



Leicester
City Council

Schedule 1 - Instructions & Evaluation Methodology

**Request for Quotation for
Electronic Document Conversion & Restructuring
for Leicester City Council**

Contract Reference: 0485LDIT

Document Dated: 16/10/2017

Document return: No later than 10:00hrs 10/11/2017

Terms of Reference and Instructions Document for Participants

INTRODUCTION TO THE CONTRACT

Leicester City Council (“the Council”) would like to invite tenderers (“Suppliers”) to submit a response (“the Quotation”) on the terms set out in the Request for Quotation (“RFQ”) for selection of a single Contractor (“the Supplier”) to provide a conversion to pdf service for approximately 23 million electronic documents (“the Services”), on a non-exclusive basis as called off additional functionality that maybe required for delivery and successful testing no later than 28th April 2018 (“the Contract”).

The Contract will be for an initial term of **one (1) year** commencing on the Contract Signature Date or any other date as agreed in writing between the parties. There will be no option to extend.

BUSINESS PURPOSE

Leicester City Council has been using a centralised digital store (EDRMS) for the last eight (8) years. A project is planned to migrate these electronic documents from the EDRMS into the various line of business systems used by the Council.

PROJECT SCOPE & SPECIFICATION

There are in excess of 23 million single page images currently stored in the EDRMS saved in a variety of formats - the vast majority being single paged TIFFS, as well as jpeg etc. that make up in the region of 400,000 documents.

Before the document migration project can begin, there is a requirement to convert all the TIFF and other file formats specified by LCC to searchable pdfs, compile these into documents, associate the correct metadata and save to a new file structure as per data which will be supplied by LCC.

The Council is therefore seeking to procure a service to carry out the conversion to pdf and compile the pages into relevant documents.

CURRENT STORAGE

The table below details storage information on our current system and is accurate as of October 2017. Growth should be taken into consideration when providing a plan and quote.

| Database | Total Number of Documents | Total number of Images/files | Total number of Images/files (deleted) | Total storage size in KB (<i>this does not include the metadata extract</i>) |
|------------------------------|---------------------------|------------------------------|--|--|
| Special Educational Needs | 122060 | 385961 | 11438 | 109173216 |
| Social Care | 1447019 | 26309833 | 46966 | 2064860511 |
| Early Help/Targeted Services | 20099 | 22556 | 459 | 8081943 |

Special Educational Needs - There are over 289,096 single page TIFF images that make up in the region of 25,329 documents

Social Care - There are over 23,733,829 single page TIFF images that make up in the region of 390,882 documents

Early Help/Targeted Services - There are over 3496 single page TIFF images that make up in the region of 1084 documents

It is not anticipated that there will be any more than 2% of the current volume growth each month.

PROCUREMENT TIMETABLE

This timetable is indicative only. Whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time. Any changes to the procurement timetable shall be notified to all Suppliers as soon as practicable.

| <u>Milestones</u> | <u>Date</u> |
|--|-------------------------|
| 1. Request for Quotation Published | Thursday 19/10/2017 |
| 2. Deadline for clarification questions from Tenderers | 10:00hrs 02/11/2017 |
| 3. Closing Date | 10:00hrs on 10/11/2017 |
| 4. Evaluation | 13/11/2017 – 17/11/2017 |
| 5. Contract Award | 21/11/2017 |
| 6. Sign Contract & Project Initiation | 28/11/17 |

IMPORTANT INFORMATION

The Council expects the successful “single” contractor to provide all services as required at prices quoted in Section C - Pricing Schedule.

This document is the Request for Quotation (“RFQ”) and with all other documentation issued to Suppliers sets out details of the Council’s requirements and how to submit a Quotation. Please ensure you read it carefully, however, should you need any further clarification, please ensure you submit your questions as detailed in the Clarifications section of this document.

This RFQ is made available in good faith. No warranty is given as to the accuracy or completeness of the information contained in it, and any liability, or any inaccuracy, or incompleteness, is therefore expressly disclaimed by the Council and its advisers.

