

[NAME OF SERVICE PROVIDER]



**Norfolk County Council**

# Education Systems Portfolio

NCCT42930

Invitation to Initial Tender

Monday 17 March 2025

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## 1 Context and requirement of the procurement

### 1.1 Context

Norfolk County Council is looking to purchase a software system that covers the end-to-end processes in its Children's Services Department,

The Council will be using the Competitive Flexible Procedure as defined in the Procurement Act 2023. The process will be as follows: -

1. Bidders will complete the Invitation to Initial Tender (including draft pricing) and submit in accordance with the timelines at section 5 of this Invitation to Initial Tender.
2. If there are 4 bidders or less who pass Form B, C and D of the Invitation to Initial Tender then those bidders will be invited to participate in dialogue and submit a final tender.
3. If there are more than 4 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form F (not including pricing) and will take through the top 4 scored bids. The Initial Tenders will be scored in accordance with the process set out in this Invitation to Initial Tender.
4. During dialogue, bidders will be able to refine their bid (including pricing) and the Council reserves the right to amend the specification, scenarios for demo, pricing spreadsheet (and define sub-weightings) and terms and conditions before requesting Final Tenders.
5. At the close of dialogue, bidders will be issued with the Invitation to Final Tender (including the final specification, scenarios for demo, pricing spreadsheet and terms and conditions).
6. As part of the evaluation of the final tender, bidders will be required to demonstrate their system in accordance with the scenarios issued with the Invitation to Final Tender.
7. Bidders should note that the Council may request a further version of the pricing list and/or raise clarifications on your quality response before dialogue.
8. It is always the bidder's responsibility to ensure that their application is as complete and detailed as possible. Although the Council will discuss and comment on your quality and price responses, it is not for the Council to raise every weakness in your response during dialogue.

### 1.2 Requirement

Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

## 2 Correspondence and clarifications

All correspondence and clarifications will be issued via In-Tend. Please make sure your details are correct and that you check the system regularly. We advise adding a second person or a team to your In-Tend account for contingency.

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Any internal reviewers such as board members, trustees or partners who may raise issues must be engaged early to ensure points of clarification and any commercial issues that may affect your bid can be raised with us by the clarification date.

If you encounter any difficulties whilst using the system you can contact the In-Tend support team by phoning 0845 557 8079 or +44 (0) 114 407 0065 or by emailing [support@in-tend.co.uk](mailto:support@in-tend.co.uk).

### 3 About this procurement document

#### 3.1 The main parts of the first section of this procurement document

Section	Purpose
<b>Advice and instructions to Applicants</b>	Tells you how to upload your application and what you must do if you wish to take part in the tender.
<b>Procurement Process Information and Procurement Timeline</b>	Sets out key details about the procurement process and the anticipated dates for key elements in the procurement process.
<b>Contract Data</b>	Tells you what the terms of any contract entered into under the tender will be.
<b>Receipt and Evaluation of Applications</b>	Tells you what we will do with applications we receive, how we will evaluate them and our rights and obligations in respect of the receipt and evaluation process.
<b>Evaluation Information</b>	Contains key information that we will use in the evaluation process, including how we will score responses.
<b>Important Legal Notice</b>	Sets out the basis on which we will conduct the tender exercise.

#### 3.2 Forms for completion by Applicants

The forms that make up the parts of the document that are to be completed by Applicants are labelled A to Z. The forms that you must complete and return are contained in this document unless otherwise indicated.

Please note that you, and any subcontractors involved in the delivery of the contract, must be registered on the **Government's Central Digital Platform** or we will not be able to accept your bid.

Further details about the forms are contained in sections 7 and 8, including which forms are and are not being used in this procurement. The forms labelled A to Z are:

Section	Purpose
<b>Form A – Details of Applicant</b>	This tells us about you and your organisation and who is applying and the sub-contractors you are using.
<b>Form B – Grounds for exclusion</b>	This form tells us whether there are any grounds under which we will have to exclude you, and any sub-contractors you might rely on to deliver the contract, from bidding.

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<b>Form C – Compliance with minimum Standards</b>	This form checks your experience and whether you hold the relevant experience and registrations where necessary. It includes minimum standards such as finance and Health and Safety and other checks where relevant to the contract.
<b>Form D – Willingness and ability to comply with contractual requirements</b>	This form checks where you hold data and whether you hold the relevant insurances. In the Final Invitation to Tender you will be asked to confirm your acceptance to the terms and conditions as issued with the Final Invitation to Tender.
<b>Form E – Shortlisting questions</b>	Not Used
<b>Form F – Quality</b>	This form seeks to determine how you will deliver the contract.
<b>Form G – Price</b>	This form is about the price you will charge for the service.
<b>Form Z – Applicant's checklist and declaration</b>	This form is your checklist to ensure that you have included everything required.

### 3.3 The following documents are attached

<b>Section</b>	<b>Purpose</b>
Terms and Conditions (appendix 1)	The terms and conditions referred to in the Contract Data. These will be discussed in dialogue but the decision as to whether they are amended is in the Council's sole discretion. The Council is not intending to make significant changes during this procurement process. You will be asked to confirm your acceptance of the terms as issued by the Council at the Final Invitation to Tender stage.
Specification and requirements (appendix 2)	Tells you about the context for this procurement and the specification for the goods and/or services we require. This forms a Schedule of the Contract.

### 3.4 Obligation to consider Small and Medium Enterprises

The Council has considered SMEs and as a result:

- Insurance requirements within the tender have been assessed as fair against the subject matter of the contract; and
- Insurance at the levels required is not expected to be purchased until a contract is awarded; and
- Limits of liability in the contract have been assessed as reasonable against the subject matter and value of the contract; and
- Performance management reporting is at the minimum required for the Council to be assured of effective delivery.

## 4 Advice and instructions to Applicants

### 4.1 Issues to consider before bidding

We suggest that Applicants consider the following issues before deciding whether to bid:

- a. Have you read the Specification and the minimum requirements in Form C, and are you able to provide the service? If you aren't certain, ensure you seek early clarification.
- b. If there are strict deadlines for implementation or delivery, are you able to meet them?
- c. Is there anything in the documents that you think would prevent you from bidding? If so, please request clarification to ensure there isn't a miscommunication.

### 4.2 Tender preparation

When preparing your tender, it is important to consider the following:

- a. Have you read all the instructions, the documents attached and taken in to account any indicative budget provided in the documents or contract notice?
- b. Are you registered on the Government's Central Digital Platform?
- c. Tenders should be clear and concise and in Form F must describe how you will provide the service being tendered rather than just stating that you will provide the service.
- d. Bids that are ambiguous or generic in their response or don't describe how the service will be provided are unlikely to score well. In our experience, tailored solutions that have taken in to account the Council's requirements in their answers usually score better than generic responses that have not.
- e. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification.
- f. Please note that the evaluation panel will be made up of people with difference experience and skills and you should take this into account when writing your response.
- g. When completing the price schedule at Form G, have you ensured that your price is fully inclusive of all costs of providing the service in accordance with the contract? We cannot accept bids that have been caveated (see Instructions to Applicants below). If you are unclear about pricing, please seek clarification.

### 4.3 Return of your application

- a. If you intend to submit a Tender, please ensure that you arrange to return the documents by the date and time stated. The Council is under no obligations to accept late tenders.
- b. You do not need to submit any of the first section of this Invitation to Tender: you only need to submit the Forms from page **Error! Bookmark not defined.** onwards.

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**How to upload and submit your application**

- c. Log in to In-Tend and navigate to “My Tenders” under the “Tenders” tab near the top of the page. Locate the procurement that you are applying for and click “view details”.
- d. Click on the tab where you found the tender documents for download. Depending on the procurement this may be labelled as “Request to Participate”, “Conditions of Participation”, “ITT” or “Invitation to Tender”.
- e. Scroll down the page until you see a button in the centre of the screen entitled “Attach Documents”. Click on this and it will take you into your computer to select and attach files. Select the file you need, click “Open” and it will upload the document to the screen. Repeat these actions until everything you wish to attach as part of your application is displayed on the webpage, click on the “Submit Return” button.
- f. If you have made a mistake or forgotten to upload a document, you can repeat this process. You may submit your application multiple times, but only the final submission will be evaluated.
- g. We advise that you leave plenty of time for upload and submission of your documents to allow for any possible problems with internet or power.

**4.4 Instructions to Applicants**

Applicants must follow all the numbered instructions below.

**First steps**

Instruction 01 If you take part in this procurement exercise you will be bound by the terms stated in the Important legal notice. You should review this notice carefully.

Instruction 02 Applicants should view the Procurement Privacy Notice on the Council’s website <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/open-data-fois-and-data-protection/data-protection/privacy-notices/procurement-service-privacy-notice> and must raise any concerns about the Privacy Notice and how personal information will be handled during the procurement process without delay.

**Language**

Instruction 03 All questions, notices, tenders, supporting documents and correspondence are to be submitted in English.

**The clarification process**

Instruction 04 If there is anything unclear or you think that you need more information, you must send in a clarification question as early as possible in the process and in any case before the final deadline given in the Procurement Process Information and Procurement Timeline. Questions must be submitted via In-Tend correspondence and must be associated with the correct project to

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receive a response. Clarification questions will be answered on a regular basis through the clarification facility on In-Tend.

Instruction 05 Once the final deadline is passed, no new questions may be sent in, but you will have a final chance to seek clarification of answers already given. You must submit any such request within the period stated in the Procurement Process Data.

