no feedback will be provided on their ISOS response.

## **dialogue sessions**

Dialogue Sessions will be held with up to four shortlisted Tenderers based on their ISOS submissions, to clarify and develop aspects of their submission and to review aspects of the Council’s requirements in more detail. Dialogue on such issues should be in accordance with the solution set out within the Tenderers’ ISOS submission.

## **Invitation to Submit Final Tenders (ISFT)**

An Invitation to Submit Final Tenders (ISFT) will be issued to all shortlisted Tenderers. On completion of the Dialogue a call for final Tender documents will be issued.

The ISFT submission will be the submission by Tenderers of the final contract which should be in a form readily capable of signature by both parties. For the avoidance of doubt, there will be no separate bid submission document, as the Tenderers’ solution should be contained within the final contract (and accompanying legal, technical and financial schedules) developed through the dialogue sessions as amended (if at all) by the Tenderer.

## Once ISFT submissions have been provided by shortlisted Tenderers, there may be need for a period of clarifications and optimisation of the detail in the final Tenders with Tenderers before final evaluation.

## The highest scoring Tenderer(s) from evaluation of the ISFT responses for each Lot will be selected as the Tenderer(s) for Contract Award. Following final evaluation the Council reserves the right where a single tenderer has won both Lots to request a best and final offer which shall include any further financial or other benefits that the Tenderer is able to offer the Council for the award of both Lots. The Council will then make its contract award decision on the basis of that best and final offer in accordance with the Tender Documents.

## **Contract Award**

The Council will record the outcome of the dialogue process and seek formal approval to the recommendation to appoint the successful Tenderer(s) through the internal approval process of the Council.

Following this and a short period for confirmation of commitments under the contract, the Council will notify Tenderers in accordance with regulation 86 of the Public Contracts Regulations 2015 and observe a ten day standstill period before final award.

It is envisaged that there will be two separate contracts awarded (Lot One and Lot Two) to the successful Tenderer(s). However, the Council reserves the right to award a single contract to a single Tenderer if they are the successful Tenderer for both Lots One and Two.

The Council does not bind itself to accept the lowest or any offer, and reserves the right to accept Tenders in whole or in part.

**7 Your tender**

Please read the instructions to tenderers, in Part 2 of this document, carefully. They tell you in detail what you have to do to submit a tender for the proposed contract. If you do not comply fully with the instructions to tender, there is every chance that your tender will be rejected outright by the Council and will not even reach the evaluation stage.

**8 Clarification of tenders**

Once tenders have been received and opened, and before evaluation begins, they will be checked to ensure that that they comply with the instructions to tenderers, that they do not contain any qualifications or conditions and that they are clear and comprehensive. If the Council needs to clarify any of these points, questions will be submitted via the London Tenders Portal to the tenderer, who will also be required to respond via the Portal.

**9 Checking for Validity and Completeness**

Validity: A valid tender is one that is received in accordance with the Instructions to Tenderers. Validity will involve checking against the various requirements set out in the Instructions and in the Council’s Contract Procedure Rules. Tender submissions that do not satisfy this requirement will be eliminated and not considered further.

Completeness: A complete tender will include all documents and information required in accordance with the Instructions. Completeness will be established by checking against a checklist of all the financial and non-financial submissions required to be included in the tender.

Tender submissions that do not satisfy the requirement for completeness will be eliminated and not considered further, except in the case of minor omissions that the Council, in its sole discretion, considers can be rectified following a reasonable request made by the Council.

# 10. We will then evaluate your tender as follows:

The Council is seeking the most economically advantageous tender

Tenders will be evaluated on the following criteria:

Quality:: 80%

Cost: 20%

TOTAL 100%

The Tenders will be assessed in a3 stages, these are explained in more detail, below:

Stage 1 – Pre-qualification

Stage 2 – Evaluation of Outline Submissions (ISOS) of bidders passing Pre-qualification and Dialogue with bidders

Stage 3 – Bidders will be Invited to submit Final Tenders (ISFT) which will be assessed on the same basis as the ISOS

# Stage 1 – Pre-Qualification Evaluation

All participating organisations will be required to complete the Pre Qualification Response Document prior to the Council evaluating the Tenderers ISOS Response Document. **Tenderers that do not pass the Pre- Qualification requirements will not progress to the ISOS evaluation and will be eliminated from the remainder of this procurement process.**

All Tendering organisations will be required to complete one Pre – Qualification Response Document. Tenderers must indicate within this document which Lots they intend to bid for i.e.

