



## Hackney Council

# REQUEST FOR QUOTATION (RFQ)

## Engaging with Boaters and Collecting Survey Data with London Boating Communities

<b>Bidder to insert their company/organisation name</b>

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

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# **1. INSTRUCTIONS**

## **1.1 General Requirements**

Hackney Council is seeking quotations for the supply of services to develop and conduct a survey among the boating community on issues relating to solid fuel burning, air quality and its associated impacts on health. The survey must also gather data on awareness of the links between solid fuel burning and climate change. For the purposes of this survey, the boating community refers to people living on the canals and rivers within the participating London boroughs. The boating community includes both those living on permanent moorings and those known as continuous cruisers.

The successful supplier will be responsible for providing this service, liaising closely with the Contract Manager Stuart Powles.

The detailed requirements are defined in the Specification. **Completion of all services, including the final report, is required by Midday on 30 April 2025.**

## **1.2 Submission of Quotation**

1.2.1 The deadline for submission of Quotations is **Midday on 04 October 2024**. **Late quotations, received after this time and date, may not be considered.**

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

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

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

**1.2.5 Clarification Period:** A designated Clarification Period will be provided for suppliers to ask questions regarding the RFQ and/or the Specification. This period is an opportunity for bidders to seek further details or clarification on any aspect of the project, ensuring that all parties have a clear and comprehensive understanding of the requirements. Responses to all queries will be shared with all bidders to maintain transparency. Suppliers are encouraged to submit their questions as early as possible within the clarification window to allow adequate time for responses.

**The Clarification Period will close one week prior to the RFQ submission date on Friday 27 September 2024.**

### 1.3 Evaluation Criteria

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

Criteria	Sub-criteria (or Question)	Weighting (%)
Price (30%)		30
Quality (70%)	a) Explain the Methodology and General Approach for delivering the project.	30
	b) Demonstrate an understanding of the specific requirements for engaging with the diverse and transient boating community.	15
	c) Detail the staffing structure and experience.	5
	d) Provide at least one case study demonstrating the ability to deliver similar outcomes.	10
	e) Provide evidence of embedded Sustainability and Social Values.	10
Suitability Assessment		
	Insurance	Pass / Fail

### 1.4 Evaluation Methodology

1.4.1 In relation to Price, the lowest price will score 30 marks. The other offers will then receive scores expressed as an inverse proportion of the lowest price. All results will be rounded to two decimal places. The formula used will be:

$$\text{(Lowest price/Bidder's price)} \times 30 = \text{Bidder's price score}$$

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

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

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

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

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

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

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

Section 4.1 – Insurance	The minimum insurance requirements for this contract are as follows:
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	<ul style="list-style-type: none"><li>● £500,000 Professional Indemnity insurance, for each and every claim</li><li>● £2m Public Liability insurance, for each and every claim</li><li>● Employer's Liability insurance (as required by law)</li></ul> <p>Proof of insurance will be required from the successful bidder for the duration of the contract.</p>
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1.4.7 Hackney Council reserves the right not to award the Contract to the lowest or any Quotation. Any acceptance of a Quotation by the Council shall be communicated in writing.

## **2. SPECIFICATION**

See the document 'Request for Quotation Specification - Engaging with Boaters and Collecting Survey Data with London Boating Communities' uploaded as a separate document on ProContract.

### **3. CONTRACT TERMS AND CONDITIONS**

Your quotation will imply agreement with Hackney Council's Standard Conditions of contract which will apply in the event of an order being placed.

Available to view here (Services): [Terms and Conditions for Provision of Services](#)

No other Terms and Conditions will apply.

3.1 Hackney Council will soon be implementing a contract management system. Contracted suppliers will, from time to time, be required to provide information through the system, which will be browser based. Should you be successful in winning this particular contract, you will be notified on how to access the system once it has been implemented. You will be provided with relevant system guidance/support as required, during the lifetime of the contract.



## **Appendix 1: QUOTATION RESPONSE**

### **A. Service Delivery Proposal**

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

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

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

#### **a) Explain the Methodology and General Approach for delivering the project (30%) Maximum 4 sides of A4 (Font Arial 12)**

Please describe your proposed methodology for designing, conducting, and analysing the survey. How will you ensure that the survey engages the boating community effectively and gathers both qualitative and quantitative data on solid fuel burning, air quality, health impacts, and climate change awareness?

#### **b) Demonstrate an understanding of the specific requirements for engaging with the diverse and transient boating community (15%) Maximum 2 sides of A4 (Font Arial 12)**

How will your approach account for the diversity and transient nature of the boating community, including those on permanent moorings and continuous cruisers, to ensure a representative sample and accurate data collection?

#### **c) Detail the staffing structure and experience (5%) Maximum 2 sides of A4 (Font Arial 12)**

Provide details of your proposed staffing structure for this project, including the roles, responsibilities, and relevant experience of each team member. How will their expertise contribute to the successful delivery of the project?