Instruction 06 Final tenders must be made against the contractual terms referred to in the Contract Data, without qualification or caveat. We do not expect to change the contract terms but if, exceptionally, you want to raise any issues about them you must do so at an early stage in the clarification process. You should not submit extensive proposals for change. We may issue revised contractual terms applicable to all bidders, and if we do so your tender must be submitted against those terms.

### **Content of the application**

Instruction 07 In preparing your application you must assume that the evaluators know nothing about your organisation.

Instruction 08 Throughout the application, you should reflect the Statement of Requirements or Service Specification. To assist you in achieving the highest scores, you should review the “Descriptors for the allocation of quality scores” in the Evaluation Data and write your answers accordingly.

Instruction 09 You have an overriding obligation to exercise your skill and judgment, to ensure that your solution is fit for purpose and to warn us if, in your opinion, our proposed application of your solution would result in a poor or unacceptable outcome for us.

Instruction 10 Different questions may be marked by different evaluators and not all evaluators will have read your entire application. The answer to each question must be self-contained. Answers such as “see answer to question x” are not acceptable. You must not include brochures, leaflets or other attachments unless specifically requested. If you do, they will not be read, except where an Applicant has submitted a completed European Single Procurement Document.

Instruction 11 The forms for completion must be reproduced and completed, except where we say otherwise.

Instruction 12 So that they are readable, answers must be in a minimum of 11-point font, with line spacing of 1.2 times.

Instruction 13 You must keep to the given word or page limits for each question.

Instruction 14 Documents must not contain any embedded objects which appear in the printed copy as icons, rather than in full.



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Instruction 15 It is your responsibility to make sure that your application is complete and unambiguous.

Instruction 16 Bids must be your own original work and any bids that are plagiarised will be rejected. If you have collaborated with a third party to develop your response, this must be clearly explained within the response and any quoted material within a submission must be attributed. If you have used AI, Large Language Models or machine learning software to generate parts of your response, you must declare which elements of the bid were so developed, that the bid is an accurate reflection of how you will provide the goods, services or works bid.

### **No caveats or qualifications**

Instruction 17 Your final tender must not be caveated or qualified. The following are some examples of caveats or qualifications:

- a. statements that you have made certain assumptions and that, if these assumptions prove incorrect, you may wish to change price, timescales, quality, terms and conditions or other aspects of your offer;
- b. statements that you do not comply with any mandatory requirement of the specification;
- c. statements that you do not accept, or wish to modify, any aspect of the Contract or that any variant or additional term or condition will apply.

### **Completion of the application**

Instruction 18 You should not complete and submit your application until after the clarifications have closed.

Instruction 19 Your application must consist of all the documents listed in the checklist at Form Z. You must include all attachments requested but should include no other documents (and any other document will be disregarded by the Council when conducting its evaluation).

Instruction 20 On finalising your application, you must complete the checklist at Form Z, and then sign the declaration, scan and upload it as part of your submission.

### **Submission**

Instruction 21 Your submission must be uploaded and submitted before the deadline specified in the Procurement Process Data. We are under no obligation to consider any application which arrives after the deadline.

### **Multiple bids**

Instruction 22 Multiple applications from a given prime contractor or consortium will not be evaluated by the Council.

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Instruction 23 An applicant may act as the proposed prime contractor for one bid, and a proposed sub-contractor for another.

Instruction 24 However, an applicant may act as:

- the proposed prime contractor for one bid, and a proposed sub-contractor for another; or
- the proposed prime contractor for one bid, and a proposed consortium member for another; or
- a consortium member for more than one bid.

Instruction 25 Where an Applicant is involved in more than one bid, all relevant forms must be completed for each bid.

Instruction 26 Where they form part of more than one bid, Applicants shall pay particular attention to the need to avoid collusion in pricing and commercial terms.

Instruction 27 In particular, no Applicant shall be involved in the setting of the price to be tendered to the Council for more than one bid.

Instruction 28 If we award a contract to you all statements and commitments made by you in your final tender shall be binding upon you.

Instruction 29 Your final tender must constitute an offer to provide the supplies, works or services specified in the Invitation to Final Tender in accordance with the contractual terms referred to in the Contract Data, as amended by any clarification response issued by the Council before the tender submission date. Your offer must remain open for acceptance for the period stated in the Procurement Process Data.

Instruction 30 We may at our discretion ask you to extend the period for which your offer remains valid or to reconfirm the validity of your offer after expiry of the initial period of validity. You may at your discretion agree to such a request, or not. If all of those asked to extend the validity of their offer do not agree to do so, we may award the contract to the highest-ranked Applicant which is willing to extend the validity of its offer.

Instruction 31 We may accept your offer by writing to you awarding the contract, at which point a binding contract will exist between you and us without any need for further formalities.

Instruction 32 However, without prejudice to the enforceability of the above contract we may require you to execute the contract as a deed after award and you must do so promptly on request. We will not agree any modification to the contract at this stage.

## 5 Procurement Process Information and Procurement Timeline

### 5.1 Timetable and information

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The procurement timetable, outlined below, is for information and potentially subject to change. The Council reserves the right to amend any aspect of the timetable during the procurement and evaluation process.

Information	Details
<b>Procurement reference number</b>	NCCT42930
<b>Procurement title</b>	Education Systems Portfolio
<b>Date contract notice dispatched to publisher</b>	Monday 17 March 2025
<b>Procurement procedure</b>	Competitive flexible procedure as defined in the Procurement Act 2023
<b>Justification for decision not to subdivide into lots (section 18(2)(b) of the Procurement Act 2023)</b>	If more than one system is purchased this will mean multiple integrations, multiple support and maintenance contracts and thus costly to the Council to manage. It also increases the risk that the Council will not have the correct and whole overview of the child.

<b>One to One with bidders to explain the procurement process</b>	26 March 2025
<b>Final deadline for submission of clarification questions relating to Invitation to Initial Tender</b>	2pm UK time on 14 April 2025
<b>Deadline to request further explanation about clarification answers (no new questions to be introduced)</b>	Midnight UK time on the third working day after the Council sends its final answers to the clarification questions received before the above deadline
<b>Date and time for return of Invitation to Initial Tender including draft pricing</b>	2pm UK time on 28 April 2025
<b>Date for issue of Invitation to Participate in Dialogue</b>	2 May 2025
<b>Dates for Dialogue</b>	23 June 2025 – 30 July 2025 [ the start date is set but the end date maybe moved forward if initial tenders require less dialogue]
<b>Date for issue of Invitation to Final Tenders</b>	1 August 2025
<b>Final deadline for submission of clarification questions relating to Final Tenders</b>	1 September 2025
<b>Deadline to request further explanation about clarification answers (no new questions to be introduced)</b>	Midnight UK time on the third working day after the Council sends its final answers to the clarification questions received before the above deadline

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<b>Date and time for return of Final Tenders</b>	2pm UK time on 15 September 2025
<b>Dates for Demo</b>	20-24 October 2025
<b>Expected date for issuing Contract Award notice and for standstill period to commence</b>	10 November 2025
<b>Expected date for standstill period to finish</b>	8 <sup>th</sup> day commencing on the date the award notice is issued.

<b>Contracting Authority's name and address</b>	Procurement Sourcing Team Norfolk County Council Floor LG County Hall Martineau Lane Norwich NR1 2DH United Kingdom
<b>Correspondence</b>	All correspondence and clarifications regarding the procurement should go through In-Tend: <a href="http://In-Tendhost.co.uk/norfolkcc">http://In-Tendhost.co.uk/norfolkcc</a>
<b>Public Services (Social Value) Act 2012</b>	The Authority has concluded that it is not appropriate to consult on social value in respect of this procurement, because social value is intrinsic to the requirement and is included in the evaluation criteria.
<b>Address for submission of tender documents</b>	All tenders must be submitted via the In-Tend portal.
<b>Period for which offers must remain open for acceptance</b>	At the Final Invitation to Tender stage bidders will be asked to remain open their offer for acceptance for 90 days from the tender submission deadline
<b>Award decision and standstill process</b>	The Council shall have no obligation to Applicants concerning debriefing beyond those contained in the Procurement Regulations 2024. The Council will observe a standstill period and will not enter into a contract until after midnight on the eighth working day from when the contract award notice has been published.

## 5.2 Competitive Flexible procedure

As per the Procurement Act 2023, the Council reserves the right during the dialogue phase of this procurement exercise to: -

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1. Amend the stages of the Competitive Flexible procedure where further stages are required to come to a fuller understanding between parties of the scope or requirement or other such necessary elements and to reduce the number of providers who will be invited to dialogue.
2. Amend the specification
3. Amend the price list to add additional items, remove items or to move an element of the pricing from fixed price to variable and vice versa.
4. Amend the terms and conditions
5. Define or refine sub-weightings, particularly for price if it is not possible to fix costs for significant element(s) of the Statement of Requirement.

Any amendments will be communicated in full to all bidders.

6 Contract Data	
6.1 Contract information	
Contract information	Details
Conditions of contract	As set out in Form D
Contract commencement date	The contract will commence on the day we send you our formal award letter accepting your tender.
Required Service Commencement Date	[ to be agreed at dialogue]
Term	Initial term is 7 years from the Required Service Commencement Date
Contract extensions	5 years plus a further 5 years.
Permits, consents and licences	As set out in Form D
Required insurances and limits of liability	As set out in Form D

## **7 Receipt and evaluation of Applications by the Council**

### **General**

- 7.1 We will admit, evaluate and where appropriate reject Applications reasonably, impartially and as set out below. We make no other commitments concerning our admission, evaluation or rejection of Applications.
- 7.2 New and forgotten documents may not be able to be considered after the tender deadline has passed.

