

Please note – this is for information only at this time and does not have to be completed until the 2nd stage.

Home Support - Framework Agreement for South Norfolk

NCCT43045

Invitation to Tender

**July 2025**

# Contents

Information for Applicants

[Contents 2](#_Toc256000000)

[1 Context and requirement of the procurement 3](#_Toc256000001)

[2 Correspondence and clarifications 4](#_Toc256000002)

[3 About this procurement document 4](#_Toc256000003)

[4 Advice and instructions to Applicants 6](#_Toc256000004)

[5 Procurement Process Information and Procurement Timeline 11](#_Toc256000005)

[6 Contract Data 13](#_Toc256000006)

[7 Receipt and evaluation of Applications by the Council 15](#_Toc256000007)

[8 Evaluation Information 16](#_Toc256000008)

[9 Entering into contracts from and operation of the framework 21](#_Toc256000009)

[10 Important legal notice 23](#_Toc256000010)

Forms for completion by Applicants

[Form A: Details of Applicant 29](#_Toc256000011)

[Form F: Quality 33](#_Toc256000012)

[Form Z: Applicant's declaration 36](#_Toc256000013)

# Context and requirement of the procurement

* 1. Context

The Council wishes to appoint a number of framework providers to deliver home support services in each Primary Care Network (PCN). The intention is that these providers will deliver 30% of the hours and the remaining 70% will be delivered by a Principal Provider (appointed through a separate procurement) for the PCN.

This procurement is split into 4 lots, which covers PCNs in South Norfolk:

The lots area:
1. Mid Norfolk
2. Breckland
3. Ketts Oak
4. SNHIP

Please note that our intention overall is to limit a provider to having a maximum of 50% of the PCNs in an area.
Bidders may apply for all lots in each area, but will be awarded no more than two Lots for this procurement process.

The current hourly rate paid for these services is £27.00. This is the amount that will be paid per hour under the Framework Agreements subject to the Council’s yearly process for agreeing uplifts to prices for care ( Bidders should note that the yearly process could result in no uplift being applied).

* 1. Requirement

Norfolk County Council is seeking to purchase Home Support provision, following a strategic review of the current home care market, to inform the future strategic commissioning approach. This review was undertaken to ensure that the Council can fulfil its duties under the Care Act, concerning individual choice, market sustainability and quality of care provision.

The strategic commissioning approach is focused on meeting the following aims:
• Sustainability - Supporting a diverse homecare market to deliver manageable hours in right sized geographical areas
• Quality – Enabling the homecare market to meet Good and Outstanding CQC ratings
• Resilience – Creating a strong and responsive homecare market
• Capacity – Increasing capacity through redesigning our home support provision.

Informed by the engagement and market research undertaken, we are implementing a Principal Provider model in Norfolk, which will put in place a lead provider within each PCN who will be required to directly deliver up to 70% of the home support demand alongside a number of PCN Home Support Framework Providers who will collectively deliver up to 30% of home support demand within each PCN. The Framework Providers will be expected to meet certain expectations, as described below (not an exhaustive list):
• Strong partnership working, including collaboration with the PCN Principal Provider and other PCN Home Support Framework Providers to ensure demand for care can be met
• Potential to share delivery of a care package to a single individual.

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

Please note that 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.

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.

* 1. The Procurement Process

The Council wishes to appoint up to 3 Framework providers to deliver home support services in each Primary Care Network (PCN) within Norfolk.

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

1. Bidders will complete the Request to Participate document and submit in accordance with the timelines at section 5 of this Request to Participate.
2. If there are 5 bidders or less for each lot who pass Form B, C and D of the Request to Participate then those bidders will be invited to submit a final tender.
3. If there are more than 5 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form E and will take through the top 5 scored bids for each lot. The Request to Participate will be scored in accordance with the process set out in this Request to Participate document.
4. The Council will inform all those who are successfully shortlisted or unsuccessful.
5. Those who have been shortlisted will be sent the Invitation to Tender document. Bidders are to answer the questions in form F return the submission by the given deadline.
6. The Council will evaluate the responses to the Invitation to Tender and award scores based on the evaluation process described in the Invitation to Tender document.
7. It is always the bidder’s responsibility to ensure that their application is as complete and detailed as possible

# 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. |

|  |  |
| --- | --- |
| **Entering into contracts from and operation of the framework** | Contains information about how contracts will be entered into from the framework agreement. |
| **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 youmust be registered on the Government’s Central Digital Platform, Find a Tender Service, or we will not be able to accept your bid.**

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. |
| 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 comply with contractual requirements | 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. This was checked at the Request to Participate stage and therefore this form is not being used in this stage of the procurement. |
| Form F – Quality | This form seeks to determine how you will deliver the contract. |
| Form G – Price  | This form is about price, but price is not being assessed in this procurement.  |
| 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 |
| 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. |
| Call off terms and conditions | The terms and conditions that will be used by users of the framework agreement when awarding a contract under the Framework Agreement. This will form a Schedule of the Contract. |

* 1. Obligation to consider Small and Medium Enterprises

The Council has considered SMEs and as a result:

* The procurement has been lotted; and
* 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 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.
	1. Return of your application
7. 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.
8. 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 29 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.

