TENDer specifIcation

Tender Title: **VOIP Telephony (Lot 1),   
 ICT Support Services (Lot 2)**

ERDF Project: **C&W Growth Hub and Grant Service**

March 2019

PArt A: Background to Specification

This document comprises the following sections:

* Part A: Background to Specification which outlines the requirements of the service and provides guidance on completing the tender
* Part B: Contractor Response Section, seeking supplier information
* Part C: Response to Tender through Responding to Tender Questions

Please read carefully the instructions and answer all questions. If you have any queries regarding completing of the response please email [Info@blueorchid.co.uk](mailto:Info@blueorchid.co.uk) . We reserve the right to distribute the response provided to your question to other interested applicants if required under FOI legislation.

# Background

Blue Orchid currently delivers a range of advice, guidance and mentoring services to small & medium sized businesses including the delivery of an EU funded small business grant programme - C&W Growth Hub and Grant Service, which began in 2016.

Our existing VOIP Telephone System & ICT Support & Maintenance which were contracted in 2015 come to and end on 31/03/2019. Therefore working with a number of partners across the sub-region, Blue Orchid wishes to procure the following services as 2 Lots:

* LOT 1 - Provision of VOIP telephone system
* LOT 2 - Provision of ICT Support Services

**Please note: Applicants may tender for any or all of the LOTs. Please indicate which LOTs you are tendering for:**

|  |  |  |
| --- | --- | --- |
| **LOT 1** | Provision of VOIP telephone system | **Yes / No** |
| **LOT 2** | Provision of ICT Support Services | **Yes / No** |

# Requirements of the Brief

The requirements are as follows:

**LOT 1- Provision of VOIP Telephone System**

Blue Orchid wishes to maintain and, where possible, improve upon on our current seamless communications solution that is in tune with modern day technology, sustainable and modular for the growth and future of the C&W Growth Hub. We require:

* VoIP Communications Solution – Modular for growth and decline with business changes (ability to turn phones on and off when needed in terms of contract)
* Capacity for up to 8 Users (Handsets, concurrent calls: 8)
* VOIP Handset rental/leasing
* DDI Range / Ad Hoc requirements for single line number
* Installation, Training, Management and Monitoring
* Call recording
* Auto Attendant with hunt groups
* Call charges to be included
* Maintenance costs included
* 9 Month Contract

Note: Blue Orchid currently has a provider of VOIP services including the winning provider will be required to liaise with the provider and ensure a seamless transition.

**LOT 2: Provision of ICT Support Services**

Blue Orchid wishes to ensure that we can continue to meet the needs of our customers and have a robust IT system. In order to achieve this, we require an organisation to provide IT support as follows:

* Provision of standard 9-5 support for in house and remote users
* Number of users expected is to be 25, (up to 8 will be assigned to the ERDF Project)
* MS 365 Licences - 25 users (up to 8 will be assigned to the ERDF Project)
* MS Dynamics Licenses – 25 users to 25 (up to 8 will be assigned to the ERDF Project)
* MS Exchange licenses – 6
* Pro-active monitoring of systems and full preventative support and maintenance
* Provision of emergency out of hours support – dedicated number/team
* Full Back Up and Mirroring of Servers / PCs / Laptops
* Microsoft Certification
* Anti-Virus provisioning, with full preventative support and maintenance
* Full account management reporting each quarter
* Support to maintain GDPR compliance
* RMM Software
* Hardware and Software upgrades
* Pro-active Internet monitoring and Support
* 12-month Term Contract, 12-month renewal option

The successful tenderer(s) will be required to provide management information to meet the needs of Blue Orchid including evidence that they are be Cyber Essentials Certified or ISO/IEC 27001 certified. If required, you will be asked to submit a security plan that explains how you will ensure that Blue Orchid or personnel data will be protected.

Note: Blue Orchid currently has a provider of ICT Support Services including the winning provider will be required to liaise with the provider and ensure a seamless transition.

# Preparing a Successful Application

Successful applicants will demonstrate:

* A track record of success with suitable professional qualifications and accreditations;
* Ability to communicate and develop solutions with senior personnel;
* Proven track record of building effective solutions;
* Good understanding of the business context and business services environment;
* Ability to provide regular, timely, statistics and qualitative feedback in a form to be agreed;
* Ability to work flexibly as part of a team.

