

Technology Enabled Care

NCCT43137

Invitation to Tender

**Friday, July 04, 2025**

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# Context and requirement of the procurement

* 1. Context

Norfolk County Council (NCC) is changing to fully integrate Technology Enabled Care (TEC) assessment and prescribing within its Adult Social Care (ASC) Prevention and Care Support offer, with the intention of embedding TEC within care planning, thereby enabling a preventative, person-centred, strengths based approach that aligns with NCC’s broader strategic objectives for innovation in services, promoting independence and improved outcomes for residents. We are seeking to award, from 1st April 2026, a contract for Technology Enabled Care (TEC). The new provision will support residents, through the use of technology to stay well and independent in the place they call home. The successful Provider will support NCC in delivering change and ongoing innovation.

* 1. Requirement

The requirement of the Provider will be to deliver a fully managed service encompassing all aspects of Technology Enabled Care to meet our strategic needs.

* The Provider will deliver a scalable service for the provision of equipment and monitoring via a Monitoring and Response Centre (MRS). The equipment service provided will include all aspects of the end-to-end process of ordering and sourcing, installation, maintenance, through to removal and reuse/recycling of equipment.
* The MRS will provide Virtual Care and an alarm monitoring service and contact centre function (which is both reactive and proactive, with a strong focus on the capture and use of data about our service users including the benefits and savings achieved).

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

Please note Norfolk County Council has joined the government's Devolution Priority Programme.

This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

# 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.

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).

# About this procurement document

* 1. The main parts of the first section of this procurement document

|  |  |
| --- | --- |
| Section | Purpose |
| Advice and instructions to Applicants | Tells you how to upload your application and what you must do if you wish to take part in the tender. |
| Procurement Process Information and Procurement Timeline | Sets out key details about the procurement process and the anticipated dates for key elements in the procurement process. |
| Contract Data | Tells you what the terms of any contract entered into under the tender will be. |
| Receipt and Evaluation of Applications | 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. |
| Evaluation Information | Contains key information that we will use in the evaluation process, including how we will score responses. |

|  |  |
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| **Important Legal Notice** | Sets out the basis on which we will conduct the tender exercise. |

* 1. 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, Find a Tender Service, or we will not be able to award you a contract.**

Information about the Government’s Central Digital Platform can be found online at [Find a Tender Service](https://www.find-tender.service.gov.uk/) and [Central Digital Platform - factsheet (HTML) - GOV.UK](https://www.gov.uk/government/publications/procurement-act-2023-short-guides/central-digital-platform-factsheet-html?utm_source=phpList&utm_medium=email&utm_campaign=Procurement+Act+Update+%285th+February+2025+-+Issue+%234%29&utm_content=HTML).

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 |
| Form A – Details of Applicant | This tells us about you and your organisation and who is applying, including any sub-contractors supporting you. |
| Form B – Grounds for exclusion | 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. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form C – Compliance with minimum Standards | 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. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form D – Willingness and ability to | This form checks whether you are prepared to enter in to the contract without change and whether you hold the relevant insurances.  This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form E – Shortlisting questions | This is a form used for shortlisting applicants and is only used in staged procurements. . |
| Form F – Quality | This form seeks to determine how you will deliver the contract. |
| Form G – Price | This form is about the price you will charge for the service. |
| Form Z – Applicant’s checklist and declaration | This form is your checklist to ensure that you have included everything required and your declaration that you are prepared to provide the contract as tendered, under the terms and conditions issued. |

* 1. The following documents are attached

|  |  |
| --- | --- |
| **Section** | **Purpose** |
| Terms and Conditions | The terms and conditions referred to in the Contract Data including schedules relating to the contract |
| Specification and requirements | 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. |

* 1. 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.

# Advice and instructions to Applicants

* 1. Issues to consider before bidding

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

* 1. 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.
  2. If there are strict deadlines for implementation or delivery, are you able to meet them?
  3. 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. Tender preparation

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

1. Have you read all the instructions, the documents attached and taken in to account any indicative budget provided in the documents or contract notice?
2. Are you registered on the Government’s Central Digital Platform, Find a Tender Service? More information is available at [Find a Tender Service](https://www.find-tender.service.gov.uk/) and [Central Digital Platform - factsheet (HTML) - GOV.UK](https://www.gov.uk/government/publications/procurement-act-2023-short-guides/central-digital-platform-factsheet-html?utm_source=phpList&utm_medium=email&utm_campaign=Procurement+Act+Update+%285th+February+2025+-+Issue+%234%29&utm_content=HTML).
3. 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.
4. 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.
5. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification.
6. Please note that the evaluation panel will be made up of people with different experiences and skills and you should take this into account when writing your response.
7. 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.
   1. Return of your application
8. 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.
9. 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 30 onwards.

How to upload and submit your application

1. 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”.
2. 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”.
3. 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 in to 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.
4. 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.
5. 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.
   1. Instructions to Applicants

Applicants must follow all the numbered instructions below.

First steps

1. 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.
2. 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.
3. You must sign and return a Confidentiality Agreement so that we can release confidential data to you. Details are in the Procurement Process Data section below. You should send the original copy of the signed agreement in by post or scanned and submitted by In-Tend correspondence as soon as possible.

Language

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

TUPE

1. It is the Council’s preliminary view that TUPE may apply in respect of some or all employees of the current providers.