### **Clarification**

- 7.3 It is your responsibility to make sure that your Application is clear, complete and unambiguous. We may ask you to clarify your answers provided that in our judgment this does not adversely affect the integrity and fairness of the exercise, but we are not obliged to do so and other bidders may be notified that clarifications have been sought and what it was regarding.

### **The Public Services (Social Value) Act 2012**

- 7.4 Social value considerations (the economic, social and environmental well-being of the Authority's area of operations) have been included in the specification for this contract and will be evaluated as set out in the Evaluation Data.
- 7.5 Social value considerations (the economic, social and environmental well-being of the Authority's area of operations) have been included in the specification for this contract and are used as evaluation criteria.

### **Compliance with Instructions to Applicants**

- 7.6 You must comply with the Instructions to Applicants or you risk your Application being rejected.

### **Grounds for exclusion (Form B)**

- 7.7 If any of the grounds for exclusion set out in Form B applies, we will normally reject your Application (and tell you that we have done so).
- 7.8 If any bidder appears on the Government's debarment list, that supplier will be excluded.
- 7.9 Exceptionally, and in accordance with any relevant legislation, we may exercise our discretion and permit your Application to be considered if any of the discretionary grounds for exclusion apply.

### **Compliance with minimum standards (Form C)**

- 7.10 We will check that you have provided, in your answers on Form C, evidence that you meet the minimum standards set out there. We will not be able to further consider your application if in our opinion you do not meet the minimum standards.

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**Willingness and ability to comply with contractual requirements (Form D)**

- 7.11 We will check that you have confirmed you will meet the requirements set out in Form D around insurances, data protection and terms and conditions.

**Form E (not used)****Award of Overall Quality Score at the Invitation to Final Tender Stage (Form F)**

- 7.12 For each question in Form F, we will award a mark based on the Descriptors stated in the Evaluation Data (unless we state, on Form F, that we are using different descriptors for that question).
- 7.13 The aesthetics, functionality and usability of the solution will be evaluated during the demonstration and will be scored in accordance with the descriptors for the allocation of demonstration scores in section 8.
- 7.14 Each question in Form F is weighted. The weightings are set out in the Evaluation Data.
- 7.15 The score for each question will be divided by the maximum possible score for that question and then multiplied by the individual weighting to give a weighted score.
- 7.16 For example, if a score of 3 out of 5 is given and the question is worth 10% of total marks ( $3/5 \times 10$ ), then the weighted score will be 6.
- 7.17 We will sum the weighted Scores to give an Overall Quality Score.

**Quality Threshold**

- 7.18 We will reject any tender which does not achieve an Overall Quality Score greater than or equal to the Quality Threshold stated in the Evaluation Data.

**Abnormally low tenders**

- 7.19 We may reject tenders which we consider to be abnormally low, having first followed any statutory process which applies.

**Award of Price Score (Form G)**

- 7.20 Price marks will be awarded as follows:
- The bid with the lowest price will be allocated the maximum number of weighted points (in this case 30)
  - Other tenders will be awarded marks in proportion to this price by 50%, so that for example a total price that is 30% more expensive will receive 15% fewer marks, one that is 60% more expensive will receive 30% fewer marks etc.
- 7.21 A total of 30% of the overall score is allocated to Price.
- 7.22 We will exclude from the final calculation of Price Scores any tender which has been rejected including those that do not meet the minimum quality threshold.

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**Combining Overall Quality and Price Scores**

- 7.23 To give a Total Score out of one hundred, the Overall Quality Score will be added to the Price Score.
- 7.24 In the event of a tie, the tied bidders will be asked to submit a revised price by a given deadline.

**Award of contract**

- 7.25 We will (subject to our right not to make an award at all) first make a provisional award to the Applicant achieving the highest Total Score. The standstill period will commence when we publish the contract award notice.
- 7.26 Our contract award decision is not binding on us, and we may decide not to enter into the contract at all or, in the event of an error or misjudgement being identified, change our award decision prior to entering into a contract. Our award of the contract, communicated to the Applicant by us in writing, will constitute acceptance of the Applicant's offer and a binding contract will then exist between us and the Applicant on the terms set out in this Invitation to Tender. We may though require the successful Applicant to execute a written agreement between us.
- 7.27 If the successful Applicant cannot or will not perform the contract, we may award the contract without further competition to the next-ranked Applicant which is willing and able to perform the contract, but only on the basis of that Applicant's offer and the terms set out in this Invitation to Tender.
- 7.28 We will check whether you have signed the declaration in Form Z as part of the evaluation process. If the declaration is not signed, we will be unable to award you a contract.

**8 Evaluation Information**

<b>Evaluation information</b>	<b>Where</b>
<b>Grounds for exclusion</b>	As set out in Form B
<b>Minimum standards</b> including technical and professional capacity	As set out in Form C
<b>Willingness and ability to comply with commercial requirements</b>	As set out in Form D



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Award Criteria - Weightings for quality and price	
Overall Price weighting	30%
Overall Quality weighting	70%
<b>TOTAL</b>	100%

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**Weighting of quality questions (Form F1)**

Reference	Subject area	Weighting as a percentage of the marks available
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F1.1	Mandatory Requirements – Security	Pass/fail
F1.2	Mandatory Requirements – Non-Functional	Pass/fail
F1.3	Product	3%
F1.4	Implementation	4%
F1.5	Training	1%
F1.6	Common functionality	5%
F1.7	Case management	4%
F1.8	System integration and import/export and extraction of data	4%
F1.9	Creating and managing cohorts	2%
F1.10	Early years, childhood and family service	3%
F1.11	Place planning, Admissions, Transfers, Free school meals and fair access, Home to school transport	3%
F1.12	SEND planning and provision	5%
F1.13	Education Inclusion	3%
F1.14	Post 16	1%
F1.15	Education funding	2%
F1.16	Technical architecture	2%

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F1.17	Reporting and Analytics	2%
F1.18	Support and maintenance	2%
F1.19	Portals	5%
F1.20	Configuration	3%
F1.21	Social value	1%
	Demonstrations [ Each demonstration heading in the Statement of Requirement will be evaluated separately as set in the Statement of Requirement with % weightings]	15%
TOTAL		70%
Quality threshold (minimum acceptable overall quality score)		40 marks out of 70

**Descriptors for the award of quality marks at Invitation to Initial Tender stage (if more 5 or more apply) and at Final Invitation to Tender stage**

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The mark to be awarded is that for which the descriptors most closely match the tenderer's response	Mark awarded
<p>An excellent response that is realistic, appropriately detailed and specific. Any weakness is immaterial and:</p> <ul style="list-style-type: none"> <li>the approach embodies accepted good practice in all material respects and offers excellent levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics;</li> <li>the response is tailored to the requirement wherever relevant and, where relevant, to specific circumstances;</li> <li>all material aspects of the question are fully answered, and the approach described fully meets all material aspects of the requirement;</li> <li>where relevant the proposal is ambitious in terms of outcomes and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and</li> <li>where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are excellent.</li> </ul>	5
<p>A good response that is realistic, appropriately detailed and specific and with only minor weaknesses, where:</p> <ul style="list-style-type: none"> <li>the approach generally embodies accepted good practice and offers good levels of (as appropriate) functionality, performance, environmental performance, outcomes, ease of use and other relevant characteristics;</li> <li>with minor or no exceptions, the response is tailored to the requirement where relevant and, where relevant, to specific circumstances;</li> <li>all material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions;</li> <li>where relevant the proposal seeks to deliver a good level of outcome and sets out a convincing, coherent and evidence-based approach to achieving the outcomes claimed; and</li> <li>where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are good, with only minor deficiencies.</li> </ul>	4

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<p>A satisfactory response that is realistic in all material respects, and that is at least sufficiently detailed and specific to give general clarity about what is to be delivered and how. There are some weaknesses, but all of the following requirements are met:</p> <ul style="list-style-type: none"> <li>• the approach does not materially conflict with accepted good practice and generally offers acceptable levels of (as appropriate) functionality, performance, environmental performance, ease of use and other relevant characteristics;</li> <li>• all material aspects of the question are fully answered, and the approach described meets the material aspects of the requirement, with no or minor exceptions;</li> <li>• while the response may be somewhat generic, it is not inappropriate to the specific circumstances or too high-level to give reasonable clarity and confidence;</li> <li>• where relevant the proposal seeks to deliver acceptable outcomes, and sets out a reasonably convincing, coherent and evidence-based approach to achieving the outcomes claimed; and</li> <li>• where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are generally acceptable.</li> </ul>	3
<p>A rather deficient response that is not of a sufficient standard to meet all the bullet points set out above for a score of '3' but that is not considered so unsatisfactory as to raise serious doubts as to the prudence of entering into a contract incorporating the response, as further described in the descriptor below for a score of '1'.</p>	2

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<p>A response which shows <b>some or all</b> of the following characteristics such that in the round a prudent contracting authority would have serious doubts about entering into a contract incorporating the response:</p> <ul style="list-style-type: none"> <li>• there being insufficient detail or specificity to be clear, wholly or for a material aspect of the requirement, what is to be delivered and how;</li> <li>• the approach materially conflicting with accepted good practice and/or failing to offer acceptable levels of (as appropriate) functionality, performance, environmental performance, ease of use or other relevant characteristics;</li> <li>• material parts of the question(s) not being answered or material parts of the response being unrealistic or the approach described, in some material respect, appearing not to meet the requirement or not to comply with the law;</li> <li>• the approach described appearing, in some material respects, not to deliver expected levels of (as appropriate) functionality, performance, environmental performance, ease of use or other relevant characteristics;</li> <li>• the approach conflicting with accepted good practice in some material respects;</li> <li>• the approach being in material part inappropriately generic or a poor fit with the specific circumstances or context;</li> <li>• the approach being unacceptably unambitious in terms of outcomes or the approach to achieving the claimed outcomes being materially unconvincing; and/or</li> <li>• where relevant, the organisation, capacity, qualifications and/or experience of staff assigned to performing the contract not reaching the expected levels in some material respects.</li> </ul> <p><b>If any response receives a score of '1', the entire submission will be rejected.</b></p>	1
<p>No response or a response with insufficient content to allow meaningful evaluation or a fundamentally unrealistic response or a clearly unacceptable response where the weaknesses, individually or in aggregate, are fundamental.</p> <p><b>If any response receives a score of '0', the entire submission will be rejected.</b></p>	0

**When evaluators are reviewing your response, they will be considering the following points, as relevant to the question.**

- Detail, completeness and specificity
  - How detailed is the answer about what is to be delivered and how?
  - Are all aspects of the question covered?

