**Invitation to Quote for the provision of IT and Telephony Services**

**[Insert name of tender]**

Status: Final

Quote Reference: HIS-CN004

# Contents and timetable

Spennymoor Town Council would like to thank you for your interest in this opportunity. This document contains the questions that you will need to complete and return, in addition to all supporting information about the Spennymoor Town Council requirements and the evaluation process.

The contents are detailed in the table below:

|  |  |  |
| --- | --- | --- |
| **Section Number & Content** | | **Requirement on you as the Bidder** |
| 1 | Contents & Timetable | Information provided about this Invitation to Quote (ITQ) plus the Spennymoor Town Council requirement |
| 2 | Specification |
| 3 | Quote Evaluation |
| 4 | **Bidders response section** | The Quote you will need to complete and return as the Bidder |
| Potential supplier information |
| Insurance |
| Service Delivery |
| Price |
| Declaration |

**Timescales**

The timetable for this quote is in the table below.

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Invitation to Quote issued to Bidders via email and/or Gov.uk portal | 1st September 2025 |
| Deadline for clarification questions  Please submit clarification questions via email to info@spennymoor-tc.gov.uk | 24th September 2025 |
| Deadline for return of the quote:  You must submit your response via email to info@spennymoor-tc.gov.uk | 17.00 30th September 2025 |
| Planned notification of the result to Bidders | 15th October 2025 |
| Planned contract start date | 1st December 2025 |

# Specification

|  |  |
| --- | --- |
|  | **Description of services** |
| Spennymoor Town Council wishes to buy IT and telephony services for the next three years.  We are seeking a partner to provide IT and telephony services, and associated support, to our main offices at Spennymoor Town Hall, High Street, Spennymoor, County Durham, DL16 6DG.  The current requirement is for 15 users for IT hardware and desktop telephones with additional user licences for staff and councillors accessing Spennymoor Town Council email accounts on other devices such as hot desks, mobile phones or personal computers.  Via the current supplier, all office based users have received a new laptop computer during 2024 or 2025 in anticipation of a move to a more cloud based and interactive environment.  In addition to desktop and laptop computers and desk phones, equipment at the Town Hall includes a physical server for file storage and seven wireless access points to provide staff and guest wifi access throughout the building. The Town Hall is currently served by a lease line.  Our current services are provided by two separate suppliers. Both contracts are due for renewal and our preference is to combine the services under a single supplier.  The contract is anticipated to be for an initial 3 year period, with potential to extend by an additional 2 years upon satisfactory delivery of the initial contract period.  We anticipate the new services to be in place from 1st December 2025.  We are not specifying any single technical solution, but expect responses to address the requirements as set out below:   * Leased line connectivity to Town Hall – 1 Gbps synchronous connection * Microsoft Office licences – 40 x basic, 15 x premium * Ability to operate shared email mailboxes * Continued provision of staff and guest wireless network access within the Town Hall including additional wireless access point to cover Mining Museum located in western end of Town Hall. * IT support to cover network, 15 x physical devices (including hot desk computers used by multiple staff members), wireless network provision, server and all other items relating to provision of a functional IT service for the staff and building. * Antivirus protection and firewall * Support in moving to more modern ways of working with the ultimate aim of removing the physical file storage server and hosting files in the cloud * Provision of tablet style wi-fi connected devices for up to 22 councillors to access email accounts and meeting agenda documents * Secure disposal of up to 10 old PC and laptop devices no longer required but with confidential data stored on hard drives * Support in maximising the potential of the Microsoft 365, including Copilot, Teams, One Note, Planner, Decisions etc to better enabling remote working and collaboration on documents between users * Provision of telephony system for 15 users within Town Hall building to include:   + Call recording   + Welcome message for callers with options for different services / departments   + Hunt group to divert calls if no answer   + Voicemail   + Remote access enabling users to make and receive calls from laptop and mobile phone when offsite | | |
| **2. Budget** | | |
| The maximum budget for this contract is £28,275 p.a. Spennymoor Town Council will not consider submissions above this budget.  Following soft market testing, the estimated budget for this contract is £19,000 p.a. | | |

# Quote Evaluation

Spennymoor Town Council will evaluate the Quotes against the criteria listed below.

The Quote Evaluation will allow Spennymoor Town Council to primarily select the Quote that represents best value for money.

Spennymoor Town Council shall not be bound to accept the lowest priced Tender.

Quotes submitted without all the information required for the evaluation criteria will be considered incomplete and may therefore be rejected.

Quotes must be submitted as requested in the Bidders response section or they may be rejected.

Spennymoor Town Council may reject your bid if it contains caveats, conditions or any other statement or assumption qualifying the Quote response, meaning that, in the reasonable opinion of Spennymoor Town Council, the Quote response is not capable of evaluation in accordance with the published evaluation criteria, or requires changes to any documents issued by Spennymoor Town Council in any way.

### Evaluation Methodology

The following evaluation scheme will be adopted:

Responses will be evaluated in line with the following scoring systems. The scores generated for each question will be combined to provide an overall score for each organisation.

There will be different marks awarded to different categories of questions. The table below shows the marks allocation.

|  |  |
| --- | --- |
| **Criteria** | **Weighting (%)** |
| **Questions for Information Purposes Only** |  |
| Potential Supplier Information | **Info Only** |
| Insurance | **Info Only** |
| **Scored Questions**  See below for sub-weightings | **60%** |
| Q1- Quality of helpdesk and onsite support services | **20%** |
| Q2 – Support offered in moving to modern ways of working including migration from physical server to cloud based storage | **30%** |
| Q3 – Quality of case studies provided of services delivered to similar organisations / clients | **10%** |
| **Cost Element** | **40%** |

### Scoring

The following example illustrates how Cost and Quality elements in the “Scored Criteria” table will be scored.