General

1. Applicants must ensure that the pension rights of the staff who will or are considered likely to transfer are protected and that this is demonstrated in their tender. Without limiting the general obligations described herein, the successful Applicant must comply with the specific obligations detailed in the contract attached at Appendix 1.
2. To assist Applicants, the Council has sought pension information from current provider(s) regarding those individuals considered by the current employer(s) as likely to be eligible to transfer to a successful Applicant in accordance with TUPE.
3. This section contains a summary only of the requirements relating to pensions. Applicants should not place any reliance on this information and must obtain their own independent professional advice.
4. The contractor is wholly liable for all redundancy and pension strain costs relating to any redundancies that occur after transfer.
5. Applicants must make adequate financial provision in their pricing for any TUPE, redundancy and/or pension costs that they may incur from time to time including any cost that may arise from the requirements for them to comply with the specific obligations detailed in the contract attached as a separate document (Appendix 1).

Money Purchase Pension Schemes

1. Where employees are transferring from an employer which offers a money purchase pension scheme, the Transfer of Employment (Pension Protection) Regulations 2005 will apply and consequently the contractor will be required to offer, as a minimum, a money purchase scheme, and to match employees’ contributions up to six per cent (6%) of salary.

The clarification process

1. 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 receive a response. Clarification questions will be answered on a regular basis through the clarification facility on In-Tend.
2. 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.
3. 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

1. In preparing your application you must assume that the evaluators know nothing about your organisation.
2. 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.
3. 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.
4. 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.
5. The forms for completion must be reproduced and completed, except where we say otherwise.
6. So that they are readable, answers must be in a minimum of 11-point font, with line spacing of 1.2 times.
7. You must keep to the given word or page limits for each question.
8. Documents must not contain any embedded objects which appear in the printed copy as icons, rather than in full.
9. It is your responsibility to make sure that your application is complete and unambiguous.
10. 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, and that the bid is an accurate reflection of how you will provide the goods, services or works bid.

No caveats or qualifications

1. Your tender must not be caveated or qualified. The following are some examples of caveats or qualifications:
2. 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;
3. statements that you do not comply with any mandatory requirement of the specification;
4. 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

1. You should not complete and submit your application until after the clarifications have closed.
2. 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).
3. 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

1. 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

1. Multiple applications from a given prime contractor or consortium will not be evaluated by the Council.
2. An applicant may act as the proposed prime contractor for one bid, and a proposed sub-contractor for another.
3. 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.

1. Where an Applicant is involved in more than one bid, all relevant forms must be completed for each bid.
2. 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.
3. In particular, no Applicant shall be involved in the setting of the price to be tendered to the Council for more than one bid.

Sub-contracting arrangements

1. Where the Applicant proposes to use one or more sub-contractors to deliver some or all of the contract requirements, Part 3 of Form A should be used to provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables that each sub-contractor will be responsible for.
2. Where you are you are relying on a sub-contractor or sub-contractors (“relying on” for the purposes of this procurement means you are relying on the technical and professional ability of a sub-contractor(s) to meet the criteria stated in this document) then:
3. Each sub-contractor you are relying on must be registered on the Central Digital Platform, Find a Tender Service, or the bid cannot be accepted.
4. Each sub-contractor you are relying on should complete Forms A and B and all questions of Form C, apart from C1.
5. Question Form C1 should be completed by the lead contractor being clear about which sub-contractor or sub-contractors experience/ technical and/or professional ability they are relying on to meet that particular criteria.
6. The Council recognises that arrangements in relation to sub-contracting may be subject to future change and may not be finalised until a later date. However, Applicants should be aware that where information provided to the Council indicates that sub-contractors are to play a significant role in delivering key contract requirements, any changes to those sub-contracting arrangements may affect the ability of the Applicant to proceed with the procurement process or to provide the supplies and/or services required. Applicants should therefore notify the Council immediately of any change in the proposed sub-contractor arrangements. The Council reserves the right to deselect the Applicant prior to any award of contract, based on an assessment of the updated information.

Consortium arrangements

1. If the Applicant completing thisis doing so as part of a proposed consortium, the following information must be provided:

* names of all consortium members
* the Central Digital Platform registration numbers/share codes of all consortium members
* the lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and
* if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

1. Please note that the Council may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the Council as being necessary for the satisfactory performance of the contract.
2. All members of the consortium will be required to be registered on the Government’s Central Digital Platform [Find a Tender Service](https://www.find-tender.service.gov.uk/) and provide the information required in Forms A, B and C (apart from C1) and D of the as part of a single composite response to the authority i.e. each member of the consortium is required to complete those forms. Question Form C1 should be completed by the consortium once, being clear about which member of the consortiums experience/technical and professional ability is being relied upon. Form F must be a composite response.
3. The Council recognises that arrangements in relation to a consortium bid may be subject to future change. Applicants should therefore respond on the basis of the arrangements as currently envisaged. Applicants are reminded that the authority must be immediately notified of any changes, or proposed changes, in relation to the bidding model so that a further assessment can be carried out by applying the selection criteria to the new information provided. The Council reserves the right to deselect the Applicant prior to any award of contract, based on an assessment of the updated information.

**Offer capable of acceptance**

1. If we award a contract to you all statements and commitments made by you in your tender shall be binding upon you.
2. Your tender must constitute an offer to provide the supplies, works or services specified in this Invitation to 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.
3. 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.
4. 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.
5. 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.