# Timescales

The table below outlines the timescales for this tender and delivery of the project.

|  |  |
| --- | --- |
| Issue of Specification | 05 April 2019 |
| Deadline for return | **15 April 2019** |
| Evaluation & Feedback | **17 April 2019** |
| Anticipated Award Date | **17 April 2019** |

# Pricing

We are seeking a total price for the delivery of the solution for each LOT. Please quote prices to excluding VAT on an annual basis. The contract will be reviewed annually based on satisfactory performance.

The successful tenders for each Lot must be able to charge for the services in a manner that allows Blue Orchid to accurately allocate direct costs e.g. user licences, to the EU funded project activity that the services will cover.

TECHNICAL NOTEs

# No Contract

No information contained in this specification or in any communication made between Blue Orchid, and the project partners and any supplier in connection with this specification shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this specification. Blue Orchid reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall Blue Orchid incur any liability in respect of this specification or any supporting documentation.

You accept Blue Orchid’s Terms and Conditions of Business and Requirements of ERDF Funding.

# freeedom of information

Blue Orchid is committed to open government and to meeting their responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to Blue Orchid may need to be disclosed in response to a request under the Act. If you consider that any of the information included in your tender is commercially sensitive, please identify it and explain **(in broad terms)** what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should be aware that, even where you have indicated that information is commercially sensitive, we may still be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked ‘confidential’ or equivalent by Blue Orchid should not be taken to mean that we accept any duty of confidence by virtue of that marking. If a request is received, we may also be required to disclose details of unsuccessful tenders.

# Instructions for Completion

**Completed questionnaires should be submitted in electronic format and emailed to the email address given at the end of this section and by the due date as outlined in Deadline for Response in the Timescales section.**

You should answer all questions as accurately and concisely as possible. Where a question is not relevant to your organisation, please state N/A (not applicable) and include a brief explanation if required.

Questions must be answered in English.

Responses will be evaluated in accordance with the procedures set out in Part A. In the event that none of the responses are deemed satisfactory, Blue Orchid reserves the right to consider alternative procurement options.

Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that you will be excluded from further participation in the procurement.

## Consortia and sub-contracting

Where a consortium or sub-contracting approach is proposed, all information requested should be given in respect of the proposed prime contractor or consortium leader. Relevant information should also be provided in respect of consortium members or sub-contractors who will play a significant part in the delivery of services or products under any ensuing contract. Responses must enable Blue Orchid to assess the overall service proposed. Where the proposed prime contractor is a special purpose vehicle or holding company, information should be provided of the extent to which it will call upon the resources and expertise of its members.

Blue Orchid recognises that arrangements in relation to consortia and sub-contracting may be subject to future change. Service providers/suppliers should therefore respond in the light of such arrangements as are currently envisaged.

Please provide details of the proportion of any contract awarded under this contract that the prospective partner proposes to subcontract.

Blue Orchid reserves the right to seek independent financial and market advice to validate information declared or to assist in the evaluation.

## Queries about the procurement

Blue Orchid will not enter into detailed discussion of the requirements at this stage.

Any questions about the procurement should be submitted by e-mail to the contact stated below.

If Blue Orchid considers any question or request for clarification to be of such significance that all potential suppliers who have responded should be made aware of it, both the query and the response will be communicated to them, in a suitably anonymous form.

All responses received and any communication from service providers will be treated in confidence.

## Please contact

info@blueorchid.co.uk

# Supplier Selection

Selection criteria at a general level will be a combination of both financial and non-financial factors and will consider:

1. Supplier Acceptability – status of supplier in relation to selection criteria below
2. Supplier Track Record (service history) - The Service Provider must be able to demonstrate a successful track record (service history) of providing similar services to those listed in the Official Journal of the European Union (OJEU) Call for Competition Notice.
3. Supplier Capacity and Capability – Assessment of the totality of resources and core competences available to the supplier(s).

Failure to provide a satisfactory response to any of the questions may result in Blue Orchid Management Consultants Ltd not proceeding further with the supplier.

