### **CORPORATE SERVICES DEPARTMENT**

Caroline Holland - Director

**Learning and Development**

**London Borough of Merton**

**Merton Civic Centre**

**London Road**

**Morden SM4 5DX**

***Direct Line:* 020 8545 3394**

***Ref :*  DN435499**

***Date:*  12th September 2019**

**Re: Request for Quotation for Information Technology Skills Training**

The London Borough of Merton (“the Council”) is inviting quotations from suitably qualified and experienced providers to provide Information Technology Skills Training (**“Quotations”**).

Enclosed is the Request for Quotation (RFQ) pack, which contains:

Section 1: Background

Section 2: Statement of requirements

Section 8: Instructions and conditions for quoting

Section 9: Contract award

Section 10: Supplier response

Section 11: Form of quotation and declarations

Section 12: Conditions of contract

Section 9.3 Pass / Fail Criteria

Appendix A Commercially Sensitive Information

Appendix B Method Statement

Appendix C Price Schedule

Appendix D References

This RFQ exercise will be conducted electronically via the London Tenders Portal, which can be found at <https://procontract.due-north.com/Register> (**the “Portal”**).

Your Quotation must be received by 27th September 2019 at 15.00 Any Quotations received after this deadline may not be accepted. All Quotations must be submitted via the Portal and not in any other form.

Please acknowledge receipt of this RFQ confirming your intention to submit a Quotation. Should you have any questions regarding the process or the RFQ please submit these via the Portal in accordance with section 8

Yours Sincerely

**Ruth Poulter**

**HR Contract Manager**

1. **Background**
2. **Introduction**

The London Borough of Merton wish to appoint a supplier to provide information technology skills training for all employees.

Training Courses are seen as a valuable tool in supporting organisational development and leadership and management development. It can provide personalised, quick and effective support for complex and challenging issues that cannot easily be addressed with other forms of development. It can also support career development and enhance leadership capability at a senior level

Most Local Authorities have in recent years been subject to reduced central government funding and a period of rapid change. Most Councils have had to adapt quickly to embrace smaller budgets, new technology, new legislation and changing customer expectations. The process of change is still ongoing requires innovative solutions and strong management and leadership. Therefore providing the appropriate and timely support to our managers and employees is critical at this time.

1. Contract Term

The proposed contract will be for a period of 1 year with the option to extend, subject to a satisfactory performance and continued need for 1 year.

1. **Statement of requirements**
2. **Outline of the Council’s requirements**

The Council seeks to appointment a supplier who can provide the specific training courses outlined below. All courses need to meet the varied needs of the individuals, their issues and the service and level or the role of participants.

1. **Detailed specification**

The London Borough of Merton wishes to commission an Information Technology Training Programme for employees. The programme is available to all employees. Full outlines of all courses to be covered can be found below together with the audience, duration and frequency of each event.

2.3 **Microsoft Excel – Intermediate**

This programme is designed to give participants powerful methods such as advanced filters, pivot tables and data consolidation. The course will cover how to organise, analyse and summarise data in a more effective way, enabling the person to get more out of it.

**Who**

The course is designed for Excel users who need to select and analyse information that is arranged in a list or database.

**Course Aim**

To develop confidence in staff who are required to present information to small or large audiences.

**Learning Outcomes**

* Identify the key elements in preparing a presentation.
* Organise and structure a presentation in a logical format
* Identify and construct a range of visual aids and manage their ruse effectively
* Manage questions from an audience with confidence
* Identify the maximise your personal presentation style
* Ensure the presentation is designed with an audience in mind
* Opportunity to practice your presentation skills and receive feedback.

**Duration**

Usually half a day.

2.4 **Microsoft Excel - Advanced**

This programme is designed to show learners how to create and use some the

more powerful formulas and functions within Excel, providing the skills and knowledge to perform complex tasks that will make data work harder.