# Procurement Process Information and Procurement Timeline

* 1. Timetable and information

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 |
| ****Procurement reference number**** | NCCT43137 |
| ****Procurement title**** | Technology Enabled Care |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date contract notice dispatched to publisher** | | | Friday, July 04, 2025 | |
| **Procurement procedure** | | | Competitive flexible procedure as defined in the Procurement Regulations 2024 | |
| **Justification for decision not to subdivide into lots (section 18(2)(b) of the Procurement Act 2023)** | | | The complexity of the core services of the contract and the efficiencies to be had from the provision of these services being managed by a single supplier. | |
| **Final deadline for submission of clarification questions relating to Invitation to Tender** | | | 12:00 PM UK time on Monday, July 28, 2025 | |
| **Deadline to request further explanation about clarification answers (no new questions to be introduced)** | | | Midnight UK time on the third working day after the Council sends its final answers to the clarification questions received before the above deadline | |
| **Date and time for return of Invitation to Tender** | | 12:00 PM UK time on Monday 04 August 2025 | | |
| **Important note** | | Please note that we reserve the right to award based on the tenders already submitted at this point, without dialogue. | | |
| **Anticipated date for issue of Invitation to Participate in Dialogue; inform unsuccessful Applicants** | | Thursday, August 28, 2025 | | |
| **Anticipated dates for Dialogue** | | 1st September to 12th September | | |
| **Anticipated date for issue of Invitation to Final Tenders** | | 12th September 2025 | | |
| **Date and time for return of Final Tenders** | | 12:00 PM UK time on Monday, September 22 2025 | | |
| **Expected date for issuing Contract Award notice and for standstill period to commence** | Friday, October 03, 2025 | | | |
| **Expected date for standstill period to finish** | Midnight UK time on Wednesday, October 15, 2025 | | | |
| **Contract Award** | | | | Thursday, October 16, 2025 |
| **Contracting Authority’s name and address** | | | Procurement Sourcing Team  Norfolk County Council  Floor LG County Hall  Martineau Lane  Norwich NR1 2DH  United Kingdom  **DO NOT SEND ANY CORRESPONDENCE BY POST** | |
| **Correspondence** | | | All correspondence and clarifications regarding the procurement should go through In-Tend: <http://In-Tendhost.co.uk/norfolkcc> | |
| **Confidentiality Agreement** | | | Must be signed and either scanned and submitted through In-Tend correspondence or posted to the address above. | |
| **Address for submission of tender documents** | | | | All tenders must be submitted via the In-Tend portal. |
| **Period for which offers must remain open for acceptance** | | | | 90 days from the tender submission deadline |
| **Award decision and standstill process** | | | | 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. |

* 1. Competitive Flexible procedure

**We reserve the right during subsequent stages of the Competitive Flexible procedure to refine the award and or assessment criteria, and may alter the relative importance of the award and or assessment criteria.**

**We also reserve the right to 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, or where fewer stages are required due to early mutual understanding between all parties.**

**Any amendments will be communicated in full.**

**The process will be delivered in the following key stages:**

1. **Initial Tender Submission and Evaluation:**
   1. **Tenderers are invited to submit an initial tender which will be assessed on the basis of:**
      1. **Quality criteria - as set out in Form F of this ITT (100% weighting during this stage)**
      2. **Pass/Fail criteria - as set out in Form B, C, and D of this ITT.**
      3. **Pricing - Tenderers are required to submit initial pricing. At this stage, price will not be scored, but will be assessed on a pass/fail basis against the price cap. Any submission exceeding the price cap will be excluded from further consideration.**
   2. **Following the evaluation of the initial tenders the 3 highest scoring tenderers will be shortlisted to the dialogue stage (In the event of a tie the bidder who scored higher on the question with the highest weighting will proceed to the next stage. If this also a tie, then the bidder who scored higher on the question with the second highest weighting will proceed to the next stage, and so on. This process will repeat until we have shortlisted to 3 bidders).**
   3. **Unsuccessful Bidders will receive their scores for each of the Form F questions along with the rationale for receiving those scores. Unsuccessful Bidders will also be informed of the scoring range for the highest scoring 3 bidders and where their Bid was ranked. There will be no standstill period at this stage. Bidders being progressed to dialogue, will not receive their quality scores from initial tender stage.**
2. **Dialogue Period:**
   1. **Dialogue will likely take the form of multiple half day workshops on Teams during the dates outlined section 5.1. This stage is designed to:**
      1. **Clarify and refine proposals.**
      2. **Explore solutions and pricing model in more detail.**
      3. **Address any ambiguities or areas of development identified during the initial evaluation.**
   2. **The Council reserves the right to remove or add additional stages of dialogue to ensure both parties have a clear understanding of requirements and expectations before final the final tender submission where bidders can amend their bids. This may take the form of structured meetings or written communications. The Council also reserves the right to amend the specification and pricing model throughout this process.**
3. **Final Tender Submission:**
   1. **Following the conclusion of the dialogue period, tenderers will be invited to submit a final tender. These final tenders will be evaluated on both quality (70% weighting) and price (30% weighting) to determine the successful tender. The quality questions will be the same as the initial tender and the question weightings are defined in Form F. Tenders will be evaluated in accordance with the process and descriptors as set out in this Initial Invitation to Tender.**
   2. **Bidders are to provide a clean and marked up version of the final tender. This will assist the evaluation panel with understanding the updates made following receipt of Initial Tenders.**
   3. **When the Council has obtained all required internal approvals for the proposed award, Standstill letters, Assessment Summaries will be issued to all bidders that were invited to participate in dialogue. A Contract Award Notice will also be published. This will commence the 8 working day mandatory standstill period.**
   4. **Bidders that were excluded in prior to dialogue, will be issued with a redacted score sheet for the Bidders that were invited to participate in dialogue. They will not receive a standstill letter or assessment summary.**

# Contract Data

* 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** | Wednesday, April 1, 2026 |
| **Term** | 36 months from the Required Service Commencement Date |

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| --- | --- | --- |
| **Contract extensions** | The Contract may be extended by up to 24 months at the Council’s discretion. | |
| **Permits, consents and licences** | | As set out in Form D |
| **Required insurances and limits of liability** | | As set out in Form D |

* 1. TUPE and Pensions

You will be sent TUPE data if we have received a signed confidentiality agreement.

# Receipt and evaluation of Applications by the Council

General

* 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.
  2. New and forgotten documents may not be able to be considered after the tender deadline has passed.

Clarification

* 1. 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

* 1. 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.