* + - * Lot Three (Brent)
      * Lot Four (Ealing)
      * Lot Five (Hammersmith & Fulham)
      * Lot Six (Hounslow)
      * Lot Seven (Hillingdon)

The Pre - Qualification is evaluated on a pass / fail basis. Tenderers will fail Stage One if they fail any of the questions within the PQQ. Up to four (4) Tendering organisations will be shortlisted to the ISOS.

# Quality Evaluation (ISOS & ISFT)

For bidders passing Pre-qualification, the Outline Submissions will be evaluated for Quality and Commercials

QUALITY 80%

This part of the evaluation will involve marking the answers to each of the questions in the Method Statement, based on understanding and compliance with requirements and the quality of response under the following headings.

In order to assist in evaluating the relative merit of various tenders with regards to quality, a weighting model will be used to distinguish which questions hold the most significance. The criteria on which the quality of the tender will be assessed in respect of ability to provide the services required, including the weighting to be applied to reflect importance, are as defined below:

Evaluation criteria are set out below.

Commercial / Quality ratio = **20**% Commercial, **80**% quality

|  |  |
| --- | --- |
| **Evaluation criteria** | **Weighting** |
| ***Quality*** | **Overall 80%** |
| **Quality / Technical Sub Weighting totalling** | **100% x 0.8** |
| Method Statement 1 – The IPS Service | 30% |
| Method Statement 2 – Mobilisation | 10% |
| Method Statement 3 – Integration of the Service | 25% |
| Method Statement 4 – Service Monitoring | 15% |
| Method Statement 5 – Equality Diversity and Inclusion | 10% |
| Method Statement 6 – Social Value and Sustainability | 10% |
| Quality/Technical threshold score = | Overall 80% of Quality Weighting |

# Quality Scoring Methodology (ISOS & ISFT)

Each bid will be evaluated using the scoring breakdown shown in the table below. You should make sure you address both the Specification and take into consideration the Terms and Conditions as closely as possible.

The Tender Evaluation Model for ISOS (and where shortlisted) an ISFT showing the Evaluation Criteria and the maximum scores attributable to them is set out below.

Each question score will be divided by the maximum score possible (3 points) and converted into a % score out of 100 (this will be the score inputted online). This score will then be multiplied by the percentage weighting which that question had been allocated. The weighted percentage scores for each question will then be added together and then multiplied by the percentage weighting which the quality assessment part of the evaluation has been given. This will then provide an overall percentage score for the quality assessment part of this evaluation.

| **Grade** | **Criteria** | **Max Score = 3** |
| --- | --- | --- |
| **Fully Covered** | As Mainly Covered, but to a significantly better degree. Demonstrates a complete and sound approach with innovative and new solutions which exceeds the Council’s requirements. The response therefore shows:   * Deep understanding of the Council’s requirements * Considerable competence demonstrated through relevant evidence * Considerable insight into the relevant issues   The response is also likely to propose additional value in several respects above that expected | 3 |
| **Mainly Covered** | The response broadly meets what is expected from the criteria. The bidder’s proposal is comprehensive and demonstrates that they understand the requirement. They have supplied clear, detailed information and the evidence is unequivocal. The evaluation team is fully satisfied about the bidder’s ability to meet the detailed criteria.  The response therefore shows:   * Good understanding of the requirements * Sufficient competence demonstrated through relevant evidence Some insight demonstrated into the relevant issues * Shows significant provision of services and demonstrates a complete and sound approach that has the potential to meet the Council’s requirements and expectations | 2 |
| **Partially Covered** | The response meets some of the requirements but give concern in a number of significant areas. There are reservations because of one or all of the following:   * There is at least one significant issue needing considerable attention * There is insufficient evidence to demonstrate competence or understanding * The response is light and unconvincing | 1 |
| **Not Covered** | The response is significantly below what would be expected because of one or all of the following:   * The response indicates a significant lack of understanding * The response fails to meet the majority of the requirements   Response contains insufficient information to make a judgement and does not show a similar level of service | 0 |

The appropriate weighting as stated in the evaluation criteria above will then be applied to the individual scores.