**Course Aim**

To provide learners with an advanced knowledge of Microsoft Excel functions in order to consolidate learning and maximise the investment in training, learners should put their newly acquired skills into practice as soon as they return to the workplace.

**Learning Outcomes**

* Create, define and apply range names
* Use the function wizard to create complex and nested formulas and functions
* Make decisions using logical formulas
* Create Lookup functions across worksheets and workbooks
* Manage links and consolidate data
* Audit and check your work

**Duration**

Usually half a day

2.5 **Microsoft Word – Intermediate**

This course is designed to help learners how to master the challenging aspects of working with long documents in Word by using headers, footers and section breaks.

**Course Aim**

The task-based course is aimed at users of Word XP who are competent in the basic use of Word and are required to work with lengthy documents, ensuring continuality of formatting and clarity throughout their documents.

**Learning Outcomes**

* Use page set-up to control margins and page layout (including portrait / landscape)
* Apply headers, footers and page numbers.
* Understand and use section breaks
* Apply consistent formatting with styles
* Create a table of contents
* Understand control text flow.

**Duration**

Usually half a day.

2.6 **Microsoft Word – Advanced**

This programme is aimed at business users who need to understand and utilise mail merge in day to day activities.

**Course Aim**

This task based course is aimed at users of Word who are competent in the basic use of Word and want to use mail merge to create standard letters, forms and lists. The course will also cover more advanced formatting including tables and tables.

**Learning Outcomes**

* Understand and use mail merge to create composite documents.
* Creating a data source for a mail merge and use existing data source
* Sort and select records to merge
* Create labels
* Insert a merge field and a word field
* Advanced tabs and tables.

**Duration**

Usually half a day

2.7 **Microsoft Outlook – Intermediate**

This course is designed to expand skills in using Outlook. Understand how to create rules to the manage e-mails automatically, customise Outlook, be aware how to collaborate with other Outlook users, sharing folders and giving people permission to view information. Manage emails and archive old items, use of task manager and setting up meetings.

**Course Aim**

To provide learners with an intermediate knowledge of Microsoft Outlook in order to consolidate learning and maximise the investing in training, learners should put their newly acquired skills into practice as soon as they return to the workplace.

**Learning Outcomes**

* Quick revision on sending and receiving emails
* Inbox / Outbox
* Working with address book
* Creating distribution list
* Creating folders
* Moving files to folders
* Sorting
* Group address
* Adding and deleting fields
* Working with rule wizard
* Working with contact and working with calendar.

**Duration**

Usually half a day

2.8 **Microsoft Powerpoint – Intermediate**

This course is designed to expand skills in using PowerPoint. Understand how to insert additional objects into slides of presentations, namely tables, charts, graphics, sound and video and further edit them, learn to organise slides, split them into sections and move them between presentations. Examine the presentation themes in detail; add footer to the slides and customer the slide master.

**Course Aim**

To provide learners with an intermediate knowledge of Microsoft Outlook in order to consolidate learning and maximise the investing in training, learners should put their newly acquired skills into practice as soon as they return to the workplace

**Learning Outcomes**

* Inserting and editing tables into slides
* Tables from external sources
* Creating and editing graphics
* Inserting and editing charts into slides
* Adding sounds and video to presentations
* Showing footer information onto slides
* Themes
* Slide background
* Manipulation with slides
* Import of external data
* Presentation sections
* Slide Master editing
* Auto correct options
* Proofing
* Comments
* Finding and replacing texts and fonts
* Comparison of presentation versions

2.9 **Microsoft – PowerPoint – Advanced**

This course is designed to expand skills using PowerPoint. Understand how to manage PowerPoint files, working with pictures, multimedia, adding tables charts and diagrams, setting up slide masters, reviewing presentations and creating advanced type of shows.