COUNCIL’S RIGHT TO CANCEL, AMEND OR VARY THE PROCUREMENT

The Council reserves the right at any time prior to the response deadline, giving all interested parties as much notification as is possible and at its discretion to:

- cancel or withdraw from the procurement process at any stage;
- to amend, clarify, add or withdraw, all or any part of the procurement documentation at any stage of the procurement exercise. Any such changes shall be accepted by any Tenderer without reservation. If appropriate, the Council may in its absolute discretion extend the tender response deadline.

SUBMISSION OF TENDER

Please ensure you send your submission in good time to prevent issues with technology. Any bid that arrives after the deadline for submission; will result in disqualification without discretion and will not progress further.

The Authority is using the [EastMidsTenders](#) portal to conduct this exercise. The use of this system allows a full audit trail of communication with Suppliers to ensure fair treatment. It also maintains full confidentiality of Tenders until the Tender Return Date. You must register on this site to respond, if you are already registered you will not need to register again, simply use your existing username and password.

If you require assistance in using the [EastMidsTenders](#) portal please read the [reference guides](#) available on the portal. If after reading these [reference guides](#) you are still unable to resolve your issue and require support please contact EastMids Tenders Technical Support by email: procontractsuppliers@proactis.com; telephone: 0330 005 0352 (lines open from 8.30am - 5pm Monday to Friday, excluding English public holidays). Please note the Technical Support Team will not be able to answer any contract opportunity specific enquiries.

Please ensure your submission is made in good time (e.g. not the last few minutes) before the closing date/time.

Tenders will not be accepted by fax or email.

CLARIFICATIONS

All clarification requests should be submitted via the [EastMidsTenders](#) portal by the clarification deadline as set out in the timetable in this document.

The Council is under no obligation to respond to clarification requests received after the clarification deadline.

Any clarification requests should clearly reference the appropriate paragraph of the RFQ, or requirement reference, and to the extent possible, should be aggregated rather than sent individually.

The Council reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the Council considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to the Council responding to all potential suppliers.

CONFIDENTIAL NATURE OF DOCUMENTATION AND BIDS

All communications in relation to this must be made through the **Lead officer** and Suppliers shall not communicate directly with any other employees or elected members of the Council. No other person or member of the Council has the authority to give any information, or make any representation (express or implied) in relation to this RFQ or any other matter relating to the contract. Suppliers shall **NOT** be canvassed for acceptance or discussed with the media or any other Supplier or member or officer of the Council.

No company invited to quote will undertake any publicity activities with any part of the media in relation to the Contract or this RFQ process without the prior written agreement of the Council, including agreement on the format and content of any publicity.

The Council reserves the right to cancel the quotation process at any point. The Council is not liable for any costs resulting from any cancellation of this quote process or for any other costs incurred by those quoting for this Contract.

If a Supplier does not observe the above, the Council will reject the quotation and may decide not to invite the Supplier to quote for future work.

INSTRUCTIONS TO SUPPLIERS

Interested Suppliers are requested to complete this RFQ in full, and return by the deadline set, to the Council lead officer, electronically.

For the avoidance of doubt, the following sections within RFQ Schedule 2, completed in full, need to be submitted:

- Section A – Requirements Specification Part A, Part B and Part C
- Section B – Selection Questionnaire
- Section C – Pricing
- Sign the Declaration at the end.

AWARD CRITERIA & WEIGHTINGS

The contract will be awarded to the most economically advantageous submission in accordance with the award criteria detailed below to how each aspect of quality and price will be weighted with the maximum number of points available for each section.