Tenderers scoring ZERO against any single criteria will be disqualified from the process.

# Commercial Evaluation (ISOS and ISFT)

**COST – 20%**

The scoring for the cost assessment will be awarded from the available 20% weighting of this section. The cost assessment will be based on your total cost submitted in your pricing schedule.

Tenderers will be ruled out of the ISOS evaluation if they:

1. Unable to achieve the minimum Caseload within each of the respective boroughs they have applied for:

Lot 1 Brent 162 Service Users (plus 69 users for the Control Group)

Lot 2 Ealing 162 Service Users (plus 69 users for the Control Group)

Lot 3 Hammersmith & Fulham 119 Service Users (plus 51 users for the Control Group)

Lot 4 Hillingdon 119 Service Users (plus 51 users for the Control Group)

Lot 5 Hounslow 119 Service Users (plus 51 users for the Control Group)

1. If the proposed number of Service Users is deemed to be unrealistic or unsustainable. (Based on theoretical business modelling, the Council has calculated the numbers for each respective Lot that will be deemed “unrealistic” and/or “unsustainable”. As such proposals above this shall be ruled out for the respective lot applied for) **The numbers provided within the Commercial Section must be realistic and supported by a credible approach to achieving the sustainable commercials over the life of the Contract which you must address in your proposals via the Method Statements. Tenders that after clarification with the Tenderer are deemed to be abnormally/unreasonably low or high may be rejected.**
2. If the Tenderer does not complete Table A of the ISOS Commercial Schedule Response Document in accordance with the requirements set out within the document.

As part of the ISOS Commercial evaluation tenderers will first be required to complete “Table A” within the Commercial Schedule Response document. The completed table (as may be amended during dialogue) shall form part of the contract and shall be used to audit the successful Tenderer throughout the contract period to ensure delivery of the services described within the Specification document are achieved. Tenderers who fail to complete the document in accordance these instructions shall be excluded from the remainder of the procurement process for that particular Lot.

Tenderers shall then be required to complete the below information within the ISOS Commercial Schedule Response document:

1. The number of "**Clients Completing**" engagement with the programme, including engagement and outreach by integrated treatment team. Resulting in Signed Agreement to Attach + data sharing. Organisations will be given full advice in the pre-contracting phase on the information which must be recorded and reported and the implications for project procedures and systems.. Payable only in the first 12 months of the contract term (this will include the attaching Cohort and control cohort).
2. The number of participants in **“Sustained Employment”** for 26 weeks out of 32 weeks.

The above two outcomes shall be weighted in accordance with the 20% Commercial criteria available.

For further details of this please see the Pricing Evaluation section within this document.

Tenderers are to be aware they will be asked to demonstrate their methodology in achieving the figures provided within their Method Statements.

|  |  |
| --- | --- |
| **Commercial** | **20%** |
| All proposals that pass the quality threshold score will be evaluated for Commercial.  Clients Completing (CC)  Sustained Employment (SE) | 100%  (of 20% Commercial score available)  5%  15% |

# Combined ISOS Evaluation (Quality and Commercial Sections)

Tenderers will be evaluated per Lot and the Council will apply the same evaluation criteria for all lots. A Tenderer who does not meet the above criteria in a designated Lot will only result in a fail for that particular Lot. Tenderers meeting the above requirement will be notified as part of Stage One and will progress to the Dialogue Stage (Stage Two).

**STAGE TWO**

**Dialogue Stage**

The Council shall undertake dialogue and/or clarification sessions with the Top 4 scoring organisations from Stage One. Following these sessions all 4 remaining Tenderers shall have the opportunity to submit an ISFT to the Council.

Comprehensive Dialogue will be held with each of the Tenderers during this stage. The Council may hold one or more meetings with Tenderers but each Tenderer will be offered the same number of meetings. The dates for these meetings will be confirmed prior to commencement of Stage Two.