**Course Aim**

To provide learners with an intermediate knowledge of Microsoft Outlook in order to consolidate learning and maximise the investing in training, learners should put their newly acquired skills into practice as soon as they return to the workplace

**Learning Outcomes**

* Using Windows Explorer within PowerPoint
* File management tools
* Using presentation tools, optimisation & compression
* Using presentation tools – inspection & checking
* Inserting and editing pictures
* Manipulating, formatting and managing pictures
* Inserting and editing video files
* Inserting and editing audio files
* Inserting, editing and formatting tables
* Inserting and formatting SmartArt
* Inserting and formatting Charts
* Creating a slide master
* Using placeholders
* Using hand-out masters
* Using notes masters
* Creating advanced types of shows
* Setting up Shows
* Presenting Shows
* Creating a custom Show
* Advanced presentation techniques.

**Duration**

Usually one day

2.10 **Optional Training Course to be confirmed**

Should we identify a need to deliver Microsoft office basic training across Word,

Excel and PowerPoint please confirm your capability to deliver training and the costs (onsite face to face – **Price on Appendix C**

**Duration**

Usually will be half a day.

1. **Scope of the Training**

3.1 The chosen provider will be expected to use a variety of training methods and

techniques to engage the particular audience of each course taking into consideration learning styles and current experience.

3.2 The training must be up to date in relation to current legislation in particular trainers

delivering the training must have prior knowledge and experience of delivering

essential skills.

3.3 A briefing will take place where the content of each module and the shape of the

programme will be agreed between the London Borough of Merton and the provider at the beginning of the Contract. Quarterly review meetings will take place to ensure that the programme is update to date and relevant.

3.4 The booking of events will be co-ordinated by the HR Policy Development Team.

1. **Programme Frequency**

4.1 All programmes will be run based on demand and subject to financial constraints

and will be available to all Merton Council Employees and any new starters.

4.2 The programme will be run over a period of 24 months, the workshops may need to

be repeated throughout the period of the contract.

4.3 We expect there to be a maximum of between 15 and 20 attendees per workshop

and anticipate that two workshops would be run on the same day to maximise value for money. These may be whole half day from different subjects and for different delegates, however we would work with the chosen provider to ensure the schedule allows the subject matter covered on both workshops to be delivered by one trainer.

1. **Programme Requirements**

5.1 The successful provider will:-

* Be responsible for collating the evaluation sheets following each event and reporting the results to HR Policy & Development team within two weeks fo the event taking place.
* Ensuring the attendance sheets are completed and returned to the Learning & Development Team
* Produce all materials including certificates for attendees and take them to the event or email them to the learning & development team at least two weeks prior to the event for distribution to the learners.
* Use training methods that are proven to convey both theory and practice.
* Allow for applied and reflective learning during the training period.
* The provider must ensure all learning materials can be adapted to ensure those with visual and/or hearing impairments can gain benefit of the programmes
* It is expected that the training is delivered on site or within the London Borough of Merton.
* Be flexible and cost effective in the delivery of events.

5.2 The London Borough of Merton reserves the right to carry out clarification

interviews with the top three ranking organisations.

1. **Contract Performance Monitoring**

|  |  |  |
| --- | --- | --- |
| **Activity** | **Timescale** | **Who will be responsible** |
| Agree course outlines and delivery schedule | At the initial planning meeting following the contract being awarded | The provider  & Head of HR Policy development |
| Attendance lists | On conclusion of each workshop | The provider to send to the HR policy and Development Team |
| Evaluation forms | On conclusion of each workshop | Provider to send to HR Policy Development Team |
| Review meetings | Quarterly | The provider  & Head of HR Policy development |
| Collation of learner feedback | After 6 months of end of training programme. | HR Policy and Development Team |

1. **Structure of the Courses**

* Costs incurred are based on the cost per course and not for a minimum number
* The course will be based on site at the London Borough of Merton
* No travel costs or expenses will be paid therefore price quoted must be inclusive of associated expenses.
* Evaluation of learners will need to be produced at the end of the coaching, although coaching content should be confidential the outcomes should be reported.