Language

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

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.

**Offer capable of acceptance**

1. If we appoint you to the Framework 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 accept your offer by writing to you appointing you to the framework, at which point a binding agreement will exist between you and us without any need for further formalities.
4. However, without prejudice to the enforceability of the above agreement we may require you to execute the agreement as a deed after award and you must do so promptly on request. We will not agree any modification to the agreement 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**** | NCCT43045 |
| ****Procurement title**** | Home Support - Framework Agreement for South Norfolk |

|  |  |
| --- | --- |
| **Date contract notice dispatched to publisher** | 7 July 2025 |
| **Procurement procedure** | Competitive flexible procedure as defined in the Procurement Regulations 2024 |

|  |  |
| --- | --- |
| Lotting | This procurement has been lotted according to geographical area. Further lotting is not desirable as this would lead to inefficiency in the model. |
| **Final deadline for submission of clarification questions relating to Request to Participate** | 10:00 UK time on 28 July 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 Request to Participate** | 11:00 UK time on 11 August 2025 |
| **Evaluation of submissions and down selection process. We intend to shortlist the top 5 highest scorers for each lot. If there is a tie for 5th place all who are placed 5th will be shortlisted.** | 18 August to 4 September  |
| **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 T**ender **; inform unsuccessful Applicants**  | 25 September 2025 |
| **Final deadline for submission of clarification questions relating to Invitation to Tender** | 10:00 UK time on 9 October 2025 |
| **Important note** | Please note that we reserve the right to award based on the tenders already submitted at this point, without dialogue. |
| **Date and time for return of Final Tenders (Invitation to Tender)**  | 11:00 UK time on 20 October 2025 |
| **Expected date for issuing Contract Award notice and for standstill period to commence** | 8 December 2025 |
| **Expected date for standstill period to finish** | Midnight UK time on 18 December 2025 |
| **Framework Award** | From 19 December 2025 |

|  |  |
| --- | --- |
| **Contracting Authority’s name and address** | Procurement Sourcing TeamNorfolk County CouncilFloor LG County HallMartineau LaneNorwichNR1 2DHUnited 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>  |
| **Public Services (Social Value) Act 2012** | The Authority has consulted the market during the previous 2 phases. market engagement Social Value was considered at these events.  |
| **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** | 180 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 appoint to the framework 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.**

# Contract Data

* 1. Lots

This procurement has been split into lots. You may bid for any or all lots that you have been shortlisted for. The lots are as follows:

|  |  |
| --- | --- |
| ****Number**** | ****Lot Title**** |
| 1 | **Mid Norfolk** **Current 30% of total weekly hours in PCN: 636**  |
| 2 | **Breckland****Current 30% of total weekly hours in PCN: 614** |
| 3 | Ketts Oak**Current 30% of total weekly hours in PCN: 982** |
| 4 | **SNHIP****Current 30% of total weekly hours in PCN: 888** |

* 1. Contract information

|  |  |
| --- | --- |
| ****Contract information**** | Details |
| **Conditions of contract** | As set out in Form D of the Conditions of Participation |
| **Framework commencement date** | The framework will commence on the day we send you our formal award letter accepting your application to the Framework |
| **Required Service Commencement Date** | From January 2026 |
| **Term** | 60 months from the Required Service Commencement Date.Potential contract extension for a further 60 months. |

* 1. Framework specific conditions

|  |  |
| --- | --- |
| ****Framework specifics**** | Details |
| **Framework contracts term** | Contracts awarded under the framework may have a maximum total duration of 10 years. The maximum term of a framework as stated in the Procurement Act 2023 does not apply to a light touch framework. No contract awarded from the framework will be permitted to extend beyond October 2045 |
| **User Organisations** | The framework agreement is being let by Norfolk County Council as the contracting authority, and can be used by:* Norfolk County Council and its agents
* Any successor body to the Council including any company formed by the Council to carry out its Adults functions
* Any organisation the Council outsources its Adults requirements to
* Any public body with which the Council enters into pooling arrangements for the provision of its Adults services.
 |
| **Maximum number to be appointed to the Framework Agreement** | The maximum number of applicants admitted to the framework under each lot is:-1. 3 PCN Framework Providers2. 3 PCN Framework Providers3. 3 PCN Framework Providers4. 3 PCN Framework Providers |

# 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 framework agreement and will be evaluated as set out in the Evaluation Data.
	2. 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 framework agreement but are not used as evaluation criteria.