The Dialogue stage will continue until the Council is satisfied that it is in a position to identify a solution capable of meeting its need. At the point that the Council assesses it is appropriate to close the Dialogue, the Council will call for ISFT Response Documents to be submitted from Tenderers.

**STAGE THREE**

**Invitation to Submit Final Tender (ISFT)**

Following the dialogue stage Tenderers shall be invited to submit final Tenders for the services outlined within the specification and those agreed within the Dialogue Stage. The ISFT Response Document will be in the same format as the ISOS Response Document however Tenderers shall have the opportunity to refresh their ISOS Responses based on discussions and/or agreements within the Dialogue Stage. Following submission of the ISFT, the ISFT shall be evaluated in accordance with Evaluation Criteria set out in this document.

**Evaluation of Invitation to Submit Final Tender (ISFT)**

The Evaluation Panel will score the Quality and Commercial sections of the ISFT using the same methodology as for the ISOs Evaluation.

**Final evaluation & Award Recommendation**

After all ISFTs have been assessed following the process outlined above, the highest scoring Tenderer(s) will be recommended for award of the contract(s).

Quality score and Commercial score will be combined to produce final scores for all Tenderers that have passed the quality/technical threshold.

The award of a contract will then be subject to the internal approval processes and governance of the Council.

# 11. Interpretation

Whilst the Council will use reasonable endeavours to ensure that the information given to tenderers by the Council is both accurate and complete, the Council does not warrant the same and in pricing your proposals or, if successful, in entering into the contract, you should not rely upon any representations made by or on behalf of the Council.

If you have any questions concerning the interpretation of any of the invitation to tender documents you should submit them via the London Tenders Portal in line with the published timetable

# 12. Confidentiality

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| --- |
| All information supplied by the Council in connection with the Invitation to Tender must be treated as private and confidential. You must not disclose that you have been invited to tender or disclose details of any of the invitation to tender documents, other than on an “in confidence” basis to the professional advisers and insurers whom you need to consult for the purpose of preparing and submitting your tender. **If you disclose that you have been invited to tender or discuss your tender with anyone else, your tender will be automatically disqualified.** |

# 13. Preparation of Tender

It is your responsibility to satisfy yourself as to the accuracy and sufficiency of the rates and prices and all other information contained in your tender. You shall be deemed to have obtained for yourself all necessary information that might influence or affect your tender and to have included for all necessary equipment, materials, staff, facilities, time and anything else required for the performance of your obligations under the contract.

# 14. Rejection of tenders

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| The Council’s purpose in inviting tenders for this contract is to establish an open, fair and transparent procedure that generates genuine competition between tenderers and maximises value for money for the Council.  Following the investigation by the Office of Fair Trading, the Council has become aware of certain anti-competitive practices prevalent in the construction industry. We do not know whether such practices have spread to other industries, but we must take steps to protect the Council’s interests. Where anti-competitive practices result in the Council paying more than it should have done, the Council considers this to be a fraud on the people and communities of Ealing.  Any tender will be rejected if the Council has reason to believe that the tenderer :   * has directly or indirectly canvassed any member, officer, consultant or contractor of the Council concerning the acceptance of his tender or award of the contract or has directly or indirectly obtained or attempted to obtain from any such person information about other tenderers; or * has communicated in any form with any former employee of the Council to obtain confidential information in connection with letting this contract; or * has communicated to any other person the amount or approximate amount of the rates and prices shown in his tender; or * has entered into any agreement with any other person that one or other of them refrain from submitting a tender or that one or other of them will reduce or enhance the rates and prices to be shown in his tender; or * has paid or given or offered to pay or give any sum of money, inducement or valuable consideration either directly or indirectly to any person for doing or having done or causing or having caused to be done any act or omission in relation to any other tenderer or any other person’s proposed tender; or * has committed any offence under the Bribery Act 2010.   The Council will have no hesitation in reporting to the Office of Fair Trading or the Metropolitan Police or both when a tender is rejected for any of these reasons.  Any tenderer whose tender is rejected for anti-competitive or corrupt behaviour will automatically be struck off the Council’s Approved List and will not be invited to tender for any future Council contracts.  For the avoidance of doubt, if a firm declines to tender in response to an invitation, its opportunities to tender for future contracts will not be affected. A firm which tenders an inflated price with the intention of not being awarded the contract is likely to damage its chances of being invited to tender for future contracts and risks being reported for anti-competitive behaviour. |

Any tender that is conditional or is limited in any way will be rejected.