1. **Instructions and Conditions for Quoting**
2. **Invitation to provide a quotation**
3. The London Borough of Merton (“the Council”) invites quotations for the provision of Information Technology Skills in accordance with this RFQ (“Quotations”).
4. This RFQ:
   1. sets out the instructions that apply to this procurement process
   2. sets out the overall timetable and process for the procurement
   3. provides bidders with sufficient information (including the Council’s Statement of Requirements) to enable them to submit a compliant Quotation
   4. sets out the award criteria and evaluation model that will be used to evaluate Quotations
5. **Indicative timetable**
   1. 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 bidders are treated equally.
   2. It is intended that the procurement process will follow the timetable set out below, however this is provided for indicative purposes only and the Council reserves the right to amend the timetable as it sees fit.

|  |  |
| --- | --- |
| **Stage / Activity** | **Dates** |
| Publication of RFQ | 12th September 2019 |
| Last date for RFQ clarification questions | 20th September 2019 |
| Closing date for receipt of Quotations | 27th September 2019 |
| Evaluation of Quotations | 4th October 2019 |
| Contract Award | 11th October 2019 |

1. **Completing this quotation**
   1. Your Quotation will take the form of your responses to the series of Method Statements (**Appendix B)** (Quality Ability) of this RFQ. Additional information should not be submitted unless you are requested to do so.
   2. Please ensure that all Method Statements **(Appendix B)** are completed in full, and in the format requested. Failure to do so may result in your Quotation being disqualified. If a Method Statement question does not apply to you please state clearly ‘N/A’ and give the reason it does not apply.
   3. Subject to paragraph 8.5 (a) above, should you need to provide additional information in response to a question, this should be page numbered and clearly cross-referenced to the question to which it relates.
2. **Signatures**
3. Quotations must be signed (as appropriate) as follows:
4. Where the bidder is an individual, by the individual
5. Where the bidder is a partnership, by one partner duly authorised for such purposes
6. Where the bidder is a limited company, by one director duly authorised for such purposes.
7. **Verification of information provided**
8. A sub-contracting arrangement means:
   1. an organisation who takes a portion of a contract from the primary contractor (winning bidder), or from another subcontractor. Or;
   2. an organisation who bids for a contract but uses (an)other provider(s) to carry out part(s) of a contract.
9. Where a sub-contracting arrangement is proposed, the bidder must complete questions 10.2.11 – 10.2.14 of the Bidder Information Form (at section 10) setting out:
   1. the identity of all sub-contractors
   2. the percentage of the contract proposed to be delivered by each sub-contractor, and
   3. the roles and responsibilities of each sub-contractor.
10. The Council recognises that arrangements in relation to sub-contracting may be subject to future change and may not be finalised until after Quotations are submitted. However, bidders should be aware that where sub- contractors are to play a significant role in delivering key contract those sub-contractors may be taken into account on evaluation. On appointment, the lead bidder is accountable for fulfilling the contract and ensuring that their sub-contractor(s) fulfil their part of the arrangement. Accordingly, any changes to sub-contracting arrangements (including the identity of a sub-contractor) may affect the evaluation of the Quotation and in such circumstances, the Council reserves the right to re-evaluate the Quotation, or terminate the procurement process. Bidders are required to notify the Council immediately of any change or proposed change in their proposed sub-contracting arrangements.
11. **Consortia arrangements**
12. A consortium arrangement means a group of organisations coming together specifically for the purpose of bidding for the contract where they envisage that they will establish a special purpose vehicle as the prime contracting party with the Council.
13. Where a bidder is proposing a consortium arrangement, it must complete questions 10.2.11 to 10.2.14 of the Bidder Information Form (at section 10) setting out:
    1. the names of all consortium members
    2. the percentage of work proposed to be delivered by each consortium member
    3. the roles and responsibilities of each consortium member
    4. the percentage shareholding of the consortium
    5. the lead member of the consortium who will be the point of contact during the procurement process
14. Please note that the Council is likely to require any consortium to form a single legal entity if awarded the contract (although it is not required to have done so prior to submitting a Quotation).
15. All members of any consortium are required to complete the Supplier sections 10.1 and 10.2 and must sign the Form of Quotation at section 10.1 of the RFQ. The remaining sections should be completed as a single composite response by the consortium as a single bidding entity.
16. The Council recognises that consortium arrangements may be subject to future change. Bidders should therefore respond on the basis of the arrangements as currently envisaged. Bidders should be aware that where it is proposed that consortium members will deliver key parts of the contract, or will have a significant shareholding in the consortium, those matters will be taken into account on evaluation. Accordingly, any changes to those arrangements (including the identity of a consortium member) may affect the evaluation of the Quotation and in such circumstances, the Council reserves the right to re-evaluate the Quotation, or terminate the procurement process. Bidders are required to notify the Council immediately of any change or proposed change to their consortium arrangement.
17. **References (Appendix D)**
18. In completing their Quotations, bidders are required to provide contact details of contracts that demonstrate their suitability to deliver this contract. The Council reserves the right to contact the named contact in order to verify bidders’ responses.
19. **Confidentiality and publicity**
20. This RFQ is made available on condition that its contents is kept confidential by the bidder and is not copied, reproduced, distributed or passed to any other person at any time except for the purpose of enabling the bidder to submit a Quotation.
21. Bidders should be aware that, in compliance with its transparency obligations, details of the Council’s contracts are published on its Contracts Register. Published details include contract values and the identities of its providers without consulting the provider of that information.
22. **The Freedom of Information Act 2000 and Environmental Information Regulations 2004**