[NAME OF SERVICE PROVIDER]

- Is the answer sufficiently specific and, where relevant, tailored to the requirement and the context?
- Is the proposal realistic – for example in (as relevant) timescales, resourcing, identification and mitigation of risks and obstacles, and if relevant stakeholder engagement, cultural fit and/or technical approach?
- Does the proposal accord with good practice?
- Does the proposal meet the requirement in all material respects?
- Is the proposal suitably ambitious in terms of outcomes, and to what extent does it set out a convincing, coherent and evidence-based approach to achieving the outcomes claimed?
- As relevant, the functionality, performance, environmental performance, ease of use and other relevant characteristics provided by the proposal
- Where relevant to the question, evaluate the organisation, qualification and experience of staff assigned to performing the task. For example:
  - Is the structure appropriate to the service to be delivered?
  - Is the balance of front-line, management and support staff appropriate?
  - Are key staff suitably qualified and experienced?

The demonstration will be evaluated against the following criteria

<b>Descriptors for the allocation of demonstration scores (aesthetics, usability and functionality)</b> <b>The mark to be awarded is that for which the descriptors most closely match the system demonstrated.</b>	<b>Mark awarded</b>
<p>An excellent system that is easy to use, functions well and any weakness is immaterial, and:</p> <ul style="list-style-type: none"> <li>• fully meets all material aspects of the requirements</li> <li>• is user friendly and is easy to navigate</li> <li>• the graphical display is easy to use or as relevant is aesthetically pleasing and is configurable for users with disabilities and the appearance of the system can be configured by users with a range of different needs</li> <li>• where relevant the system is seamless between modules, or the system is quick to respond to commands</li> <li>• the system demonstrates excellent functionality</li> </ul>	<p>5</p>
<p>A good system in terms of aesthetics, functionality and usability with only minor weaknesses and the majority of aspects below apply:</p> <ul style="list-style-type: none"> <li>• the system meets all material aspects of the requirements, with no or minor exceptions</li> </ul>	<p>4</p>



## [NAME OF SERVICE PROVIDER]

<ul style="list-style-type: none"> <li>• the system is user friendly and is easy to navigate</li> <li>• the graphical display is easy to use or as relevant is aesthetically pleasing and is configurable for users with disabilities and users can configure the appearance of the system</li> <li>• where relevant the system is seamless between modules or is responsive to commands</li> <li>• the system demonstrates good functionality</li> </ul>	
<p>A satisfactory system where the aesthetics, functionality and usability are acceptable and is sufficiently suitable for the requirements. There are some weaknesses, where:</p> <ul style="list-style-type: none"> <li>• the system meets the material aspects of the requirement, with no or minor exceptions</li> <li>• the system is somewhat user friendly and acceptably easy to navigate, but users may need some support to use the system</li> <li>• the graphical display or as relevant the aesthetics are acceptable and the system is configurable to a limited degree for people with disabilities</li> <li>• where relevant the system moves acceptably between modules or the system responds to commands acceptably</li> <li>• the system demonstrates acceptable functionality</li> </ul>	3
<p>A rather deficient system where the aesthetics, functionality and usability are deficient where:</p> <ul style="list-style-type: none"> <li>• the system does not meet material aspects of the requirement and it is unclear for some aspects of the system, what is to be delivered and how</li> <li>• the system is not fully user friendly or the system is not always easy to navigate</li> <li>• the system is too complex for people with mixed technical abilities to use without support</li> <li>• the graphical display is not easy to use or is not aesthetically pleasing or is not configurable for users with disabilities</li> <li>• where relevant the system is not seamless between modules or the system is not responsive or the system is slow to respond to commands</li> <li>• the system does not appear to work as stated in the written bid</li> <li>• the system demonstrates deficient functionality</li> </ul>	2
<p>Aesthetics, functionality and usability of the system is unacceptable, and the system demonstration shows many or all of the issues listed at mark of 2, or the system does not meet the specification or statement of requirements as stated. If any demonstration of aesthetics, functionality and usability receives a score of '0' or '1', the entire bid will be rejected.</p>	1

[NAME OF SERVICE PROVIDER]

Aesthetics, functionality and usability are so poor that the system is not usable, or a system demonstration was not performed or the system is incompatible with the council's architecture.

If any demonstration of aesthetics and usability receives a score of '0' or '1', the entire bid will be rejected.

0

Descriptors for scoring pass/fail questions in Form F	Score
<p>The response shows one or more of the following features:</p> <ul style="list-style-type: none"> <li>• there is insufficient detail or specificity to be clear, wholly or for material aspects of the requirement, what is to be delivered and how</li> <li>• material parts of the question are not answered or material parts of the response are unrealistic or the approach described, in some material respects, appears not to meet the requirement</li> <li>• the approach conflicts with accepted good practice in some material respects</li> <li>• the approach is in material part inappropriately generic or a poor fit with the specific circumstances or context</li> <li>• where relevant, the organisation, qualification and experience of staff assigned to performing the contract do not reach the expected levels in some material respects</li> </ul>	Fail
<p>The response shows the following features:</p> <ul style="list-style-type: none"> <li>• is realistic and is at least sufficiently detailed and specific to give general clarity about what is to be delivered and how</li> <li>• the approach does not materially conflict with accepted good practice</li> <li>• material aspects of the question are sufficiently answered</li> <li>• where relevant, the organisation, qualification and experience of staff assigned to performing the contract are at least generally acceptable</li> </ul>	Pass

## **9 Important legal notice**

### **No implied contract**

- 9.1 Norfolk County Council (“the Council” or, where the context so requires, “We”) does not make any binding commitment to actual or potential tenderers (“Applicants” or, where the context so requires “you”) or to any other party about its conduct of this procurement exercise, other than to abide by its statutory obligations and the express terms of this Important Legal Notice.

### **Acceptance of conditions**

- 9.2 Any Applicant who participates in this procurement exercise shall be deemed to accept the above condition and the conditions set out below. These conditions form the entire understanding between the parties about the conduct of the tender exercise.
- 9.3 The Council will not accept any change to the terms of this legal notice and in the event that any Applicant submits any tender or notice which seeks to change these conditions the purported change shall be void, even if the Council considers the Applicant’s completed request to participate or tender.

### **Communications, information and notices**

- 9.4 Applicants shall not, in connection with this procurement exercise, rely on any communication from the Council (including without limitation any notice published by the Council and any information published on any web site) unless it specifically states that it concerns this procurement exercise and bears the reference number stated on the front page of this document. Applicants shall not rely on any communication which is not in writing.
- 9.5 Information supplied by the Council is subject to constant updating and amendment in the future and is necessarily selective and is supplied for general guidance in the preparation of tenders. It does not purport to contain all of the information which Applicants may require and Applicants must satisfy themselves by their own investigations about the accuracy of such information.
- 9.6 The Council has taken reasonable steps to ensure, as at the date of each document supplied by the Council in connection with this procurement (“Procurement Document”), that the facts which are contained in or provided with each such document are true and accurate in all material respects. But the Council does not make any representation or warranty as to the accuracy or completeness of the Procurement Documents, or the reasonableness of any assumptions on which they may be based. The Council accepts no liability to Applicants however arising, whether resulting from the use of the information provided, or from any omissions

[NAME OF SERVICE PROVIDER]

from or deficiencies in the information. As such, the Council cannot accept responsibility for any inaccurate information obtained by Applicants.

- 9.7 Any notice from any person in connection with this procurement exercise must be sent to the Contact Name and Address stated in the Procurement Process Data below in accordance with the relevant timescales.

#### **Amendments to the procurement process**

- 9.8 The Council may at its sole discretion change any aspect of, or stop this procurement exercise at any point and if it stops the exercise (or the procurement of any lot or lots therein) need not provide any Applicant with the scores allocated in any marking exercise already undertaken or the reasons for the allocation of those scores.

#### **Applicants' costs**

- 9.9 The Council will not under any circumstances be liable to pay Applicants for any costs incurred as a result of their participating in this procurement exercise.

#### **Standstill period and contract award notice**

- 9.10 The Council shall have no obligation to Applicants concerning debriefing beyond those contained in the Procurement Regulations 2024. The Council will observe a standstill period and will not enter into a contract until after midnight on the eighth working day beginning with the day when the contract award notice is published.
- 9.11 Applicants hereby agree that they will not reveal the Council's provisional award decision to any person (other than staff, Directors, trustees or professional advisers who have a need to know) until the completion of the standstill period, and that they will place a similar obligation on any person to whom they notify the Council's provisional decision.