Compliance with Instructions to Applicants

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

Grounds for exclusion (Form B)

* 1. 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).
  2. If any bidder appears on the Government’s debarment list, that supplier will be excluded.
  3. 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.
  4. Form B should be completed at Stage 1 (Initial Tender) for the Council to review.

Compliance with minimum standards (Form C)

* 1. 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.
  2. Form C should be completed at Stage 1 (Initial Tender) for the Council to review.

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

* 1. We will check that you have confirmed that you can enter into the contract under the specified terms and conditions (without modification) and hold appropriate levels of insurance (or are willing to obtain it).
  2. Form D should be completed at Stage 1 (Initial Tender) for the Council to review.

Form E (not used)

Award of Overall Quality Score (Form F)

* 1. 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).
  2. Each question in Form F is weighted. The weightings are set out in the Evaluation Data.
  3. 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.
  4. For example, if a score of 3 out of 5 is given and the question is worth 10% of total marks (3/5\*10), then the weighted score will be 6.
  5. We will sum the weighted Scores to give an Overall Quality Score.
  6. For Stage 1 (Initial Tender) the procurement has a 100% quality weighting and for Stage 3 (Final Tender) there is a 70% weighting.

Quality Threshold

* 1. 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

* 1. 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)

* 1. The price for this contract is capped at £12.9m. Prices bid above this cap will automatically receive a score of 0 and their bid will be rejected, regardless of the score achieved for quality.
  2. Pricing will only be scored in Stage 3 of this process (Final Tender)
  3. Price marks will be awarded as follows:
* The bid with the lowest price will be allocated the maximum number of weighted points. Other tenders being awarded marks in proportion to this price, so that for example a total price that is 30% more expensive will receive 30% fewer marks, one that is 60% more expensive will receive 60% fewer marks etc.
  1. A total of 30% of the overall score is allocated to Price in Stage 3 of this process (Final Tender).
  2. We will exclude from the final calculation of Price Scores any tender which has been rejected.

Combining Overall Quality and Price Scores

* 1. To give a Total Score out of one hundred, the Overall Quality Score will be added to the Price Score. This only applies for Stage 3 (Final Tender)
  2. In the event of a tie, the tied bidders will be asked to submit a revised price by a given deadline.

Award of contract

* 1. 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.
  2. The standstill period will commence when we publish the contract award notice.
  3. 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.
  4. 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.
  5. 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.
  6. 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.

# Evaluation Information

|  |  |
| --- | --- |
| ****Evaluation information**** | Where |

|  |  |  |
| --- | --- | --- |
| **Grounds for exclusion** | | As set out in Form B |
| **Minimum standards including technical and professional capacity** | As set out in Form C | |
| **Willingness and ability to comply with contractual requirements** | As set out in Form D | |

|  |  |
| --- | --- |
| ****Stage 1 (Initial Tenders) Criteria - Weightings for quality and price**** | |
| **Overall Price weighting** | 0% |
| **Overall Quality weighting** | 100% |
| Total | 100% |
| ****Stage 3 (Final Tenders) Criteria - Weightings for quality and price**** | |
| **Overall Price weighting** | 30% |
| **Overall Quality weighting** | 70% |
| Total | 100% |

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

|  |  |  |  |
| --- | --- | --- | --- |
| ****Reference**** | ****Subject area**** | ****Weighting as a percentage of the marks available (Stage 1)**** | ****Weighting as a percentage of the marks available (Stage 3)**** |

|  |  |  |  |
| --- | --- | --- | --- |
| F1.1 | **Operational Model** | 18.57% | 13% |
| F1.2 | **Implementation** | 14.29% | 10% |
| F1.3 | **Equipment - Supply Chain Management, Purchasing and Stock Control** | 10% | 7% |
| F1.4 | **Monitoring and Response Service (MRS) & Virtual Care (** | 14.29% | 10% |
| F1.5 | **IT Systems, Data & Reporting** | 14.29% | 10% |
| F1.6 | **Environmental Impact and Efficiency** | 7.14% | 5% |
| F1.7 | **Change Management and Continuous Improvement** | 10% | 7% |
| F1.8 | **Innovation and Community Focus** | 11.43% | 8% |
| **Total** |  | 100% | 70**%** |
| **Quality threshold**  **(minimum acceptable overall quality score)** | | 50 marks out of 100 | 35 marks out of 70 |

**Please note for Stage 1 (Initial Tender) quality questions have 100% weighting. These weightings have been calculated using the weightings established in Form F for stage 3 and applying the following formula ((Weighting/70)\*100 = Question Weighting for Stage 1).**

**Descriptors for the award of quality marks**

|  |  |
| --- | --- |
| **The mark to be awarded is that for which the descriptors most closely match the tenderer’s response** | **Mark awarded** |
| An excellent response that is realistic, appropriately detailed and specific. Any weakness is immaterial and:   * 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; * the response is tailored to the requirement wherever relevant and, where relevant, to specific circumstances; * all material aspects of the question are fully answered, and the approach described fully meets all material aspects of the requirement; * 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 * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are excellent. | 5 |
| A good response that is realistic, appropriately detailed and specific and with only minor weaknesses, where:   * 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; * with minor or no exceptions, the response is tailored to the requirement where relevant and, where relevant, to specific circumstances; * 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; * 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 * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are good, with only minor deficiencies. | 4 |
| 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:   * 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; * 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; * 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; * 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 * where relevant, the organisation, capacity, qualification and experience of staff assigned to performing the contract are generally acceptable. | 3 |
| 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’. | 2 |
| A response which shows **some or all** 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:   * 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; * 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; * 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; * 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; * the approach conflicting with accepted good practice in some material respects; * the approach being in material part inappropriately generic or a poor fit with the specific circumstances or context; * the approach being unacceptably unambitious in terms of outcomes or the approach to achieving the claimed outcomes being materially unconvincing; and/or * 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.   **If any response receives a score of ‘1’, the entire submission will be rejected.** | 1 |
| 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.  **If any response receives a score of ‘0’, the entire submission will be rejected.** | 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?
  + 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?