23. In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (”FOIA”’) or Environmental Information Regulations (2004) (“EIRs”), all information submitted to the Council may in theory be disclosed in response to a request made pursuant to the FOIA and/or the EIRs. This request may be made by any member of the public or interested party.
24. The Council shall treat all Quotations as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA and EIRs (which permit certain information to be withheld, for example where disclosure would be prejudicial to a party’s commercial interests) and in accordance with the Council’s transparency obligations.
25. Therefore, bidders are responsible for ensuring that any confidential or commercially sensitive information, the disclosure of which would be likely to diminish the bidder’s competitive edge, has been clearly identified to the Council in the template provided at **Appendix A (attached).** In respect of any information that a bidder considers to be commercially sensitive, the bidder should complete the template, setting out:
    1. such information proposed to be designated as commercially sensitive
    2. of the reasons why such information should be designated commercially sensitive; and
    3. the period of time it is proposed the information will remain commercially sensitive.
26. Where a bidder identifies information as commercially sensitive, and even where it does not, it should note, however, that the Council might be required to disclose such information in accordance with the FOIA and/or EIRs. Accordingly, the Council cannot guarantee that any information marked ‘commercially sensitive’ will not be disclosed.
27. **London Tenders Portal**
28. This procurement process is being conducted electronically via the Council’s e-tendering system, the London Tenders Portal to be found at <https://procontract.due-north.com/Register> (the “Portal”).
29. All communications with the Council and all Quotations must be submitted to the Council via the Portal.
30. Bidders should not communicate directly with any Council officer unless specifically requested by the Council to do so.
31. **Clarifications about the contract or RFQ**
32. Any requests for clarification regarding this RFQ or the contract should be submitted to the Council via the Portal.
33. All requests for clarification must be submitted via the messaging option on the Portal no later than 27th September 2019
34. The Council will respond to all reasonable requests for clarification as soon as possible and, subject to paragraph 8.36 below, it will make all requests for clarification and the Council’s responses available to all bidders on the Portal.
35. If a bidder wishes the Council to treat a request for clarification as confidential and not issue the response to all bidders, the bidder must state this when submitting its request for clarification. If the Council considers that the request for clarification is relevant to all bidders and is therefore not confidential, it will inform the bidder that it is not confidential (in which case, the Council will publish the clarification request and response in accordance with paragraph 8.35.
36. The Council reserves the right (but is not obliged) during the evaluation phase to seek clarification of any aspect of a bidder’s Quotation or require additional documents where it considers this is necessary for the purpose of carrying out a fair evaluation. Bidders are asked to respond to such requests promptly and within any deadline set.
37. Bidders should note that the Council is not obliged to seek clarification and vague or ambiguous Quotations or responses to clarifications are likely to score poorly or render a Quotation non-compliant.
38. **Submitting quotations**
39. Quotations should be submitted no later than 27th September 2019 at 15.00 via the Portal.
40. Bidders’ attention is specifically drawn to the date, time and method of submission and should allow adequate time to submit their Quotations as any Quotations submitted after the specified deadline will not be considered. The Council may, however, at its own discretion extend the deadline for submission of Quotations.
41. The Council will contact bidders via the Portal at the conclusion of this RFQ process to inform them whether or not they have been successful.
42. **Council’s rights**
43. The Council reserves the right at any time to:
    1. cancel this procurement and not proceed with the award of any contract pursuant to this procurement process
    2. withdraw this RFQ or re-invite Quotations on the same or any alternative basis
    3. waive or change the requirements of this RFQ from time to time
    4. disqualify any bidder that does not submit a compliant Quotation in accordance with this RFQ
    5. disqualify any bidder that is guilty of serious misrepresentation in relation to its Quotation
    6. make whatever changes it sees fit to the timetable, structure or content of the procurement process for any reason whatsoever.
    7. Invite the top three bidders for a clarification meeting based at the London Borough of Merton before the award is made.
44. **Bid costs**
45. Bidders are solely responsible for their own costs and expenses (including those of their advisers and sub-contractors) incurred in connection with the preparation and submission of their Quotations and all future stages of the procurement process, including if the procurement process is terminated or amended by the Council and whether or not the bidder is successful and under no circumstances will the Council be liable for such costs or expenses.
46. **Bidder conduct and conflict of interests**
47. Any attempt by bidders or their advisors to influence the contract award process in any way may result in the bidder being disqualified. Specifically, bidders shall not directly or indirectly at any time:
    1. devise or amend the content of their Quotation in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
    2. enter into any agreement or arrangement with any other person as to the form or content of any other Quotation, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other Quotation;
    3. enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a Quotation;
    4. canvass the Council or any employees or agents of the Council in relation to this procurement;
    5. attempt to obtain information from any of the employees or agents of the Council or their advisors concerning another bidder or Submission.
48. Bidders are responsible for ensuring that no conflicts of interest exist between them and their advisers, and the Council and its advisers. Any bidder who fails to comply with this requirement may be disqualified from the procurement at the discretion of the Council.
49. **Contract award**
50. **Award criteria**
51. Any Contract awarded as a result of this procurement process will be awarded on the basis of the offer that is the most economically advantageous to the Council. The Award Criteria are:

* Pass / Fail
* 60 % Quality – Method Statement (must achieve a minimum score of 50%)
* 40 % Price

1. Please supply the following information. Any fails will result in exclusion from this RFQ process.

**Pass / Fail Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **SECTION** | **CRITERIA** | **ASSESSMENT** | **SCORING** |
| 4.4 | Supplier Information (Please fill in section 4.4 below) | This section is not scored as the answers to the questions are for information only.  Suppliers may be excluded on the grounds of providing insufficient or false information.  **All sections must be completed.** | Information only |
|  | Health and Safety Documents | Please provide proof of Health and Safety compliance and certification.  **Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.** | Pass / Fail |
|  | Trade Organisation Affiliation | Please provide Trade Organisation Affiliation documents including BPA membership and accreditation, and HSE competent authority documentation.  **Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.** | Pass / Fail |
|  | Proof of current valid certificates | Please provide proof of current valid certificates to a minimum of the following:  Employers Liability Insurance:   limit of indemnity £5 million  Public Liability Insurance:           limit of indemnity £5 million  **Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.** | Pass / Fail |
| Appendix D | References - **Please complete Appendix D** | Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to the Council’s requirement. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years, and VCSEs may include samples of grant funded work.  The named customer contact provided should be prepared to provide written evidence to the Council to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the principal intended provider(s) or sub-contractor(s) who will deliver the supplies and services.  **Pass / Fail question – Suppliers failing to meet a minimum requirement threshold will be rejected.** | Pass / Fail |