#### **Confidentiality, Freedom of Information and Intellectual Property**

- 9.12 The Council is subject to laws about access to information including the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the Audit Commission Act 1998 and the Procurement Act 2023. The Council may - despite any claim made by any Applicant that any information is given in confidence or is confidential in nature – be required to release any information it holds in accordance with the law, subject to the Council's discretion concerning any applicable exemption or the application of any public interest test. It is important to note that information may be commercially sensitive for a time - for example, during a tender process - but afterwards some of that information it may not be, while other information may remain commercially sensitive for a longer period. The timing of any request for information may be extremely important in determining whether or not information is exempt. Applicants should note that no information is likely to be regarded as exempt forever.

## [NAME OF SERVICE PROVIDER]

- 9.13 The Council does not in general consider the identities of the successful bidder or of unsuccessful bidders to be commercially confidential. It
- a. will publish the details of the successful bidder(s) as required by the Procurement Regulations 2024 and the Local Government Transparency Code;
  - b. will provide unsuccessful bidders with a copy of successful bidders' assessment summaries, redacted only to the extent that they contain information that is sensitive commercial information and where there is an overriding public interest in its being withheld from publication or other disclosure;
  - c. will publish such details of unsuccessful bidders as are required by Regulation 27 of the Procurement Regulations 2024; and
  - d. may release the identity of unsuccessful bidders in response to FOI requests without consultation with the bidders concerned once the contract has been awarded.
- 9.14 Any working documents produced by the Council in the course of evaluation shall remain confidential to and the property of the Council and need not be retained by the Council.
- 9.15 All intellectual property rights in the Procurement Documents and all materials provided by the Council or its professional advisers, consultants or information providers in connection with this tender and tender process are and shall remain the property of the Council and/or its professional advisers, consultants and/or information providers. The information they contain shall be used only for the purpose of preparing a tender and delivering any resulting contract.
- 9.16 The contents of the Procurement Documents together with all other information, materials, specifications or other documents provided pursuant to or in the course of this procurement exercise, or prepared by the Applicants specifically for such purposes, shall be treated at all times as confidential by the Applicants unless put in the public domain by the Council. Applicants may not disclose any such information, materials, specifications or other documents to any third parties or to any other part of the Applicant's company or group or use them for any purpose other than for the preparation and submission of responses to the Procurement Documents. Applicants may not publicise the Council's name or the tender without the prior written consent of the Council.
- 9.17 Applicants must seek the approval of the Council before providing to third parties any information provided in confidence by the Council and shall ensure that all third parties to whom disclosure is made shall keep any such information, materials, specifications or other documents confidential and not disclose them to any other third party except as set out above.

[NAME OF SERVICE PROVIDER]

**Collusion, canvassing, bribery and corruption**

- 9.18 Applicants shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from responding to the procurement exercise or submit an excessively high price or an otherwise unattractive or non-compliant offer nor enter into any price-fixing agreement with any other person in respect of this procurement process.
- 9.19 Applicants shall not, in connection with this procurement process or the proposed contract:
- a. offer any inducement, fee or reward to any officer or member of the Council;
  - b. do anything which would constitute a breach of section 117(2) of the Local Government Act 1972 or of the Bribery Act 2010; or
  - c. canvass any officer or member of the Council in connection with the response/tender about any aspect of the proposed contract or for soliciting information in connection therewith.
- 9.20 If any Applicant or any employee of any Applicant or any third party acting on behalf of any Applicant commits an act detailed in clauses 9.18 or 9.19 or offers, promises or gives any bribe or inducement or makes any improper threat or colludes (or offers or agrees to collude) with any other Applicant in connection with this procurement exercise then, in addition to any criminal sanction such conduct may attract, the Council may:
- a. immediately exclude that Applicant's offer from consideration;
  - b. exclude that Applicant from future procurement exercises;
  - c. terminate any contract entered into with that Applicant; and
  - d. recover from that Applicant the reasonable costs of re-running this procurement exercise and any consequential losses (including loss of anticipated savings) which result from any delay in letting a contract.
- 9.21 If any person approaches any Applicant seeking any bribe or making any offer to collude in respect of this procurement exercise, that Applicant is to contact the Council's Head of Law immediately.

[NAME OF SERVICE PROVIDER]



**Norfolk County Council**

# Education Systems Portfolio

NCCT42930

Invitation to Initial Tender

TO BE COMPLETED AND RETURNED BY APPLICANT

[NAME OF SERVICE PROVIDER]

**Form A: Details of Applicant**

Applicants are to edit the header of this form to insert their name at the top of every page.

You must be registered on the government's Central Digital Platform, or we will not be able to accept your bid.

Form A is split into different parts.

Part 1 of Form A is information relevant to the procurement.

Name of person or organisation tendering	
Trading as...	
Central Digital Platform registration number	
Are you bidding in conjunction with another supplier?	Answer 'yes or no'
If yes, who is the lead bidder?	

<b>Person managing bid</b>	
Ms, Mr, etc	
Name	
Address	
Postcode	
Country	
Phone	
Mobile	
<b>Director, partner or trustee overseeing bid</b>	
Mr, Ms, etc	
Name	
Address	
Postcode	
Country	
Phone	
Mobile	
<b>Registered office address</b>	
Postcode	
Country	

<b>Applicant's registration number, as applicable</b>	
Company registration no.	
Charity registration no.	
VAT registration no.	
Other registration no.	
<b>Group structure (as applicable)</b>	
Name of immediate parent organisation	
Company registration number	
Name of ultimate UK holding company	
Company registration number	
Name of ultimate parent organisation	
Country	



[NAME OF SERVICE PROVIDER]

<b>Company size</b>			
Are you an SME? (yes/no)			
<b>Type of organisation (select one box only)</b>			
Sole Trader	<input type="checkbox"/>	Public sector	<input type="checkbox"/>
Partnership (Unincorporated)	<input type="checkbox"/>	Private Company	<input type="checkbox"/>
Limited Liability Partnership ('LLP')	<input type="checkbox"/>	Public Limited Company	<input type="checkbox"/>
Private Co. Limited by Guarantee	<input type="checkbox"/>	VCSE, please select: Choose an item.	

Part 2 is information relevant to contract management if you were to be successful and is non-mandatory but useful if we have a quick award-to-contract-commencement process.

#### Part 2 – contract management

Role	Name	Phone	Mobile	Email
Contract manager				
Ordering/referral				
Contract queries				
Invoice queries				
Emergency out of hours contact				

**If you are not an existing NCC supplier, please complete the BACS form below. We will only pay by BACS transfer.**

Bank Details	
Account Type	Bank
Name of Bank	
Address of Bank	
Sort Code	
Account Number	
Building Society Roll Number	
Name the account is held in	

[NAME OF SERVICE PROVIDER]

Part 3 must be completed as part of your Expression of Interest if you are bidding as part of a consortium, Special Purpose Vehicle (SPV) or propose a prime and sub-contractor relationship to deliver the contract.

### Part 3

If you intend to form a consortium, Special Purpose Vehicle (SPV) or sub-contract key elements of the services please provide details of the consortium members/sub-contractors who will play a significant role, by providing a brief description of your proposed business structure, including a “family tree” to illustrate the relationship between members of the consortium, SPV or prime and sub-contractors that you will be reliant on to deliver the contract, so it is clear who the lead applicant is and what role all members play and the amount of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.

Responses must enable the Council to assess the overall service proposed and whether the business structure proposed, and any consortium arrangement, is appropriate for this service. Please specify the roles and services to be fulfilled by the Applicant and the services to be delivered by each sub-contractor or each consortium member. We will judge the structure against the pass/fail criteria at the bottom of Form C and if we do not believe the structure to be suitable, we may reject the tender (maximum 2 pages of A4 + diagram).

**Please note that you do not need to complete this if you are not reliant on a sub-contractor or are using a sub-contractor that would be straightforward to replace.**

[NAME OF SERVICE PROVIDER]

**Form B: Grounds for exclusion**

- Applicants are to reproduce this Form B, retaining the question text and question numbering, and return it as part of their submission. Applicants are to answer all questions.
- Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
- Please do not append any documents unless specifically requested below.
- If you cannot answer 'yes' to every question below it is very unlikely that your Tender will be accepted, and you should contact us for advice before completing this form.
- Please see section 4.4 of this Tender document for how this Form B should be completed if you are bidding as a lead contractor with sub-contractors or as a consortium.
- Applicants and any sub-contractor or member of a consortium who are also completing Form B must complete the self-declarations in relation to this Form B on behalf of all connected persons and entities, in accordance with The Procurement Act 2023 and the Procurement Regulations 2024.

**B.1 Mandatory Grounds for Exclusion**

**We certify that we are registered on the Government's Central Digital Platform and that we are not considered an excluded supplier under any of the provisions in [Schedule 6 of the Procurement Act 2023](#).**

☐ Yes

☐ No

**If you have answered "no", please provide an explanation below.**

[NAME OF SERVICE PROVIDER]

**B.2 Discretionary Grounds for Exclusion**

**We certify that we are registered on the Government's Central Digital Platform and that we are not considered an excludable supplier under any of the provisions in [Schedule 7 of the Procurement Act 2023](#).**

☐ Yes☐ No

**If you have answered "no", please provide an explanation below.**

**B.3 Sub-contractors**

**We certify that the subcontractor(s) we rely on to deliver this contract are, or will be by contract award, registered on the Government's Central Digital Platform and are not an excluded supplier(s) under any of the provisions outlined in B.1.**

☐ Yes☐ No

**If you have answered "no", please provide an explanation below.**

**We certify that the subcontractor(s) we rely on to deliver this contract are, or will be by contract award, registered on the Government's Central Digital Platform and are not an excludable supplier(s) under any of the provisions outlined in B.2.**

☐ Yes☐ No

**If you have answered "no", please provide an explanation below.**

[NAME OF SERVICE PROVIDER]

Please note that we will verify the information provided on this Form B with the Central Digital Platform.