The information supplied will be checked for completeness and compliance before responses are evaluated.

Evaluation of subsequent stages will be undertaken in accordance with the overall Evaluation Strategy for the project. The high level Evaluation Criteria for the project are as follows:

* Specification compliance/ acceptable alternative
* Technical criteria
* Service Provision

Blue Orchid will evaluate all proposals on the basis of the “most economically advantageous proposal”.

The overall evaluation process will be conducted in a fair and equitable manner, so that Blue Orchid Management Consultants Ltd is able to consider the value for money of each proposal. This means that different clarification/information may be sought from different applicants.

PART B: Contractor REsponse Section

# 1 ORGANISATION IDENTITY

All respondents should answer these questions. If your company is not currently registered in the UK, you should still try to answer each question, substituting any appropriate professional, commercial or other registration within your domestic jurisdiction.

Single sole trader business advisors are most welcome to apply and where an answer is not applicable please indicate as such.

**Information Only – All LOTs**

|  |  |
| --- | --- |
| Name of the company (Prime or single contractor) in whose name the tender would be submitted |  |
| Contact name: |  |
| Address: |  |
| Telephone number: |  |
| E-mail address: |  |
| Company Registration number: (if any) |  |
| Date of Registration: |  |
| Registered address if different from the above: |  |
| VAT Registration number: (if any) |  |

# 2. ORGANISATION INFORMATION

All firms should answer these questions. If your company is not currently registered in the UK, you should still try to answer each question, substituting any appropriate professional, commercial or other registration within your domestic jurisdiction.

**Information Only – all LOTs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Is your organisation a: | i) public limited company? |  | iii) sole trader? |  |
|  | ii) limited company? |  | iv) partnership? |  |
|  | v) voluntary organisation |  | vi) charity |  |
| Please confirm that an organisation structure chart is enclosed with this completed questionnaire, if appropriate? | | |  |  |
| Is your company a subsidiary of another company? | | | If Yes, please provide the name and registered office address of: | |
| The holding or parent company | | |  | |
| The ultimate parent company (if applicable) | | |  | |
| Owners / Directors / Executive Directors / Partners / Trustees / Management Committee (as applicable): | | | | |
| Names & Responsibilities | | | | |
| Name | Responsibility | | | |
|  |  | | | |
|  |  | | | |
| Brief history (not more than 200 words) of your organisation or career background | | | | |
|  | | | | |
| If you or your organisation is a member of any professional or trade bodies or associations, please list them below: | | | | |
|  | | | | |

PART C: SCORED RESPONSE

**Scored**

* **LOT 1- Provision of VOIP Telephone System**

|  |  |
| --- | --- |
| **Question 1 – Meeting the Requirements of the Brief**. Based on the above requirements please outline your solution (or attach proposal)  SCORE 30% | |
|  | |
| **Question 2 –** Please outline previous knowledge or experience of delivering this type of service before, use case studies if available (or attach proposal)  SCORE 20% | |
|  | |
| **Question 3 – Pricing**  SCORE: 50% | |
| Service Requirement | Total Cost (exc. VAT) |
| 8 x VOIP telephone sets |  |
| Installation on site |  |
| Training of users |  |
| Call charges (on top of any inclusive calls detailed above) |  |
| Maintenance |  |
| **Total Annual Cost** |  |
| **Cost Per Additional User** |  |

**LOT 2: Provision of IT Support Services**

|  |  |
| --- | --- |
| **Question 1 – Meeting the Requirements of the Brief**. Based on the above requirements please outline your solution (or attach proposal)  SCORE 30% | |
|  | |
| **Question 2 –** Please outline previous knowledge or experience of delivering this type of service before, use case studies if available (or attach proposal)  SCORE 20% | |
|  | |
| **Question 3 - Pricing**  SCORE: 50% | |
| Service Requirement | Total Cost (exc. VAT) |
| Monthly charge for provision of IT support (25 users, both remote and PC based) |  |
| **Total Annual Cost** |  |
| **Cost Per Additional User** |  |