1. **Evaluation criteria**
2. The Evaluation Criteria and the maximum scores attributable to them is set out in the method statement **(Appendix B)** tenders must score a minimum of 50% on the quality to be considered.
3. **Evaluation process**
4. **Quality evaluation**
5. The quality evaluation will be scored in accordance with the table below:

|  |  |
| --- | --- |
| **0** | **Completely unsatisfactory/unacceptable response**  **No response to the question or serious deficiencies in meeting the required standards set out in the contract documents.** |
| **1** | **Poor response**  **The response significantly fails to meet the required standards set out in the contract documents, contains significant shortcomings.** |
| **2** | **Partially Compliant response**  **The response is partially compliant with shortcomings in meeting the required standards set out in the contract documents.** |
| **3** | **Average response**  **The response is compliant and meets the basic contract standards set out in the contract documents. Any concerns are only of a minor nature.** |
| **4** | **Good response**  **The response is fully compliant and clearly indicates a full understanding of the contract documents so as to consistently deliver the service in line with all the required standards.** |

1. **Price evaluation**
2. The returned Quotation must include a duly completed Pricing Schedule in the format attached, **Appendix C.**
3. The bid that has the lowest price for each element will be awarded a score of 100% and the scores for the other bids will be pro-rated relative to the lowest price using the following formula:

(Lowest price ÷ other Quotation’s price) x Question weighting

1. **Suppliers response**
2. **Supplier information**
3. This part of the RFQ asks for general information about your company. The information will not be scored, however, if any information is not completed it could result in your submission being rejected.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Supplier details** | **Answer** | | | |
| 10.2.1 | Full name of the Supplier completing the RFQ |  | | | |
| 10.2.2 | Registered company address |  | | | |
| 10.2.3 | Registered company number |  | | | |
| 10.2.4 | Registered charity number |  | | | |
| 10.2.5 | Registered VAT number |  | | | |
| 10.2.6 | Name of immediate parent company |  | | | |
| 10.2.7 | Name of ultimate parent company |  | | | |
| 10.2.8 | Please mark the relevant box to indicate your trading status | 1. a public limited company | | |  |
| 1. a limited company | | |  |
| 1. a limited liability partnership | | |  |
| 1. other partnership | | |  |
| 1. sole trader | | |  |
| 1. other (please specify) | | |  |
| 10.2.9 | Please mark the relevant boxes to indicate whether any of the following classifications apply to you | 1. Voluntary, Community and Social Enterprise (VCSE) | | |  |
| 1. Small or Medium Enterprise (SME) | | |  |
| 1. Sheltered workshop | | |  |
| 1. Public service mutual | | |  |
|  |  | | **Yes** | **No** | |
| 1. 10.2.10 | Bidding as a Prime Contractor and will deliver 100% of the  key contract deliverables yourself. | |  |  | |
| 1. 10.2.11 | Bidding as a Prime Contractor and will use third parties to  deliver some of the services.  If yes, please provide details of your proposed bidding  model that includes members of the supply chain, the  percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for  . | |  |  | |
| 1. 10.2.12   5.2.12 | Bidding as Prime Contractor but will operate as a  Managing Agent and will use third parties to deliver all of  the services.  If yes, please provide details of your proposed bidding  model that includes members of the supply chain, the  percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for. | |  |  | |
| 1. 10.2.13 | Bidding as a consortium but not proposing to create a new  legal entity.  If yes, please include details of your consortium in the next column and use a separate Appendix to explain the  alternative arrangements i.e. why a new legal entity is not  being created.  Please note that the Authority may require the consortium  to assume a specific legal form if awarded the contract, to  the extent that it is necessary for the satisfactory  performance of the contract. | | Consortium members  Lead member |  | |
| 1. 10.2.14 | Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).  If yes, please include details of your consortium, current  lead member and intended SPV in the next column and  provide full details of the biding model using a separate  Appendix. | | Consortium members  Lead member  Name of Special Purpose Vehicle |  | |