#### **d) Provide at least one case study which demonstrates the ability to deliver the outcomes (10%) Maximum 4 sides of A4 (Font Arial 12)**

Share a case study from a previous project where your team successfully engaged a similar community and gathered relevant data. Highlight the challenges faced and how they were overcome to deliver the desired outcomes.

#### **e) Provide evidence of embedded Sustainability and Social Values(10%)**

**Maximum 2 sides of A4 (Font Arial 12)**

Describe how your approach to this project will incorporate sustainability and social value, particularly in terms of environmental, economic, and social outcomes. How will your work go beyond the primary contract requirements to benefit the local community?

## Appendix 2: PRICING SCHEDULE

**Instructions:** Please provide a detailed breakdown of costs associated with the delivery of the service. All costs should be **exclusive of VAT** and should include any anticipated expenses such as staffing, materials, travel, and contingencies. Ensure that staffing costs are compliant with the London Living Wage (LLW).

<b>Cost Component</b>	<b>Description</b>	<b>Cost (£) (Excl. VAT)</b>	<b>Notes</b>
<b>1. Project Management</b>			
1.1. Project Planning & Setup	Time and resources allocated for planning the survey, including initial meetings, project setup, and scheduling.		
1.2. Ongoing Project Management	Regular project management activities, including coordination, progress tracking, and reporting.		
<b>2. Survey Design &amp; Development</b>			
2.1. Survey Questionnaire Design	Development of survey questions, testing, and refining to ensure clarity and effectiveness.		
2.2. Survey Platform/Tool Costs	Costs for any software or platforms used to administer the survey (e.g., online survey tools).		
<b>3. Data Collection</b>			
3.1. Fieldwork Staffing	Costs for surveyors or staff conducting the survey, including outreach to the boating community.		
3.2. Data Entry & Processing	Costs associated with inputting, processing, and managing the collected data.		

<b>4. Data Analysis &amp; Reporting</b>			
4.1. Data Analysis	Costs for analysing the survey data to identify trends, insights, and conclusions.		
4.2. Report Preparation	Compilation of findings into a final report, including data visualisation, writing, and presentation materials.		
<b>5. Sustainability &amp; Social Value Contributions</b>			
5.1. Environmental Impact Mitigation	Costs related to reducing the environmental impact of the project (e.g., using sustainable materials).		
5.2. Social Value Initiatives	Costs associated with additional social value contributions, such as local community engagement activities.		
<b>6. Miscellaneous &amp; Contingencies</b>			
6.1. Travel Expenses	Costs for travel related to conducting the survey, including transportation and accommodation if necessary.		
6.2. Contingency Fund	A reserve for unforeseen expenses or additional requirements identified during the project.		Specify percentage of total cost
<b>Total Cost</b>			

**Additional Notes:**

1. **Breakdown of Costs:** Each cost component should be itemised with a clear description to ensure transparency.
2. **London Living Wage:** Ensure that all staffing costs are compliant with the London Living Wage (LLW).

3. **Travel Expenses:** Justify the need for any travel, and use cost-effective methods where possible.
4. **Contingency Fund:** Should not exceed 10% of the total project cost.

**Signature:**

**Name:**

**Designation:**

**Date:**

**On Behalf Of:**

### Appendix 3: Contract Payments

<p><b>Contract Payments</b></p>	<p>Payments will be predicated by the work delivered.</p> <p>Payments will be made to the successful contractor upon invoicing, at instalments at predefined intervals throughout the project:</p> <ul style="list-style-type: none"><li>● <b>Milestone 1: Initiation meeting</b> Invoice value: 20% of the total contract upon completion of the initiation meeting.</li><li>● <b>Milestone 2: Development of Survey</b> Invoice value: 20% of the total contract upon successful development of the survey that meets the required specification.</li><li>● <b>Milestone 3: Delivery of Survey</b> Invoice value: 20% of the total contract upon successful delivery of the survey, ensuring it meets the required specification.</li><li>● <b>Milestone 4: Survey Report Delivery</b> Invoice value: 20% of the total contract upon successful delivery of the survey report, meeting the required specification.</li><li>● <b>Milestone 5: Handover Meeting</b> Invoice value: 20% of the total contract upon attendance and participation in the handover meeting.</li></ul>
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### Appendix 4: CHECKLIST FOR BIDDERS

	Document title	Document location (if not contained in this RFQ)	Action	Complete
1.	RFQ		Read	
2.	RFQ front sheet only		<b>Complete and submit with Quotation</b>	
3.	Instructions		Read	
4.	Specification		Read	
5.	Conditions of Contract		Read	
6.	Appendix 1: Quotation Response	Procurement Portal	<b>Read, complete and submit</b>	
	4.1 Service Delivery Proposal			
7.	Appendix 2: Pricing Schedule		<b>Complete, sign and submit</b>	