**Cost Element**

Cost will be scored as a comparison of your bid to that of the lowest compliant bid received as follows:

*% scored = (lowest bid / your bid) \* Cost Weighting*

**Quality Element** – Questions asked within the Questionnaire will be scored out of 10 using the Marking System below.

The score will be calculated to reflect the percentage weighting applied to that question (as shown below) and will contribute to the overall Quality Weighting:

**% score for each question = your score / maximum score available x question weighting.**

The Cost score and the Quality score for each question will be added together to provide a Total score. The highest scoring tender will be recommended for acceptance.

Evaluators will allocate scores based on the following model:-

**Requirements evaluation criteria**

|  |  |  |
| --- | --- | --- |
| **SCORE** | **CATEGORY** | **CONTRACT OBJECTIVES / REQUIREMENTS** |
| **0** | **Unsatisfactory** | Not addressed. |
| **1** | **Poor** | Major deficiencies and only minimally addresses requirement. |
| **2** | **Partial** | Partial satisfaction of some aspects / deficiencies apparent.  Insufficient linkage to requirements. |
| **4** | **Satisfactory** | Objectives / Requirements are addressed and whilst fully linked to the requirements only basic detail provided. |
| **7** | **Good** | Response fully addresses and is linked with a good level of clarity to the requirement. Response adds value. |
| **10** | **Excellent** | Response fully addresses and is linked with outstanding clarity to the requirement. Response enhances / adds substantial value / may contain innovation. |

**4 Bidder’s response**

Please answer the following questions in full.

***Do not*** change the format of the response document as it will be used for the official scoring.

Save this document and complete your response within this document, in the boxes provided. Please change the document name to ‘[Your organisation name] ITQ response’ and upload to the e-tender portal.

Return the document in word. Do not upload in PDF version.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Response** | | |
| **Potential supplier information** | | | |
| Full name and address of the potential supplier submitting the information |  | | |
| Contact name and contact position (job title) for enquiries about this submission |  | | |
| Registered website address (if applicable) |  | | |
| Company registration number (if applicable) |  | | |
| Registered VAT number |  | | |
| **Insurance** | | | |
| Please provide details of your current insurance cover. We reserve the right to seek evidence or ask that sufficient levels of insurance be in place before award of contract. All price tenders should be based on full insurance levels being in place. (or willing to obtain prior to contract commencement should you be successful) | **Insurance cover value** | | |
| Employer’s liability: (£5m) | £ | | |
| Public liability: (£5m) | £ | | |
| Professional indemnity: (£2m) | £ | | |
| **Service delivery** | | | |
| Please type your answer in the table below.  The answer boxes expand if required. The current size of the answer box does not reflect the size of the answer. | | | |
| **Question** | | | |
| 1. **Service delivery**   Please describe how you will implement and deliver the services outlined within the specification. Your answer should address the following key points:   * Your approach to delivering the service (eg if you will deliver this with your own staff, where you will deliver from) * When the service will be available * How you will meet any other specific requirements set out in the specification * Who the point of contact will be for the service   *Max 2 sides of A4 (font Arial 11)* | |  | |
| **Question 1: Please add your response here** | | | |
| 1. **Helpdesk and onsite support services**   Please describe how you will delivery helpdesk and onsite support services to our sites and users.  *Max 2 sides of A4 (font Arial 11)* | |  | |
| **Question 2: Please add your response here** | | | |
| 1. **Moving to modern ways of working**   Please describe how you will support us in moving to modern ways of working. Your answer should address the following key points:   * Support in moving to more modern ways of working with the ultimate aim of removing the physical file storage server and hosting files in the cloud * Support in maximising the potential of the Microsoft 365, including Copilot, Teams, One Note, Planner, Decisions etc to better enabling remote working and collaboration on documents between users   *Max 2 sides of A4 (font Arial 11)* | |  | |
| **Question 3: Please add your response here** | | | |
| 1. **Case studies**   Please provide at least two case studies of services delivered to similar organisations / clients. You may be asked to provide contact details for these case studies at a later date if shortlisted.  *Max 2 sides of A4 (font Arial 11)* | |  | |
| **Question 4: Please add your response here** | | | |
| **Price** | | | |
| Please submit your fee to deliver the service per the Specification and below.  You may wish to include an itemised breakdown of costs as a separate document.   |  |  | | --- | --- | | **One off / upfront costs** | **£** | | **Year 1 cost** | **£** | | **Year 2 cost** | **£** | | **Year 3 cost** | **£** | | **Total cost** | **£** |   **Your fee must exclude VAT but include all other expenses. This will be the fixed fee for providing the service set out in the specification.** | | |  |

**Declaration**

**(To be signed and returned with the Quote submission).**

I / We accept the terms and conditions as contained in Spennymoor Town Council Terms and Conditions of Contract in respect of the services and am / are duly authorised to submit and sign the Quotation for and on behalf of:

|  |  |
| --- | --- |
| **Name of Organisation** |  |
| **Telephone No.** |  |
| **Postal Address** |  |
| **Name** |  |
| **Role within the Organisation** |  |
| **Signature** |  |
| **Date** |  |
|  |  |
|  |  |
| **Name** |  |
| **Role within the Organisation** |  |
| **Signature** |  |
| **Date** |  |
|  |  |