The Council is not bound to accept the lowest or any tender.

# 15. Communications

Please address all inquiries concerning this Invitation to Tender via the London Tenders Portal. If you have any difficulties doing this please e-mail them to David Lillicrap [lillicrapd@ealing.gov.uk](mailto:lillicrapd@ealing.gov.uk)

Please note that to ensure you receive all correspondence from the Council it is the responsibility of each bidder to manage their London Tenders Portal profile with the appropriate contact set for their account.

The colleague(s) who submit a bid via the London Tenders Portal on behalf of your company should be a named contact on the company profile; this can be done by logging in and using the “Update Company Profile” function on the portal then adding the relevant contact.

You must ensure that an alternative contact is able to access any communications sent via the portal during any periods of absence. Not doing so will result in you not receiving important communications.

**PART 2**

**INSTRUCTIONS TO TENDERERS**

## **Key dates**

This procurement will follow a clear, structured and transparent process to ensure a fair and level playing field is maintained at all times, and that all Tenderers are treated equally.

The key dates for this procurement (Timetable) are currently anticipated to be as follows:

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| --- | --- |
| **Procurement Stage** | **Indicative Date** |
| Issue OJEU Notice | 17th February 2016 |
| Issue PQQs and Invitations to Submit Outline Solutions (ISOS) | 17th February 2016 |
| Market Engagement Day | 1st March 2016 |
| PQQ and ISOS Tenderers Clarification question deadline | 18th March 2016 |
| Deadline for PQQ and ISOS Submissions | 1st April 2016 16:00 |
| Evaluation of PQQ and ISOS | 4th April – 8th April |
| Write to bidders re outcome of PQQ and ISOS evaluation and down select if appropriate | 11th April 2016 |
| Dialogue with shortlisted bidders | 13th – 15th April 2016 |
| Invitation to Submit Final Tenders (ISFT) | 18th April 2016 |
| Final Tender deadline | 3rd May 2016 |
| Evaluation of ISFTs | 8th May 2016 |
| Commencement of standstill period | 9th May 2016 |
| Notification of Successful Bidder | 19th May 2016 |

The Council reserves the right to amend the above timetable. Any changes to the procurement timetable shall be notified to all Tenderers as soon as practicable.