Compliance with Instructions to Applicants

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

Forms B to E not used

* 1. Forms B, C, D and E are not used in the tendering stage.

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.

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.

Appointment to the Framework Agreement

* 1. We will (subject to our right not to make an award at all) first make a provisional award to the Applicants achieving the highest Total Scores to the stated maximum number as contained in the Invitation to Tender. The standstill period will commence when we publish the contract award notice.
	2. Our contract award decision is not binding on us and we may decide not to appoint to the Framework at all or, in the event of an error or misjudgement being identified, change our award decision prior to appointment to the Framework.
	3. Our appointment to the Framework, communicated to the Applicant by us in writing, will constitute acceptance of the Applicant’s offer and a deed 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.
	4. 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 appoint you to the Framework.

# Evaluation Information

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

**Weighting of quality questions applicable to all lots (Form F1)**

|  |  |  |
| --- | --- | --- |
| ****Reference**** | ****Subject area**** | ****Weighting as apercentage of the marks available**** |

|  |  |  |
| --- | --- | --- |
| F1.1 | **Understanding the Service**  | 50% |
| F1.2 | **Performance Monitoring**  | 30% |
| F1.3 | **Operating Challenges** | 20% |

**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?

# Entering into contracts from and operation of the framework

A Framework Agreement is a contract between a contracting authority and one or more suppliers that provides for the future award of contracts by that contracting authority to the supplier or suppliers.

When entering into contracts from the Framework Agreement, the Council will use the call-off terms and conditions included as a Schedule to the Terms and Conditions of Contract in accordance with the Framework Agreement.

A guide has been produced for Suppliers who are bidding for a place on the Framework Agreement, explaining how Frameworks operate: this is included in the application pack.

Please note that your response to this application will form part of the supplier catalogue provided to users of the framework.

* 1. Contract quantities

It is envisaged the framework providers in each PCN will share 30% of the hours being delivered with the Principal Provider delivering 70%.

Please note that there is no guarantee of work under this framework agreement.

* 1. Awarding contracts from the framework

Each time the Council has a requirement it will either:

* hold a competition involving all suppliers capable of performing the contract. This will involve inviting bids from Suppliers on the framework and will be scaled to the size and complexity of the requirement (“Further Competition”)

or

* directly award a contract to one supplier from information supplied in this Invitation to Tender and from the prices submitted in the price schedule (“Direct Award”)

The Council and any nominated users of the Framework Agreement reserve the right to conduct Further Competitions using the Competitive Flexible procedure where appropriate.

* 1. Duration of Call-Off Contracts

Contracts awarded under the framework may have a maximum total duration of 10 years. Contracts must be awarded during the term of the Framework..

* 1. Setting the evaluation criteria for Further Competitions

Users of the framework will be able to refine, but not fundamentally alter, the criteria specified below at 9.5. Each framework user will be able to decide what percentage of marks it wants to allocate to each of the evaluation criteria, within the maximum and minimum amounts allowed.

* 1. The criteria for further competitions

The award criteria for further competitions will be set within the ranges indicated in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluation criteria | Minimum and maximum % | Sub-criteria | Sub-criteria % of overall score |
| Quality including geographical presence, CQC/PAMMS rating, resilience and capacity | Can be between 70% and 100% | To be determined at further competition | To be determined at further competition |
| Cost | Can be between 00% and 30% | To be determined at further competition | To be determined at further competition |
| Total | 100% |  |  |

* 1. Direct contract award

The Council reserves the right for users of the framework to conduct a Direct Award process in addition to the further competition route, where the requirement can clearly be met through information supplied in this Invitation to Tender by a single Supplier.

Schedule 11 sets out the criteria for how orders will be placed.

# Important legal notice

* 1. This is a subsequent stage of a competitive flexible process. Applicants who were shortlisted as a result of the first stage are now invited to tender, on the basis set out in this invitation to tender.
	2. Applicants are reminded that, in participating thus far in this procurement exercise and in submitting their completed pre-qualification questionnaire, they have accepted the terms contained in the ‘Important legal notice’ therein and that those terms govern the entirety of the procurement process. Those terms are reproduced below.