Quality = 35% **Price = 65%**

| Award Criteria | Criteria | Max Number of Points Available | Weighting |
|----------------|--|--------------------------------|-------------|
| Quality | Section A – Part A (Functional Requirements) | 120 | 30% |
| | Section A – Part B (Technical Requirements) | 140 | 5% |
| | Section A – Part C (Commercial Requirements) | Essential | Pass Fail |
| | Section B – Selection Questionnaire | Essential | Pass/Fail |
| Price | Section C – Pricing | 65 | 65% |
| Total | | 770 | 100% |

SCORING EVALUATION METHODOLOGY

Score: Bids will be scored in accordance with the award criteria below:

Essential: Pass / Fail

Should a Supplier be awarded a score of 'fail' (i.e. doesn't meet criteria), the tender evaluation panel will not complete the assessment of the tender submission. From this point, the tender will be rejected from the tender analysis process. Each member of the tender evaluation panel must agree with the score and the resultant dismissal.

HT – Highest Importance: Maximum Score available = 20 points. Points shall be awarded as follows:

| Points | Quality of Response |
|--------|---|
| 20 | Excellent response: outstanding response (fully compliant, with some areas exceeding requirements). Submission sets out a robust solution (as for a 15 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Council; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described by adding real value leaving no ambiguity as to whether the Supplier can meet the requirement. Low/no risk solution for the Council. |
| 15 | Fully satisfactory / very good response: (fully compliant with requirements). Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Low/no risk solution for the Council. Demonstrates real understanding of requirements and evidence of ability to meet them. |
| 10 | Satisfactory and acceptable response: (substantial compliance with no major concerns). Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations and limited ambiguity or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. |
| 5 | Partially acceptable response: (one or more areas of major weakness). Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the Supplier will be able to provide the services and/or some reservations and limited ambiguity as to the Supplier's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. May represent a high risk solution for the Council. |
| 2 | Poor: Unsatisfactory response (potential for some compliance but major areas of weakness). Substantially unacceptable submission which fails in several significant areas to address and meet the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the Supplier will be able to provide the services and/or considerable reservations as to the Supplier's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Would represent a very high risk solution for the Council. |
| 0 | Unacceptable: Response is incompliant with the requirements of the ITT, by completely failing to address the issue or answer the question and/or no response has been provided. |

FINAL SCORES METHODOLOGY

Qualitative Requirements

Qualitative Requirements criteria equates to **35%** of the total score.

For each of the qualitative questions that are scored, referenced in the table of award criteria and weightings above, the following formula will be applied for each one.

$$\frac{\text{Actual Score}}{\text{Maximum Score (20)}} \times \text{Weighting (as per Award Criteria table and Weightings on page 5)}$$

Therefore each Supplier's points for each of the criteria will be divided by the maximum total points available and then multiplied by the overall criteria weighting for each requirement as outlaid.

The total percentage score of each Qualitative criteria will then be added = Final Qualitative percentage Score

Pricing

Pricing criteria equates to **65%** of the total score.

Suppliers are requested to complete the RFQ Section C – Pricing with a schedule to accompany with a task by task breakdown of how they propose to meet the Councils requirements. The Authority requires fully inclusive rates and the submission must include all costs associated with undertaking the tasks including all expenses.

The Council will not pay any additional expenses costs on any project management or implementation days costed to be held at the Council offices, please therefore ensure they are included in your costs proposed on the relevant places.

The Council will calculate Supplier's Pricing Scores as follows:

The Lowest Priced Total Contract Value (TCV) Supplier will be awarded the full 100% of the percentage marks available (65%).

Each other Supplier will be awarded marks as a percentage according to how low their pricing relates to that of the Supplier with the lowest pricing as per the following equation:

Lowest Overall Suppliers TCV Price /Suppliers Overall TCV Price x 65%.

CONTRACT AWARD

The total scores obtained by each Supplier for the Qualitative Questions (Section A scored requirements) and the pricing Section C (TCV) will be added to achieve the Supplier's overall final evaluation score.

Total Overall Scores

(Supplier Qualitative Percentage Score + Supplier percentage Price Score) = Supplier Total Overall Score.

Suppliers will then be ranked in terms of their evaluation score from highest to lowest. The Supplier with the highest overall score will be declared the winning Supplier and invited to become the contractor.