# Important legal notice

**No implied contract**

* 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**

* 1. 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.
  2. 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**

* 1. 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.
  2. 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.
  3. 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 from or deficiencies in the information. As such, the Council cannot accept responsibility for any inaccurate information obtained by Applicants.
  4. 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**

* 1. 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**

* 1. 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**

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

* 1. 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.
  2. The Council does not in general consider the identities of the successful bidder or of unsuccessful bidders to be commercially confidential. It
  3. will publish the details of the successful bidder(s) as required by the Procurement Regulations 2024 and the Local Government Transparency Code;
  4. 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;
  5. will publish such details of unsuccessful bidders as are required by Regulation 27 of the Procurement Regulations 2024; and
  6. may release the identity of unsuccessful bidders in response to FOI requests without consultation with the bidders concerned once the contract has been awarded.
  7. 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.
  8. 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. 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.
  10. 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.

**Collusion, canvassing, bribery and corruption**

* 1. 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.
  2. Applicants shall not, in connection with this procurement process or the proposed contract:
  3. offer any inducement, fee or reward to any officer or member of the Council;
  4. do anything which would constitute a breach of section 117(2) of the Local Government Act 1972 or of the Bribery Act 2010; or
  5. 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.
  6. 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 9.16 or 9.17 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:
  7. immediately exclude that Applicant’s offer from consideration;
  8. exclude that Applicant from future procurement exercises;
  9. terminate any contract entered into with that Applicant; and
  10. 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.
  11. 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.



**Technology Enabled Care**

NCCT43137

Invitation to Tender

TO BE COMPLETED AND RETURNED BY APPLICANT

Form A: Details of Applicant

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

**Form A is split into different parts.**

**Part 1 of Form A is information relevant to the procurement.** If you are tendering with other key suppliers that you will be reliant on to deliver the contract, please complete a copy of Part 1 for each organisation taking part, including their Central Digital Platform (Find a Tender Service) share code.

## Part 1 – basic details

|  |  |
| --- | --- |
| Name of person or organisation tendering |  |
| Trading as… |  |
| Find a Tender Service share code |  |
| Are you bidding in conjunction with another supplier? | Answer ‘yes or no’ |
| If yes, who is the lead bidder? |  |

|  |  |  |
| --- | --- | --- |
| **Person managing bid** | | |
| Ms, Mr, etc |  | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Country |  | |
| Phone |  | |
| Mobile |  | |
| **Director, partner or trustee overseeing bid** | | |
| Mr, Ms, etc |  | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Country |  | |
| Phone |  | |
| Mobile |  | |
| **Registered office address** | | |
|  | | |
|  | | |
|  | | |
| Postcode |  | |
| Country |  | |
| **Applicant’s registration number, as applicable** | | |
| Company registration no. | |  |
| Charity registration no. | |  |
| VAT registration no. | |  |
| Other registration no. | |  |
| **Group structure (as applicable)** | |  |
| Name of immediate parent organisation | |  |
| Company registration number | |  |
| Name of ultimate UK holding company | |  |
| Company registration number | |  |
| Name of ultimate parent organisation | |  |
| Country | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company size** | | | |
| Are you an SME? (yes/no) | |  | |
| **Type of organisation (select one box only)** | | | |
| Sole Trader |  | Public sector |  |
| Partnership (Unincorporated) |  | Private Company |  |
| Limited Liability Partnership (‘LLP’) |  | Public Limited Company |  |
| Private Co. Limited by Guarantee |  | 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 |  |
| Name of Bank |  |
| Address of Bank |  |
| Sort Code |  |
| Account Number |  |
| Building Society Roll Number |  |
| Name the account is held in |  |

**Part 3 must be completed as part of your response if you are bidding as part of a consortium** **or propose a prime and sub-contractor relationship to deliver the contract.**

## Part 3 – delivery structure

If you intend to form a consortium 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 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).

**Sub-contractors that you rely on to deliver the contract must be registered on the government’s Central Digital Platform,** [**Find a Tender Service**](https://www.find-tender.service.gov.uk/)**, or we will not be able to accept your bid.**

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.

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 bid or application will be accepted, and you should contact us for advice before completing this form.
* Please see section 4.4 of this 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.

There are two categories of persons and entities that are relevant:

1. Members of the potential supplier’s administrative, management or supervisory board. This category will typically cover company directors and members of an executive board.
2. Entities and persons who have powers of representation, decision or control in the supplier. This could be:
   * 1. entities or persons with a 25% or more shareholding;
     2. entities or persons with less than 25% shareholding who have the relevant powers depending on their particular rights;
     3. a potential supplier’s ultimate parent company;
     4. intermediate parent companies of the potential supplier that do not have a direct shareholding;
     5. directors or members of an executive board of their immediate parent company (for example, in the case of a Special Purpose Vehicle set up specifically to bid for a particular contract);
     6. holders of mortgages or liens.