We reserve the right to ask you to replace any sub-contractors that you are relying on to deliver the contract that are excluded or excludable suppliers.

This information may be rechecked at the Invitation to Final Tender stage.

If you are an excluded organisation (B1) then your application will not be taken any further.

If you are an excludable organisation, we are unlikely to take your application any further.

[NAME OF SERVICE PROVIDER]

**Form C: Compliance with minimum standards**

- Applicants are to reproduce this Form C retaining the question text and question numbering and return it as part of their submission. Applicants are to answer all questions.
- Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
- Please do not append any documents unless specifically requested below.
- Responses to this Form C will be evaluated against the criteria at the end of the Form.

**C1. Technical or Professional ability**

Our minimum standards for technical or professional ability are that Applicants have the experience, capabilities and qualifications set out in the questions below. Please complete each question as instructed.

We need to be satisfied that your organisation has previous relevant experience in providing similar services.

- a) Do you have a proven track record and extensive knowledge and experience of implementing and supporting the functionality similar or the same as requested in our specification to at least 1 other Local Authority or other large organisations?**

☐ Yes

☐ No

If yes please provide detailed evidence of your organisation's relevant experience, including details of previous client(s) and project(s) (maximum 500 words). Please note that if you cannot evidence a proven track record and extensive knowledge of implementing and supporting the required functionality your application is likely to fail.

**Answer below** (maximum 500 words)

**C2. Minimum technical requirements**

Are you able to meet the requirement outlined in the Statement of Requirements with your commercial off-the-shelf product?

☐ Yes

☐ No

[NAME OF SERVICE PROVIDER]

If no, please provide an explanation and we will evaluate it. Please note that it is highly unlikely that we will be able to accept a solution that requires customisation beyond routine configuration and that your application is likely to fail if your offer is not a COTS solution.

**Answer below** (a guide of 500 words)

### C3. Performance

**Has your organisation:**

- a) had any contract terminated early for breach of contract in the last 36 months (this applies to any contract you have operated, not just Council contracts)?

☐ Yes

☐ No

- b) had any contract amended or varied due to poor performance or contractual non-compliance in the last 36 months (this applies to any contract you have operated, not just Council contracts)?

☐ Yes

☐ No

- c) been subject to any performance or warning notices (or similar notices) issued by commissioners or other bodies regarding any contractual or performance issues?

☐ Yes

☐ No

If your answer to any of the above is 'yes', please give details on a fully referenced separate sheet explaining what happened and what you have done to put matters right, and attach copies of any relevant correspondence with the relevant contracting authority or regulatory body.

**Answer below** (a guide of 500 words)

To be scored as a pass/fail. If you fail this part of the application, your application will not be considered further.

[NAME OF SERVICE PROVIDER]

**C4. References**

Applicants must have experience of providing the services they are applying to provide. Therefore, we require details of one person that can provide a reference from an organisation for whom you have provided service(s) of a similar scope to the requirements within this procurement in the last 5 years. If applying as a consortium, we require each member to supply details of one referee. **Failure to provide one eligible referee may result in disqualification**

Reference information	Referee 1
Customer Organisation:	
Customer contact name:	
e-mail:	
phone number:	
Date contract awarded:	
Contract reference and brief description:	
Total contract value in GBP(£):	
Contract length in years:	

Scored as a pass/fail. If you are unable to provide a satisfactory referee we may not take your application further.

**C5. Economic and financial standing**

The information provided will be used to assess your Organisation's financial standing.

**Our minimum standards for economic and financial standing are that:**

- Applicants comply with regulatory requirements relating to the filing of statutory accounts
- Applicants' statutory accounts (if any) have received a 'clean' audit opinion or, where the audit opinion is qualified, suitable, appropriate and timely action has been taken to deal with the issues raised;
- The financial aspects of Applicants' organisations (including but not limited to the payment of creditors) are properly managed;



[NAME OF SERVICE PROVIDER]

- Applicants' organisations are financially sustainable, including adequate liquidity, profitability, balance sheet strength and cash flow.

**Checks and review:**

- 1) We will first check that your statutory accounts (where you are required to file them) have been filed on time. If they are overdue, we will seek an explanation from you and, if no acceptable explanation is forthcoming, we will not take your application further.
- 2) We will make checks with a credit rating agency and, if there are any adverse reports (such as High Court writs, County Court Judgements, or qualifications to your auditor's report) we will seek an explanation from you. If no acceptable explanation is forthcoming, we will not take your application further.
- 3) Subject to (1) and (2) above we will review the information provided and publicly available information and will consider whether there are "warning signals" which, taken together, indicate significant cause for concern about your financial stability. These may include:
  - i. falling cash levels
  - ii. falling profit margins
  - iii. increasing overdraft with static turnover
  - iv. major reductions in staffing
  - v. increasing employment with static turnover
  - vi. increasing debtor and creditor days
  - vii. larger increases in creditors than debtors
  - viii. deteriorating liquidity
  - ix. over-reliance on short term debt
  - x. high gearing
  - xi. unsatisfactory results of ratio analysis
  - xii. increasing pension liabilities
  - xiii. heavy write-offs of foreign or subsidiary holdings
  - xiv. late filing of accounts
  - xv. qualified accounts
  - xvi. profit warnings
  - xvii. County Court Judgements (CCJs)
  - xviii. poor credit ratings
  - xix. unusual accounting policies
  - xx. changing auditors and bankers

[NAME OF SERVICE PROVIDER]

- xxi. debt rating downgrades/alerts
- xxii. concerns raised by investment bank prospect reports
- xxiii. adverse press reports.

We may seek further information or explanation from you about any such matter.

**Information required:**

The following financial information is required to be provided and an assessment will be undertaken to produce a summary profile of your organisation's financial condition and that of its ultimate parent (if applicable).

If you have changed your legal identity during the last two years, please provide accounts for both old and new identities.

A qualitative assessment will be used to identify the level of risk presented by your organisation the results of which will be categorised either as a Low Risk, Medium Risk or High Risk.

The Council may seek further information from any Applicant about their economic and financial standing during the evaluation.

The Council may also ask any Applicant whether it is willing to offer a financial guarantee (such as a parent company guarantee or ultimate holding company guarantee) and/or a performance bond and/or any similar instrument and may take into account the comfort offered by these instruments in its assessment of whether financial risk is 'high'.

**In order to meet minimum standards your organisation must be categorised as either a 'low' or 'medium' risk. Applicants categorised as a 'high' risk will be eliminated and their application will not be taken further.**

- a) Please provide a copy of the audited accounts at i for the most recent two years. If this is not available please provide one or more of ii, iii or iv to demonstrate your economic/ financial standing. Please indicate which items you have attached to your bid by ticking "yes" or "no" in the relevant box.

- i. A copy of the audited accounts for the most recent two years.

☐ Yes

☐ No

- ii. A statement of the turnover, profit and loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation.

☐ Yes

☐ No

[NAME OF SERVICE PROVIDER]

- iii. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.

☐ Yes

☐ No

- iv. Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).

☐ Yes

☐ No

- b) Have you complied with regulatory requirements relating to the filing of statutory accounts, including filing accounts on time?

☐ Yes

☐ No

**If you have answered “no”, please provide an explanation below**

- c) Where the Council has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this tender, please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out here.

☐ Yes

☐ No

**If you have answered “no”, please provide an explanation below**

- d) Where the audited accounts (if any) provided do not cover the most recent full financial year (or part financial year if you have been trading for less than one financial year), please provide a statement of your turnover, profit & loss and cash flow for that financial year (or part year if full year not applicable) and an end period Balance Sheet, or a draft set of accounts.

- e) Where a Consortium or Association is proposed, the information is requested for each member company.

[NAME OF SERVICE PROVIDER]

**Evaluation**

For each candidate we will prepare an analysis stating a summary score, from 1 to 3, as follows

- |                 |                              |
|-----------------|------------------------------|
| 1 – High risk   | Unacceptable financial risk  |
| 2 – Medium risk | Some concerns but acceptable |
| 3 – Low risk    | No material concerns         |

and a summary justification for the score given, reflecting reasoned professional judgment, where an Applicant receives a score of 1.

Parent Companies will not be reviewed unless a company fails its initial assessment.

We will eliminate Applicants who score 1.

**C6. Modern Slavery Act**

If you have an annual turnover of at least £36 million and are a relevant commercial organisation as defined in the Modern Slavery Act 2015, please confirm that you have published a statement and that you meet the requirements of Section 54 and any guidance issued under Section 54 of the Modern Slavery Act 2015.

- ☐ Yes
- ☐ No
- ☐ N/A – our turnover is less than £36 million and we are not a relevant commercial organisation as defined in the Modern Slavery Act 2015.

If you cannot answer yes to this question, it is unlikely that your tender will be accepted. In the event that you do not comply with this requirement, please set out on a separate sheet of paper, cross referenced to this question, why you are not yet complying with the Modern Slavery Act 2015. The information provided will be taken into account by the Authority in considering whether or not you will be able to proceed any further in respect of this procurement exercise.