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| **Check** |  |
|  | 1. **Tender Documents**   Your tender must be uploaded to the London Tenders Portal and must include the following documents:  All Tenders must be submitted via the E-Tendering portal response sections.  All participating organisations will be required to submit a Pre–Qualification Questionnaire Response Document, ISOS Response Document and the ISOS Commercial Schedule Response Document via the Tendering Portal in order for their Tender to be deemed compliant.  1. Pre - Qualification Section  This section contains, compliance declarations and qualification questions. Tenderers must sufficiently upload the declarations and pass the qualification questions for their ISOS submission to be evaluated.  Tenderers will be required to download the “Pre - Qualification Document” prior to completing and uploading a “Completed Pre - Qualification Document” in the relevant section on the Tendering portal. The file should be named with your organisations name; titled “Completed Pre - Qualification Document” i.e. “Blue Sky Employment Solutions Ltd, Completed Pre - Qualification Document”.  2. ISOS Response Document Submission  This section contains technical questions that Tenderers need to respond to. Tenderers response to these Method Statements will be scored and evaluated in accordance with the ISOS evaluation criteria.  Tenderers will be required to download the “ISOS Response Document” prior to completing and uploading an “ISOS Response Document”. The file should be named with your organisations name; titled “ISOS Response Document” i.e. “Blue Sky Employment Solutions Ltd, ISOS Response Document”  3. ISOS Commercial Schedule  This section contains commercial questions and is where Tenderers will complete/submit their commercial information.  **Commercial** – Tenderers will be required to download the “ISOS Commercial Schedule” prior to completing and uploading a “Completed Commercial Schedule Document” in the relevant section on the Tendering portal. The file should be named with your organisations name; Lot number(s) applied, titled “Completed Commercial Schedule Document” i.e. “Blue Sky Employment Solutions Ltd, Completed ISOS Commercial Schedule Document”. |
|  | There are four parts to the Form of Tender. Each part must be completed in full, in ink and must be signed and dated by hand by people authorized to make the tender on your behalf. Part 2 (the Acknowledgement and Undertaking) and Part 4 (the Statement of Interest) require only one signature. Part 3 (the Offer) must be signed by two different duly authorized people. |
|  | You must submit **one** completed, signed and dated Form of Tender. This must include the green shading in Part 3 (the Offer). |
|  | All prices in the form of Tender must be inserted in ink. Any prices inserted in pencil will be deemed to be priced at a nil value. Any items not priced will be deemed to be priced at a nil value. |
|  | Arithmetic will be checked as part of the clarification of tenders, before evaluation. Obvious arithmetical errors that would increase the price to be paid [by] the Council may be corrected but an arithmetical error that would result in the Council paying less will not be corrected. In such a case, the tenderer must stand by or withdraw his tender as submitted. |
|  | You must not write in additional items to the specification any such additions will automatically disqualify your tender. |
|  | Your tender must be in English and priced in pounds sterling. |
|  | Your tender submission must be completed online using the London Tender’s Portal. |

**2. Pre-tender questions**

If you have any questions concerning the interpretation of any of the invitation to tender documents, you should submit them via the London Tenders Portal no later than the date listed in the timetable The Council’s response will be given via the portal to all invitees to tender.

The Council will not enter into any negotiations whatsoever on the following tender documents after the latest date for receipt of tenders. If you submit a tender, you will be giving an undertaking to the Council that, if your offer is accepted, you will enter into a contract on the tender documents included in this Invitation to Tender:

* Form of Tender

**3. Conditional or qualified tenders**

Any tender that is expressed to be conditional or is limited **in any way** will automatically be rejected. Any tender that does not comply fully with these instructions to tenderers will automatically be rejected. Accordingly, you are strongly advised to obtain from the Council all the information you need in order to formulate your tender, well before the latest date and time for receipt of tenders.

**4. Evaluation criteria**

Tenders will be evaluated on the criteria and the weightings set out in this Invitation to Tender, and no others. You are advised to address these criteria in formulating your tender.

**5. Return of tenders**

Tenders must be returned to the Council via the London tenders Portal. You must ensure that all of your documents are uploaded before you submit your tender. You can amend your submission at any point before the latest date and time for receipt of tenders.

**6. Latest date and time for receipt of tenders**

Responses to the PQQ, ISOS and ISFT must be submitted in the manner prescribed within this document, no later than the Deadline.

Any receipts of Tenderers PQQ, and/or ISOS/ISFT response documents after the deadline mayl not be opened or considered. The Council may, however, in its own absolute discretion extend the deadline and in such circumstances the Council will notify all Tenderers of any change.

Any tender that is received by the Council after this time, **whatever the circumstances**, will be retained unopened until after tenders properly received have been opened and recorded. It will then be opened and considered by the Council only if the Council’s Head of Strategic Procurement certifies that they are satisfied that the tender has not gained any advantage over other tenders by the delay.

It is your sole responsibility to ensure that the Council receives your tender before the latest date and time and that it complies fully with these instructions to tenderers. The Council will not accept responsibility for any tender that is not properly received, for whatever reason.

**7. Termination for corruption**

Any tender will automatically be disqualified, and any contract arising from a tender will be terminated immediately and any losses to the Council arising from the termination recovered from the supplier, if the tenderer or anyone acting on his behalf (with or without his knowledge) :

* offers or gives or agrees to give to any member or officer of the Council any gift, benefit or consideration of any kind or value as an inducement or reward with regard to the contract; or
* commits any offence under the Bribery Act 2010.

**Note : The Council is not bound to accept the lowest or any tender.**