# COMPLIANCE WITH EC LEGISLATION/ UK PROCUREMENT LEGISLATION

**Pass/Fail**

|  |  |  |
| --- | --- | --- |
| Do any of the circumstances as set out in the summary below of ineligibility conditions apply? | |  |
| If yes, please supply details: |  | |
| We may seek evidence at a later date, in confirmation of your answer. | | |

## SUMMARY OF INELIGIBILITY CONDITIONS

1. is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;
2. is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations;
3. has been convicted by a judgment which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct;
4. has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate;
5. has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting     authority;
6. has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
7. is guilty of serious misrepresentation in supplying the information required under this Section or has not supplied such information;
8. has been the subject of a conviction for participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA;
9. has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26 May 1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively;
10. has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities;
11. has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10.61991 on prevention of the use of the financial system for the purpose of money laundering. Statement confirming that items (a) to (k) do not apply.

Please remember to email this response to [info@blueorchid.co.uk](mailto:info@blueorchid.co.uk) before the deadline specified in Timescales.

**Appendix 1 – Evaluation Criteria (for each LOT)**

Blue Orchid intends to award the contract to the Tenderer offering the most economically advantageous Tender in accordance with the Award Criteria and weightings set out in the paragraphs below.

Prior to evaluating Tenders, Blue Orchid will carry out an initial review of each Tender to confirm completeness and compliance with the Tender Requirements and may, at its discretion, reject a Tender which is incomplete and / or non-compliant. The following pre-evaluation process will be undertaken:

* **Compliance Check Stage:** to confirm completeness and compliance with the Tender Requirements. Blue Orchid may, at its discretion, reject a Tender which is incomplete or non-compliant;
* **Selection Stage:** to confirm compliance with any minimum standards / thresholds set out in the Contract / Company Questionnaire. This is a pass / fail stage and Blue Orchid will reject a Tender which is non-compliant, as set out in the paragraphs below;
* **Evaluation Stage:** Blue Orchid will then determine the most economically advantageous tender by evaluating all those Tenders that have successfully passed through the above stages in accordance with the award criteria and weightings set out in the paragraphs below.

Any Tender that is accepted will be awarded to the most economically advantageous tenderer in accordance with the following criteria. There are two parts to the Criteria as follows.

Part B: Contractor Information as follows:

|  |  |
| --- | --- |
| **Part B Contractor Information** | **Assessment** |
| Organisational Background | Information |

Part C – Scored Response and Compliance

|  |  |
| --- | --- |
| **Part C Award Criteria** | **Max Potential Score** |
| Question 1 – Meeting Requirements | 30 |
| Question 2 – Knowledge/Experience | 20 |
| Question 3 – Price | 50 |
| Compliance With EC Legislation/ UK Procurement Legislation | Pass / Fail |

Each non-price criterion question will be scored (referencing the above weighting) using the following methodology:

|  |  |
| --- | --- |
| Full Points | Proposal exceeds requirement. Demonstrated by clear, detailed information and unequivocal evidence |
| 75% of Points | Proposal completely meets requirement. Demonstrated ability to meet requirements with clear and convincing evidence |
| Half Points | Mostly meets requirement. Evidence is fairly clear and convincing; minor reservations in one or more key areas |
| 25% of Points | Mostly fails to meet requirements. Evidence is unclear and/or unconvincing in most areas, although convincing in some areas. Overall response casts doubt on ability to meet requirements |
| 0 Points | Significantly fails to meet requirements. In virtually all areas there is a lack of convincing evidence which casts serious doubt about the ability to meet requirements |

The lowest price (i.e. the total contract value comprising of the total start unit cost fees and total required outcome unit cost fees based on the performance expectations detailed in the Specification) will be awarded full marks and each other proposal will be awarded a score based on the percentage difference from the lowest price. See worked example below.

|  |  |
| --- | --- |
| **Scoring Model on Pricing** |  |
| **Lowest Price** | **£500** |
| **Bidder Price** | **£700** |
| **Difference** | **£200** |
| %age Score | 40% |
| Max Score | 40 |
| **Bidder Score** | **24** |

If the price seems abnormally low, further explanation as to the low price may be sought and evaluation of whether the quote is considered economically viable.