## **B.1 Mandatory Grounds for Exclusion**

**We certify that we are, or will be by contract award, registered on the Government’s Central Digital Platform, Find a Tender Service, and that we would not be considered an excluded supplier under any of the provisions in** [**Schedule 6 of the Procurement Act 2023**](https://www.legislation.gov.uk/ukpga/2023/54/schedule/6)**, including:**

Offences of

* Corporate manslaughter or corporate homicide
* Terrorism, and offences of having a terrorist connection
* Theft, fraud and bribery
* Labour market, slavery and human trafficking
* Organised crime
* Tax offences, or tax or VAT misconduct
* Cartel offences
* Competition law infringements

Yes

No

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

## **B.2 Discretionary Grounds for Exclusion**

**We certify that we are, or will be by contract award, registered on the Government’s Central Digital Platform, Find a Tender Service, and that we would not be considered an excludable supplier under any of the provisions in** [**Schedule 7 of the Procurement Act 2023**](https://www.legislation.gov.uk/ukpga/2023/54/schedule/7)**, including:**

* Labour market misconduct
* Environmental misconduct
* Insolvency, bankruptcy etc
* Potential competition infringements
* Professional misconduct, including dishonesty, impropriety or a serious breach of ethical or professional standards applicable to the Applicant (whether those standards are mandatory or not)
* Has committed:
  + a serious breach of contract; and/or
  + poor performance
* Has acted improperly in a procurement

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 registered on the Government’s Central Digital Platform, Find a Tender Service, 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 registered on the Government’s Central Digital Platform, Find a Tender Service, 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.**

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.

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.**

## **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 and are able to provide satisfactory references as evidence of their relevant track record. Please complete each question as instructed.

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

* 1. **Do you have a proven track record and extensive knowledge and experience of providing similar Technology Enabled Care, Monitoring Response Service and Virtual Care services to Local Authorities or other large organisations?**

Yes

No

If yes please provide detailed evidence of your organisation’s relevant experience, including details of previous clients and projects (maximum 500 words). If no, please explain how you think that skills you have acquired may be transferrable to this work or alternatively the sub-contract arrangements in place to support any gaps. Please note that if you cannot evidence a proven track record and extensive knowledge of providing a similar service your application will fail.

**Answer below** (maximum 500 words)

* 1. **Are you able to meet the minimum requirements in the** **Statement of Requirements for IT Elements of Non-IT services in Schedule 9 of the terms and conditions?**

Yes

No

If “no”, please provide an explanation which we will review, and risk assess.

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

## **Performance**

**Has your organisation:**

1. 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

1. 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

1. 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. If you are unable to evidence what you have done to put matters right, your application will fail.

**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.

## **References**

Applicants must have experience of providing the services they are applying to provide. Therefore, we require details of two people that can provide references from organisations for whom you have provided services of a similar scope to the requirements within this procurement in the last 3 years. If applying as a consortium, we require each member to supply details of two referees .

**Failure to provide two eligible referees**  **may result in disqualification**

|  |  |  |
| --- | --- | --- |
| **Reference information** | **Referee 1** | **Referee 2** |
| 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 satisfactory referees we will not take your application further.

## 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;
* 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:
4. falling cash levels
5. falling profit margins
6. increasing overdraft with static turnover
7. major reductions in staffing
8. increasing employment with static turnover
9. increasing debtor and creditor days
10. larger increases in creditors than debtors
11. deteriorating liquidity
12. over-reliance on short term debt
13. high gearing
14. unsatisfactory results of ratio analysis
15. increasing pension liabilities
16. heavy write-offs of foreign or subsidiary holdings
17. late filing of accounts
18. qualified accounts
19. profit warnings
20. County Court Judgements (CCJs)
21. poor credit ratings
22. unusual accounting policies
23. changing auditors and bankers
24. debt rating downgrades/alerts
25. concerns raised by investment bank prospect reports
26. 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.**

1. 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.
2. A copy of the audited accounts for the most recent two years.

Yes

No

1. 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

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

Yes

No

1. 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

1. 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**

1. Where the Council has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for the **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**

1. 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.
2. Where a Consortium or Association is proposed, the information is requested for each member company.

**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.

## 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 where you have an annual turnover of at least £36 million and are a relevant commercial organisation as defined in the Modern Slavery Act 2015, your tender will be rejected.

## Health and Safety

The Council needs to be confident that Applicants have a good track record of managing Health and Safety both for their own organisation and the public, and organisations should be able to demonstrate they have previous experience in undertaking the type of work involved safely. In order to demonstrate this please answer the following questions.

**We have identified risks for this contract due to it being for .**

The Council reserves the right to seek further information from any Applicant to support the statements provided below, including but not limited to requesting copies of relevant policies and procedures, method statements and copies of risk assessments for this type of work, and verifying that any stated sub-contractors meet the same standard.

**The criteria at the end of this Form C will be used to evaluate the responses to each of the questions in this section. If you do not pass this part of the evaluation, your** tender will be rejected.

* Please limit each response to a maximum of 500 words.
* **The responses to these questions will be evaluated by Norfolk County Council's Health and Safety team.**

1. Please provide a health and safety risk assessment or a written explanation of the significant hazards present in your business and the control measures that you employ.

We are looking for information that confirms that a suitable approach to controlling **significant** risks is in place. You should answer these questions with suitable input, if needed, from your company or organisation’s health and safety adviser. Your response should include:

* What you regard as the significant hazards associated with your business
* Who you think could be harmed by those hazards
* What you do to control the risks

**Answer below**

1. In relation to your business, please give details of any pending or completed prosecutions and prohibition or improvement notices served by the HSE, EHO or Fire Service and actions taken as a result, over the past three years.

A number of significant incidents will not automatically preclude an organisation from the process, unless the evidence provided about the actions taken is unsatisfactory, or there are enforcement actions for the same type of deficiency.

**Answer below**

1. In relation to your business, please provide the following information for the last three years:

* The number of incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
* A summary of incident details, investigation findings and actions identified to prevent recurrence.

Confirmation that all actions have been implemented

**Answer below**

## Compliance with equality legislation

For organisations working outside of the UK please refer to equivalent legislation for the country or countries in which you are located.

1. In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?

Yes

No

1. In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?

Yes

No

If you have answered “yes” to either or the questions above, please provide a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.

If the investigation upheld the complaint against your organisation, please use the written response to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.