**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**

* 1. 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 formally appoint to the framework until after midnight on the eighth working day beginning with the day when the contract award notice is published.
	2. Applicants hereby agree that they will not reveal the Council’s provisional award decision to any person (other than staff, Directors, trustees or professional advisers who have a need to know) until the completion of the standstill period, and that they will place a similar obligation on any person to whom they notify the Council’s provisional decision.

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

* 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 10.20 or 10.21 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.



**Home Support - Framework Agreement for South Norfolk**

NCCT43045

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.**

**You 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.**

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

## **Part 1 of Form A is information relevant to the procurement.** 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. |  |
| CQC 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. |

**For VAT Registered Organisations**

|  |  |
| --- | --- |
| Provide a copy of your VAT certificate | [ ]  Attached |
| Provide confirmation that the organisation has agreement from HMRC that they are responsible for administering the VAT affairs of the Group as a whole as detailed in the VAT Notice 700/2 | [ ]  Yes[ ]  No  |
| Confirmation that the terms and conditions within this contract will be sub-contracted to the CQC registered care organisations as listed above. | [ ]  Yes[ ]  No  |

**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 |  |  |  |  |

**Where will the service(s) be provided from? If more than two locations, please complete this table as many times as needed.**

|  |  |  |
| --- | --- | --- |
| Information required | Premises 1 | Premises 2 |
| Premises name |       |       |
| Manager name  |       |       |
| Manager email address |       |       |
| Address |                 |                 |
| Postcode |       |       |
| CQC location ID |       |       |
| If relevant, number of beds or places |       |       |

**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 |        |

Please provide a list of all sub-contractor you intend to use (regardless of whether they are key or not)

|  |
| --- |
|  |

## Part 3 – not used

**Part 4 is to indicate which lot(s) you are applying for.**

## Part 4 – lots

This procurement has been split into lots. You may bid for any or all lots that you have been shortlisted for. Please indicate below which lot or lots you are applying for.

|  |  |  |
| --- | --- | --- |
| ****No.**** | ****Lot Title**** | ****Please tick**** |
| 1 | **Mid Norfolk**  | [ ]   |
| 2 | **Breckland**  | [ ]   |
| 3 | **Ketts Oak**  | [ ]   |
| 4 | **SNHIP**  | [ ]   |

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. QUESTIONS**

For each question below, you only need to answer the question once. Your score for that answer will apply to all lots that you are bidding for.

### F1.1 Understanding the Service (50%)

You will be delivering the services as a Framework Provider in a specific lot.

1. How do you see your role working with the Principal Provider?
2. What specific opportunities and challenges of delivering as a framework provider do you see

How will you:
3. Ensure a whole systems approach, explaining how the different components will work together
4. Meet the requirement to be flexible in order to continually develop services and to be innovative.
5. How you will develop the capacity and competence of your workforce so as to provide a skilled, sustainable, flexible, and affordable service that is able to: meet local needs, provide continuity of care, and mitigate against late and/or missed visits

**Answer below** (A guide of 1000 words)

|  |
| --- |
| **Type response here**  |

### F1.2 Performance Monitoring (30%)

Please provide a clear outline of how you will ensure good performance in the following areas.

1. Continuity of care workers for service users as and when appropriate
2. Reliability and attendance
3. Delivery – including missed visits, double ups, emergencies, out of hours service
4. Liaison with the Council’s contracts manager
5. Maintaining up to date and accurate records in respect of the service user

**Answer below** (A guide of 750 words)

|  |
| --- |
| **Type response here** |

### F1.3 Operating Challenges (20%)

Please provide a clear outline of how you will deal with the following operational issues:

1. Service users refusing care at the door
2. Allegations of abuse
3. Need to provide user friendly information to service users about your services, both generally and specific to the individual service user
4. Communicating effectively with your staff, service users and other key organisations
5. Delivering services in a way which enables service users to achieve maximum independence

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

|  |
| --- |
| **Type response here** |

Form Z: Applicant's declaration

* Applicants are to complete this form and attach it as part of their submission as either a Word document or pdf. Applicants are to answer all questions.
* 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  | [ ]  |
| Any subcontractors we are relying on are registered on the Government’s Central Digital Platform, Find a Tender Service  | [ ]  |
| 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)
 | [ ]  |

|  |  |
| --- | --- |
| * Form F
 | [ ]   |
| * Mobilisation plan
 | [ ]   |
| * This Form Z, either printed then signed with a pen, then scanned and uploaded as a .pdf, or added electronically
 | [ ]   |

|  |  |
| --- | --- |
| 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 10 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 framework agreement 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 |  |