**C7. Data Protection Breaches**

Have you reported any data protection or information security breaches to the ICO in the last 3 years?

[NAME OF SERVICE PROVIDER]

☐ Yes☐ No

If your answer to the above is 'yes', please give details on a fully referenced separate sheet explaining what happened and what you have done to put matters right and attach copies of any relevant correspondence with the relevant regulatory bodies. The response will be assessed against the criteria at the bottom of Form C.

DESCRIPTOR FOR THE ALLOCATION OF PASS/FAIL SCORES	MARK AWARDED
<p>The application shows one or more of the following features appropriate to the question:</p> <ul style="list-style-type: none"> <li>• Applicant has not provided a response</li> <li>• Applicant provides a response of such a poor standard as to provide no confidence that the Applicant could meet the requirements</li> <li>• Applicant provides no evidence that their experience and/or expertise is relevant to this contract</li> <li>• The Applicant has demonstrated poor industry practice in their response</li> <li>• The Applicant does not hold the required qualification(s), registration(s) or licence(s) in order to perform the contract and will not do so by contract commencement</li> <li>• Supporting documents (where requested) are of insufficient quality, depth or relevance to provide any confidence that the Applicant could meet the requirement.</li> </ul>	Fail
<p>The application shows, relevant to the appropriate question, that:</p> <ul style="list-style-type: none"> <li>• The Applicant has the required experience and/or expertise to provide the service and provides some confidence that they would be able to perform the contract</li> <li>• The Applicant has demonstrated that they have the capability to perform the contract</li> <li>• The Applicant has demonstrated that they hold the required qualification(s), registration(s) or licence(s) in order to perform the contract or that they will do so by contract commencement</li> <li>• The Applicant has demonstrated good industry practice in their response</li> <li>• The supporting documents (where requested) are of good quality, relevant and of sufficient depth and demonstrate that the Applicant could meet the requirement.</li> </ul>	Pass

[NAME OF SERVICE PROVIDER]

**Form D: Willingness and ability to comply with contractual requirements**

- Applicants are to reproduce this Form D, retaining the question text and question numbering, and upload it as part of their submission. Applicants are to answer all questions.
- Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
- Please do not append any documents unless specifically requested below.

**D1. Conditions of contract**

The following questions are marked as pass/fail, where “yes” is a pass, and “no” is a fail

**D1.1 Conditions**

<b>Answer yes or no</b>	<b>Yes – pass / No - fail</b>
We are willing to enter into a dialogue process and follow the process as laid down in the procurement documents. We are willing to ensure that suitably empowered people are available at key points in the process.	
We are willing to accept that the final decision as to whether contract terms are amended or not is with the Council and that we understand that our bid will be rejected at the Final Invitation to Tender stage if we cannot accept the final set of terms and conditions as issued by the Council.	
If the system we are offering is wholly or partly on premise, we confirm our development roadmap includes moving to a fully hosted cloud-based solution within 2 years of contract award and that our hosted system will meet the security requirements as set out in the statement of requirement for this procurement. We also confirm the Council will not be charged any additional costs associated with moving to the hosted solution	

[NAME OF SERVICE PROVIDER]

(including but not limited to licenses/professional services and any other ancillary costs).	
We understand that the Council will have the right to terminate the contract if we do not move to a fully hosted cloud-based solution within 2 years or if we do move there are additional charges, or the fully hosted cloud-based solution does not meet the security requirements as set out in the statement of requirement.	
We understand that during the lifetime of this contract there may be local government reform. We confirm that should there be the creation of one or more Unitary Authorities in Norfolk that want to use the system that there will be no additional license charges for assignment/novation of part or the whole of the contract that will be signed as a result of this procurement exercise unless the numbers accessing the system increases as a result of said reform.	

**D1.2 Insurance**

Please provide details of your organisation's insurances.

<b>Specific minimum insurances</b>	<b>We already hold this insurance (state insurer, policy number, extent of cover and expiry date below)</b>	<b>Or We are willing and able to obtain and maintain this insurance if awarded the contract (answer yes below)</b>
<b>Employer's liability to at least to the level required by law</b>		
<b>Public liability to £10,000,000 in respect of any one claim; no annual or total cap</b>		
<b>Unless already provided for as part of your Public Liability Insurance, Cyber Liability cover</b>		

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<b>(First and Third Party) to a minimum of £2,000,000 in respect of any one claim, including as a minimum; loss of data, stolen data, identify theft, loss of monies, loss of reputation and media coverage; no annual or total cap.</b>		
<b>Professional Indemnity Insurance to £2,000.000 in respect of any one claim; no annual or total cap</b>		

Scored on a pass/fail basis: If you do not currently hold and are unwilling or unable to obtain the minimum levels of insurance, your application will be rejected and your tender will be taken no further.

### **D1.3 Data Protection**

We understand the requirements of the Data Protection Act (DPA) 2018 and guarantee our ability to comply with the applicable regulations and legislation and with the Data Processing Schedule appended to the terms and conditions.

☐ Yes

☐ No

### **D1.4 Data Centres**

Norfolk County Council as data controller must ensure that any personal data provided by it to you as processor is handled and stored in such a way that it is protected according to UK GDPR standards. That applies even where your data centre is outside of the United Kingdom or European Union. Should your data centre be located in a third country, please confirm what country this is and, where necessary, what measures you propose to guarantee an equivalent level of protection.

Where will you store and handle personal data pertaining to the contract?

UK: ☐ Yes ☐ No

European Union: ☐ Yes ☐ No

If somewhere outside the EU or UK, where are your data centres located:

If you have selected a country outside the UK or European Union, please confirm what country this is and, where necessary, what measures you propose to guarantee an equivalent level of protection.

**Please answer below:**



[NAME OF SERVICE PROVIDER]

Norfolk County Council in recognition of its responsibilities as data controller is unable to process your application if no response to this question is received, or if the response, in its opinion, is unclear or unable to establish how an equivalent level of protection is to be provided. You should consider taking legal advice on this issue if you are unsure of how to respond.

**D1.5 Registration**

Please provide your DP Registration number (allocated as part of paying the annual DP fee to the ICO) or explain why you are exempt

**Please answer below:**

Scored on a pass/fail basis: If you do not have a DP Registration number and do not explain why you are exempt, your tender will not be taken further

[NAME OF SERVICE PROVIDER]

**Form F: Quality**

- Applicants are to reproduce this Form F retaining the questions and numbering and return it as part of their tender submission. Applicants must answer all questions.
- Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
- Applicants' responses must be clearly legible and in at least 11-point type, on a line spacing of at least 1.2 times the type size.
- The answer to each question must be self-contained. Responses such as 'see answer to question x' are not acceptable.
- You should not assume that the evaluators have any prior knowledge of your organisation, its capabilities or the solutions your organisation offers, and you should ensure your responses to each question presume the evaluators know nothing of your organisation, and where relevant your subcontractors, consortium members or partners if you are heavily reliant on a third party in a bid.
- Please do not append any documents unless specifically requested below.
- Please ensure all answers are fully referenced to the relevant question.
- The scoring matrix provided in Evaluation Data (Section 8) is to assist evaluators in establishing areas of the proposals that concern them, and those areas that they think are good, and feedback will be provided to all Applicants.
- If 4 bidders or less apply then the responses to Form F will be used as the basis for dialogue.
- Please ensure that you provide a detailed and full answer.
- Bidders will not receive a 0 score or fail in a pass/fail question if they cannot meet a should have requirement. Not meeting a "should have" will however be taken into account in assigning a score.

**F1.1 Mandatory Requirements Security (Pass/fail)**

Please complete sections SEC1.1 to SEC8.4 explaining **how** your system and services meet the requirements. Each requirement marked as "must have" will be scored in accordance with the descriptors in section 8 of this Invitation to Initial Tender. You will not fail if you cannot meet a "should have". If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality. The evaluation panel will assess this in accordance with the scoring descriptors at Section 8 of the Invitation to Initial Tender.

[NAME OF SERVICE PROVIDER]

If you fail this section, then your application will be rejected.

### F1.2 Mandatory Requirements -Non-Functional (Pass/fail)

Please complete sections NF1.1 to NF12.1 explaining **how** your system and services meet the requirements. Each section will be scored in accordance with the descriptors in section 8. Each requirement marked as “must have” will be scored in accordance with the descriptors in section 8 of this Invitation to Initial Tender. If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality. The evaluation panel will assess this in accordance with the scoring descriptors at Section 8 of the Invitation to Initial Tender.

If you fail this section, then your application will be rejected.

### F1.3 Product (3%)

Please detail: -

1. Your architecture for the hosting and DR
2. How you manage changes in legislation and statutory requirements, both general and specific to children’s services, the timelines you adhere to for changes and any additional costs that maybe payable by Norfolk County Council.
3. Your development roadmap along with a narrative around resources and organisational structure in your company for development of your product (s)
4. The use of AI in your solution and/or your roadmap.
5. How your system supports a single record for a child/young person where all services update their information to give one holistic picture of the services involved with the child/young person and which is accessible by all areas involved in the child’s/young persons care and which includes all interactions from birth to 25. Please explain your data architecture in support of this.