You may be excluded if you are unable to demonstrate to the Council’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.

**If your answer to questions 1 or 2 is “Yes”, explain below**

1. If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?

Yes

No

N/A

**If your answer to this question is “No”, explain below.**

**Responses to questions 1 and 2 will be scored against the criteria at the end of this Form C where a written response has been provided to support a “yes” to either of these questions. If you fail this part of the evaluation, your** tender is likely to be rejected.

|  |  |
| --- | --- |
| Descriptor FOR THE ALLOCATION OF PASS/FAIL scores | Mark awarded |
| The application shows one or more of the following features appropriate to the question:   * Applicant has not provided a response * Applicant provides a response of such a poor standard as to provide no confidence that the Applicant could meet the requirements * Applicant provides no evidence that their experience and/or expertise is relevant to this contract * The Applicant has demonstrated poor industry practice in their response * 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 * Supporting documents (where requested) are of insufficient quality, depth or relevance to provide any confidence that the Applicant could meet the requirement. | Fail |
| The application shows, relevant to the appropriate question, that:   * 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 * The Applicant has demonstrated that they have the capability to perform the contract * 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 * The Applicant has demonstrated good industry practice in their response * The supporting documents (where requested) are of good quality, relevant and of sufficient depth and demonstrate that the Applicant could meet the requirement. | Pass |

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

|  |  |
| --- | --- |
| **Answer yes or no** | **Yes – Pass / No – Fail** |
| We are willing to enter into the contract in accordance with the specified terms and conditions, without modification |  |
| 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 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 services that there will be no additional 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 using the service increases as a result of said reform. |  |

**Please note, proposals to modify the terms and conditions with the Council will only be permitted during the initial tendering stage via the clarification process. After which point the Council reserves the right to amend the terms during dialogue if the Council deems it necessary.**

**D1.2 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.

Yes

No

**D1.3 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:**

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.

**D1.4 Insurance**

Please provide details of your organisation’s insurances.

|  |  |  |
| --- | --- | --- |
| Specific minimum insurances | We already hold this insurance (state insurer, policy number, extent of cover and expiry date below) | *Or* We are willing and able to obtain and maintain this insurance if awarded the contract (answer yes below) |

|  |  |  |
| --- | --- | --- |
| Employer’s liability to As required by law |  |  |
| Public liability to £10,000,000 in respect of any one claim; no annual or total cap |  |  |
| Professional Indemnity to £2,000,000 in respect of any one claim; no annual or total cap |  |  |
| Product Liability insurance to £2,000,000 in respect of any one claim; no annual or total cap |  |  |
| Motor Vehicle Insurance |  |  |

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.

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.**
* Ensure that your answers are succinct and do not drift over the word count guide unnecessarily. If the word count is causing you significant issues with answering a question thoroughly, please raise this as a clarification. Please note that if you grossly breach the word count guide anything over that guide is likely to be disregarded.
* 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.

### AI and Machine Learning (not scored)

Are AI or machine learning technologies used as part of the products or services you intend to provide?

Yes

No

If “Yes”, please describe how AI technologies are integrated into your service offerings below, and ensure that they are fully described in your responses to the weighted questions.

### F1.1 Operational Model (Stage 1 - 18.57%) (Stage 3 - 13%)

Please describe how your bid meets the full scope and requirements of the service specification. Your answer should include, but not be limited to:

* How the service will meet the required outcomes
* How the service will be structured (organisations, assets, processes and people)
* Staffing structure, training and development
* Logistics – Fleet, premises, delivery, installation, collection, cleaning, repairs and maintenance
* Customer support (NCC and service users)
* Operational processes
* Service Level Agreements

**Answer below** (A guide of 2500 words, staffing structure chart, and an overview document of SLAs)

### F1.2 Implementation (Stage 1 - 14.29%) (Stage 3 - 10%)

Please describe how you will mobilise the service. You should include a project plan in Gantt Chart format. Where you will require resources from the Council and its partners, please indicate when and the resource requirement. Your answer should include, but not be limited to:

• Acquiring and preparing the premises, vehicles and tools

• Transferring, recruiting and training staff

• Service initiation including branding, marketing and communications

• Agreeing the initial equipment catalogue and purchasing sufficient stock

• Data migration and configuration of the IT system/s for Norfolk

• The provision of the MRS and any other contact centre from day one

• Training and system access for all stakeholders

• Integration and support for equipment already in the community

**Answer below** (A guide of 2000 words + Gantt chart)

### F1.3 Equipment - Supply Chain Management, Purchasing and Stock Control (Stage 1 - 10%) (Stage 3 - 7%)

* Your supplier and product selection methodology and how you will assess quality and support our tech-agnostic approach
* How you manage your supply chain, including your ethical supply chain policies and procedures
* How you ensure that equipment is re-used as much as possible and recycled at end of life
* How you dynamically manage the catalogue and stock management processes to allow for new technology

**Answer below** (A guide of 1500 words + Ethical Supply Chain Policy and Procedures)

### F1.4 Monitoring and Response Service (MRS) & Virtual Care (Stage 1 - 14.29%) (Stage 3 - 10%)

Please describe your Monitoring and Response Service including:

* Details of the service and how it will develop and improve
* How you will manage referrals to the service, for both paid for and private pay individuals
* How you will use connected equipment to proactively and reactively monitor and support service users
* How Virtual Care will be delivered, including scheduled video calls
* How you will work with other community alarm providers to access data from Norfolk residents
* How you will ensure that the equipment issued is the most appropriate for each service user and is actively in use
* How will you ensure your staff delivering virtual care will hold the appropriate level of training as detailed in the specification?