1. **Supplier contact details**

|  |  |
| --- | --- |
| Please provide Supplier contact details for any enquiries about this RFQ | |
| Name |  |
| Postal address |  |
| Country |  |
| Phone |  |
| Mobile |  |
| E-mail |  |

1. **Professional and technical ability**
2. Suppliers should note that the questions within the following section have word limit, this is specified within each question. Any information provided that is in excess of the stated word limit will not be evaluated.
3. Your responses must be relevant and specific to the requirements of this contract, please do not send marketing material.
4. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).
5. Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the principal intended provider(s) or sub-contractor(s) who will deliver the supplies and services.
6. **Method Statements**
7. Please respond to the method statements, **Appendix B**
8. **Pricing Schedule**
9. Please detail the cost for the proposed service in **Appendix C.**
10. All prices should be exclusive of VAT.
11. All prices should be inclusive of any disbursements. Including but not limited to travel, accommodation, printing and postage etc.
12. **Form of quotation and declarations**
13. **Form of quotation**
14. I/We offer to supply and deliver the London Borough of Merton for the Contract Price stated in Appendix C, and in accordance with the Contract Documents.

1. I/We declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation’s suitability to undertake / supply the required service, and I am signing on behalf of [please insert Supplier name].
2. I understand that the Council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.
3. **Declaration of interest**

|  |  |  |
| --- | --- | --- |
| **FOR EACH OF THE FOLLOWING,** please state whether yourself, other Directors, Partners or any staff have been or are currently: | | **Answer** |
| 11.5.1 | Employed by the London Borough of Merton | Yes / No  If Yes, please provide additional details within this box |
| 11.5.2 | A Councillor at the London Borough of Merton | Yes / No  If Yes, please provide additional details within this box |
| 11.5.3 | In any actual or perceived conflict of interest that may arise as a result of participating in this procurement process | Yes / No  If Yes, please provide additional details within this box |

1. **Non-conclusive tender**
2. I/We certify that we have submitted a bona fide quotation, and that we will not fix or adjust the amount of any tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we will not at any time before the hour and date specified for the return of the tenders;
   1. communicate to any person the amount of the proposed tender, except where the disclosure, in confidence of the approximate amount of the tender is necessary to obtain insurance premium quotations required for the preparation of the tender.
   2. enter into any agreement or arrangement with any other contract, or as to the amount of any tender to be submitted or any other reason amounting to price-fixing or membership cartel.
   3. offer to pay or give, or agree to pay or give any sum of money or any 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 this or any other contract or any act or thing of the sort described above.
   4. In this declaration, the word ‘person’ includes any persons or anybody or association, corporate or incorporate, and any agreement or arrangement includes any such transaction, formal or informal, whether legally binding or not.

|  |  |
| --- | --- |
| **Authorised Signatory** | |
| Full Supplier Name |  |
| Your Name |  |
| Role of Authorised Signatory in organisation |  |
| Date |  |
| Signature |  |

1. **Conditions of contract**
2. Please refer to the Terms and Conditions section on the Portal for the terms and conditions that will apply to this piece of work.
3. Please Note – No Goods and/or Services are to be supplied until an Official Purchase Order has been given to the successful Bidder.