### F1.4 Implementation (4%)

Please complete section I-1.1 to 1.19 ( excluding 1.12/1.13/1.14 ) in Column F of the Statement of Requirement. Please also detail: -

## [NAME OF SERVICE PROVIDER]

1. Your approach and methodology to all areas of implementation of this contract including design, business processes, data and testing (excluding data migration).
2. The key individuals who will be working on the implementation with the Council. Key individuals (as a minimum) are defined as Project Manager, Implementer(s), and Technical lead(s). Please attach the CVs of those key individuals including their up-to-date qualifications, experience and relevant skills.
3. An implementation plan showing how you will achieve go live and the date(s) for go live. Please include a rationale around your project implementation plan and the roles you expect the Council to resource. Please also confirm how you will work with the Council to agree the detailed implementation plan as per the terms and conditions including setting key milestones and finalising resource required from the Council.
4. How you will achieve effective knowledge transfer during the implementation and specifically at what points during the project delivery.
5. How you will manage your performance during the implementation period.
6. Your post-implementation support offer.
7. Please detail your approach and methodology to data migration (start to finish) including what resource you will require from the Council. Please include the CV of the person who will be leading the data migration work. including their up-to-date qualifications, experience and relevant skills

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

### F1.5 Training (1%)

Please complete sections I- 1.12,1.13 and 1.14 in Column F of the Statement of Requirement detailing your training offer. Please also detail: -

1. The different levels of training that you offer for different groups.
2. Whether you update training materials with upgrades and if so, how this will be communicated and made available to the Council.
3. How the training provided accommodates peoples different learning styles.

[NAME OF SERVICE PROVIDER]

4. How you ensure learning objectives are met.
5. The resources/materials that will be available to users of the system during the life of the contract to ensure the Council achieves its return on investment.

#### F1.6 General Functionality- Common functionality (5%)

Please provide a detailed response to sections GF1.1 to GF5.5 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

#### F1.7 General Functionality- Case management (4%)

Please provide a detailed response to sections GF6.1 to GF6.37 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements. .

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

#### F1.8 General Functionality- System integration and Import/Export/Extraction of Data (4%)

Please provide a detailed response to sections GF7.1.1 to GF7.2.15 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

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Please provide details of the interfaces you currently support to other systems indicating whether they are unidirectional or bidirectional and the functionality provided. Please include details of any additional costs if changes are required to the API's.

Please provide details of and additional costs or constraints in terms of import and export of data.

#### F1.9 General Functionality- Creating and managing cohorts (2%)

Please provide a detailed response to sections GF8.1 to GF8.6 in column F of the Statement of Requirement. explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

#### F1.10 Functionality- Early Years, childhood and family services (3%)

Please provide a detailed response to sections F1.0 to F1.2.3 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements. =

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

#### F1.11 Functionality- Place Planning, Admissions, Transfers, free school meals & fair Access, Home to school transport (3%)

Please provide a detailed response to sections F2.1.1 to F2.5.14 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

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**F1.12 Functionality- SEND planning and provision (5%)**

Please provide a detailed response to sections F3.1 to F3.7.1 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.13 Functionality- Education inclusion (3%)**

Please provide a detailed response to sections F4.1.1 to F4.11.11 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.14 Functionality- - Post 16 (1%)**

Please provide a detailed response to section F5.1 and F5.2 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

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**F1.15 Education funding (2%)**

Please provide a detailed response to section F6.1.1 and F6.1.49 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.16 Reporting - Technical architecture (2%)**

Please provide detailed response to sections R&A1.1 to R&A1.12 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.17 Reporting and Analytics (2%)**

Please provide: -

1. A detailed response to sections R&A2.1 to R&A2.29 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.
2. details of your development roadmap for reporting in terms of analytics and intelligence tools.
3. A description of the flexibility of your system in terms of both deployment and use

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.



[NAME OF SERVICE PROVIDER]

**F1.18 Support and Maintenance (2%)**

Please: -

1. Provide a detailed response as to how your system meets the requirements SUP1.1 to SUP1.23 in column F of the Statement of Requirement including your operational service management processes as applicable.
2. Attach a copy of your standard service level agreement including reparations.
3. Detail how you triage and assign priority levels to faults.
4. Detail how you will ensure adequate resource and knowledge to meet the SLA levels you are offering.
5. Detail your processes and procedures for how you will monitor your performance against the SLA and rectify any underperformance.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.19 Portals (5%)**

Please provide: -

1. A detailed response to sections P1.1 to P5.4 in column F of the Statement of Requirement explaining **how** your system and services meet the requirements.
2. Details of your licensing requirements for this area.
3. A description of how your portal functionality will drive efficiencies for Norfolk County Council through self-service and automation.
4. A description of how your portal offer will improve the customer experience. How have you made the portal functionality easy to use for customers?

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

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**F1.20 System Administration - Configuration (3%)**

Please provide: -

1. A detailed response to sections SA1.1 to SA7.15 in column F of the Statement of Requirement, explaining **how** your system and services meet the requirements. If you cannot meet a must have, please detail your work around
2. Details on whether (and if so, when) professional services must be purchased from your organisation to complete the building of forms and workflows.
3. Details on the expertise and skills needed internally by Norfolk County Council staff to build forms and workflows.
4. Details on any in-built support or access to any guidance documents for Norfolk County Council staff who are building forms and/or workflows.

If you cannot meet or only partially meet a must have requirement, please detail your work around and/or equivalent processes and/or functionality.

If you cannot meet or only partially meet a should have requirement, please provide details as to whether there is a work around and/or equivalent processes and/or functionality.

**F1.21 Social Value (1%)**

Please detail: -

1. How will you support and engage care leavers in understanding of work in the ICT sector and raise their aspirations and employability for example by enabling opportunities such as; work experience or apprenticeships?
2. We are committed to reducing digital exclusion in Norfolk in line with the councils Digital Inclusion Strategy and the Governments Digital Inclusion Action Plan. This includes improving access to devices, data, and digital skills. Referring to the slide pack "Overview of Norfolk County Councils Digital Inclusion Programme and Tech Skills for Life" (appendix 3) and the document entitled "Areas of Support" (appendix 3) please detail how you will support this programme and its strategic aims. Please be specific in your response including dates of delivery, monitoring and reporting as applicable.

[NAME OF SERVICE PROVIDER]

[NAME OF SERVICE PROVIDER]

**Form G: Pricing schedule**

- Applicants are to complete the attached spreadsheet retaining the question text and numbering and return it as part of their tender submission.
- Applicants must edit the header of this section to insert their name at the top of every page of the forms so that it is clear to evaluators whose bid is whose.
- Please do not append any documents unless specifically requested below.
- All prices tendered must exclude VAT.

[NAME OF SERVICE PROVIDER]

**Form Z: Applicant's declaration**

Applicants are to edit the header of this section to insert their organisation's name at the top of every page of the forms.

**Z.1 Checklist**

Check each issue below and tick each box.

<b>We confirm that:</b>	<b>Tick</b>
We are registered on the Government's Central Digital Platform	<input type="checkbox"/>
Any subcontractors we are relying on are registered on the Government's Central Digital Platform	<input type="checkbox"/>
We do not appear on the Government's debarment list	<input type="checkbox"/>
Any subcontractors we are relying on do not appear on the Government's debarment list	<input type="checkbox"/>

<b>We have completed the following forms:</b>	<b>Tick</b>
• Form A (as the cover sheet to our submission)	<input type="checkbox"/>
• Form B	<input type="checkbox"/>
• Form C plus supporting financial information	<input type="checkbox"/>
• Form D	<input type="checkbox"/>
• Form F	<input type="checkbox"/>
• Form G	<input type="checkbox"/>

• This Form Z, either printed then signed with a pen, then scanned and uploaded as a .pdf, or added electronically	<input type="checkbox"/>
--	--------------------------

<b>We have:</b>	<b>Tick</b>
Amended the header on each form to insert our organisation's name.	<input type="checkbox"/>
Included all required documents and information, without omission.	<input type="checkbox"/>
Made arrangements for the tender to be uploaded and submitted on time, with adequate contingency for ICT failures, power outages etc.	<input type="checkbox"/>

<b>We have not:</b>	<b>Tick</b>
Used a smaller typeface or line spacing than that permitted.	<input type="checkbox"/>

[NAME OF SERVICE PROVIDER]

Annexed any document not specifically requested.

☐**Z.2. Declaration**

We agree to the conditions specified in the 'Important Legal Notice' at section 9 of the Invitation to Tender.

We warrant, represent and undertake to the Council that:

- a) neither we nor any employee or third party acting on our behalf has offered, promised or given any bribe or inducement or made any improper threat or colluded (or offered or agreed to collude) with any other person in connection with this procurement exercise
- b) we have complied in all respects with this Invitation to Initial Tender
- c) all information, representations and other matters of fact contained in our initial tender are true, complete and accurate in all respects
- d) we have made our own investigations and research and have satisfied ourselves in respect of all matters (whether actual or contingent) relating to the tender and have not submitted this initial tender response and will not have entered into the contract in reliance upon any information, representation or assumption (whether made orally, in writing or otherwise) which may have been made by or on behalf of the Council
- e) we have satisfied ourselves as to the correctness and sufficiency of the information we have inserted in the tender
- f) we are of sound financial standing and will have sufficient premises, working capital, skilled staff, and other resources available to us to provide the services in accordance with the contract
- g) we have obtained or are able to obtain all necessary consents, licences and permissions to enable us to provide the services.

Name of Tendering Organisation		Signature of authorised officer	
Date		Position of authorised officer	
		Name of authorised officer	

[NAME OF SERVICE PROVIDER]

Name of Tendering Organisation		Signature of authorised officer	
Date		Position of authorised officer	
		Name of authorised officer	