**Answer below** (A guide of 2000 words)

### F1.5 IT Systems, Data & Reporting (Stage 1 - 14.29%) (Stage 3 - 10%)

Please describe the functionality of your system(s) including:

* The catalogue
* Service user records and how service users can self-serve and see their information
* How referrals and orders are placed and managed
* Stock management
* Access to real-time information including dashboards, quick reports and alerts
* Reporting, including standard and bespoke reports, KPIs and other management information such as robust tracking of financial benefits and savings
* Integration with social care systems and data extraction
* Data validation and cleansing

**Answer below** (A guide of 2000 words plus screenshots and example reports)

### F1.6 Environmental Impact and Efficiency (Stage 1 - 7.14%) (Stage 3 - 5%)

Please describe your company wide and contract specific carbon reduction plans and how you would report on progress for this contract. Your response should include, but is not limited to, the following areas:

* Vehicles (Fleet, staff travel and route planning)
* Buildings
* Recycling and waste management
* Carbon offsetting

N.B. The Provider will be required to develop a Norfolk-specific Carbon Reduction Plan during mobilisation in time for Contract Commencement.t

**Answer below** (A guide of 1200 words + example plans and reports)

### F1.7 Change Management and Continuous Improvement (Stage 1 - 10%) (Stage 3 - 7%)

Please describe your change management plan. Your response should include, but is not limited to, the following areas:

* How you will identify areas for improving the service, e.g:
* supporting the growth of the TEC service
* changes to prescribing practice
* the service offer, including the type/s of equipment available
* How you will plan and implement changes
* How you will measure the impact
* Achieving exceptional value for money

**Answer below** (A guide of 1500 words)

### F1.8 Innovation and Community Focus (Stage 1 - 11.43%) (Stage 3 - 8%)

Please detail:

* How you will continue to innovate throughout the life of the contract using new tools and ways of thinking, such as AI and machine learning
* How you will engage with the community to respond to local needs and support neighbourhood-level decision making
* How you will support us to use data including publicly available datasets
* How you will innovate in the area of Virtual Care and proactive monitoring
* How will you support us to achieve our strategic ambitions

**Answer below** (A guide of 1500 words)

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.
* Do not bid over the price cap of £12.9m or your bid will be rejected regardless of the score achieved for Quality in Form F.
* The £12.9m price cap is for the whole contract term including the optional 2 year extension.
* **Price will not be scored during the first stage of this procurement, but will be assessed on a pass/fail basis against the price cap. Any submission exceeding the price cap will be excluded from further consideration.**
* **Price will be scored during the evaluation of the final tenders received from the shortlisted bidders and will have a weighting of 30%.**
* **Please note the volumes in the pricing schedule are estimated and therefore are only indicative of the potential volumes. Therefore, the schedule should not be used as a prediction or commitment to future business.**
* **The uplift mechanism for this contract is defined in Clause 5.2 of the Terms and Conditions**

Form Z: Applicant's declaration

* Please read the declaration carefully before signing it.
* Applicants may either print this Form Z on plain white A4 paper, sign and date it with a pen, scan and then upload it as the final part of their submission, or use an electronic signature.
* 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.

|  |  |
| --- | --- |
| We confirm that: | Tick |
| We are registered on the Government’s Central Digital Platform, Find a Tender Service or will be before we are awarded a contract. |  |
| Any subcontractors we are relying on are registered on the Government’s Central Digital Platform, Find a Tender Service or will be before we are awarded a contract. |  |
| We do not appear on the Government’s debarment list |  |
| Any subcontractors we are relying on do not appear on the Government’s debarment list |  |

|  |  |
| --- | --- |
| We have completed the following forms: | Tick |
| * Form A (as the cover sheet to our submission) |  |
| * For VAT Registered Organisations provide a copy of your VAT certificate |  |

|  |  |
| --- | --- |
| * Form B |  |
| * Form C including references, plus supporting financial information |  |
| * Form D |  |
| * Form F |  |
| * Form G |  |
| * This Form Z |  |

|  |  |
| --- | --- |
| We have: | Tick |
| Amended the header on each form to insert our organisation’s name. |  |
| Included all required documents and information, without omission. |  |
| Made arrangements for the tender to be uploaded and submitted on time, with adequate contingency for ICT failures, power outages etc. |  |

|  |  |
| --- | --- |
| We have not: | Tick |
| Used a smaller typeface or line spacing than that permitted. |  |
| Annexed any document not specifically requested. |  |

## Z.2. Declarations

**AI, Large Language Models and Machine Learning Software declarations**

AI tools can be used to improve the efficiency of the bid writing process, however they may also introduce an increased risk of misleading statements. Have you used AI or machine learning tools, including large language models, to assist in any part of your tender submission? This may include using these tools to support the drafting of responses to Award and/or Minimum Standards questions.

Yes

No

Please detail any instances where AI or machine learning tools, including large language models, have been used to generate written content or support your bid submission, below:

Where AI tools have been used to support the generation of Tender responses, please confirm that they have been checked and verified for accuracy:

Yes

No

**Important Legal Notice 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:

1. 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
2. we have complied in all respects with this Invitation to Tender
3. all information, representations and other matters of fact contained in our tender are true, complete and accurate in all respects
4. 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 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
5. we have satisfied ourselves as to the correctness and sufficiency of the information we have inserted in the tender
6. we have full power and authority to enter into the contract and provide the services
7. 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
8. we have obtained or are able to obtain all necessary consents, licences and permissions to enable us to provide the services.

We hereby offer to provide the services in accordance with the contract attached as the annexure to this Invitation to Tender which includes for the avoidance of doubt any documents specified in the contract as forming part of the contract including (but not limited to) the prices and operational proposals set out in this tender, the terms and conditions of contract, the Specification attached as a Schedule to the terms and conditions, and any written clarifications issued or received by the Council prior to the written acceptance of the Council of this tender.

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