|  |
| --- |
| **Thank you for registering to the Science Museum Group’s e-tendering service and downloading this Invitation to Quote (ITQ)**  **Please read and complete all relevant sections** |



Invitation To Quote (ITQ)

*for the provision of*

Security services consultancy

SCM3688M

11.04.2025

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# Introduction

## The Requirement

## SMG wishes to award a contract for the provision of consultancy services to review SMG’s security provision ahead of the tender process in 2026. (the “**Agreement**”). Please see Section 2: Specification for further information about this requirement.

## This procurement is a regulated below threshold procurement for the purposes of the Procurement Act 2023 (“**PA23**”). This is not a covered procurement nor is the Agreement a public contract for the purposes of PA23.

## Interested parties (“**Suppliers**”) are invited to submit a response to this ITQ for SMG’s evaluation. The assessment methodology is set out in Section 2: Assessment Methodology below.

The Agreement is intended to run for a period of 1 year.

The Agreement terms and conditions can be found as Appendix 1 as our standard PSA. By submitting a response to this ITQ, each Supplier agrees to be bound by the terms and conditions without amendment if its quote is accepted. SMG may, at its sole discretion, negotiate all or part of the terms with the successful Supplier(s). Any Agreement concluded as a result of this ITQ shall be exclusively governed by the laws of England and Wales.

## The Science Museum Group

The Science Museum Group (“SMG”) comprises the [Science Museum](http://www.sciencemuseum.org.uk/) in London, the [National Railway Museum](https://www.railwaymuseum.org.uk/) in York, [Locomotion](https://www.locomotion.org.uk/)in Shildon, the [National Science and Media Museum](https://www.scienceandmediamuseum.org.uk/) in Bradford, the [Science and Industry Museum](https://www.scienceandindustrymuseum.org.uk/) in Manchester and the [Science and Innovation Park](https://www.scienceinnovationpark.org.uk/)in Wiltshire.

We share our [unparalleled collection](http://collection.sciencemuseum.org.uk/)—spanning science, technology, engineering and medicine—with over five million visitors each year.

You can find out more about the Science Museum Group here: [About us | Science Museum Group](https://www.sciencemuseumgroup.org.uk/about-us).

# Section 1: Key Information

## Intended Timetable

Set out below is the proposed procurement timetable. This is intended as a guide and whilst SMG does not intent to depart from the timetable, it reserves the right to do so at any stage.

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 11.04.2025 | Below Threshold Tender Notice published |
| 24.04.2025 | Clarification queries deadline |
| 11.05.2025 | Quotation response deadline |
| 12.05.2025-15.05.2025 | SMG evaluation of Quotations |
| 12.05.2025-13.05.2025 | Interviews |
| 16.05.2025 | Award decision made |
| 26.05.2025 | Target Agreement Commencement Date |
| To be published following contract award. | Target for Below Threshold Contract Details Notice publication |

## Important Notices

This ITQ and any of the information in it does not constitute an offer or invitation on the part of SMG (or any other person) to enter into the Agreement or any other contractual arrangements. SMG may, at is sole discretion, suspend, amened or abandon this quotation exercise at any time. SMG is under no obligation to award the Agreement as a result of this quotation exercise.

Whilst it is SMG’s intention to purchase the majority of its services under this Agreement from the appointed Supplier(s), this does not confer any exclusivity on the appointed Supplier(s). SMG reserves the right to purchase any services (including those similar to the services covered by this Agreement) from any provider outside of this Agreement.

The information in this ITQ is provided by SMG. It does not purport to be comprehensive and has not been independently verified. While this ITQ has been prepared in good faith, no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by SMG or any of its group companies or subsidiaries or by its officers, employees or agents in relation to the adequacy, accuracy, completeness or reasonableness of this ITQ, or of any other information (whether written or oral), notice or document supplied or otherwise made available to Suppliers or their advisers in connection with the Agreement.

SMG will not in any circumstances be liable for any costs, expenditure, work or effort incurred by a Supplier in carrying out enquiries in relation to, proceeding with, or participating in, this procurement, including if the procurement process is terminated or amended by SMG.

## Submission Information

Your quotation should be submitted via the In-Tend portal at <https://in-tendhost.co.uk/sciencemuseumgroup/aspx/Home> by 11th May 23:59. Your quotation will be rejected if it is received after this date.

Your quotation should remain open for acceptance for a period of 60 days. Any quotation received that is valid for a shorter period may be rejected. Suppliers’ attention is drawn to the contents of the declaration in the response template at Section 4 of this ITQ.

Any questions that you have about any of the information given to you should be raised anonymously through the post box on In-Tend.

In accordance with the obligations and duties placed upon public authorities by the PA23, the Freedom of Information Act 2000 (the ‘**FoIA’**) and the Environmental Information Regulations 2004 (“**EIR**”) SMG may be required to disclose and/or publish information submitted by Suppliers in response to this ITQ.

In respect of any information submitted by a Supplier that it considers to be sensitive commercial information, the Supplier should:

* clearly identify such information as sensitive commercial information;
* explain the potential implications of disclosure of such information; and
* provide an estimate of the period of time during which the Supplier believes that such information will remain sensitive commercial information.

Where a Supplier identifies information as sensitive commercial information, SMG will endeavour to maintain confidentiality. Suppliers should note, however, that, even where information is identified as sensitive commercial information, SMG may be required to disclose such information in accordance with the PA23, FoIA and/or EIR. Accordingly, SMG cannot guarantee that any information marked “confidential” or “sensitive commercial information” will not be disclosed. The decision as to whether any information is disclosable under the provisions of PA23, FoIA and/or EIR vests solely with SMG although SMG may choose to consult with the relevant Supplier.

SMG is subject to data protection law, that being all applicable statutes and regulations pertaining to the processing of personal data, including the privacy and security of personal data. As part of SMG’s obligations under data protection law it is required to process personal data lawfully and transparently. The ways in which we process personal data are set out here: [Privacy Notice | Science Museum Group](https://www.sciencemuseumgroup.org.uk/privacy-policy/)

# Section 2: Assessment Methodology

## Quote Evaluation

Responses will be evaluated on both price and quality to determine the most advantageous offer.

Suppliers must submit completed ‘Your Response’ (Section 4) and ‘Contract Specific Questions’ (Section 6) templates along with pricing information (Section 5). Please prepare your response with reference to the award criteria. Suppliers’ completed responses and any other information submitted in relation to this ITQ will be evaluated against the award criteria below. Failure to submit a complete response will result in rejection of your quote.

|  |  |
| --- | --- |
| Award Criteria | [PERCENTAGE WEIGHTINGS]  [PERCENTAGE RANKING] |
| Proposed team | 30% |
| Delivery methodology | 30% |
| Sustainability | 10% |
| Supplier interviews | 10% |
| Price | 20% |

## Scoring Methodology

## Quality

* 1. Unless otherwise specified, your responses to the qualitative questions in this ITQ will be scored using the following methodology outlined in the table below.

|  |  |
| --- | --- |
| Score | Criteria |
| 0 | **Unacceptable** - The response is non-compliant with the requirements and/or no response has been provided. |
| 1 | **Poor** – Overall, the response demonstrates that the Supplier does not meet the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the Supplier can meet the requirement due to failure by the Supplier to show that it meets one or more areas of the requirement. |
| 2 | **Adequate** – Overall, the response demonstrates that the Supplier meets all areas of the requirement, but not all of the areas of evidence requested have been provided or the response lacks significant detail. This, therefore, is an adequate response, but with some limited ambiguity as to whether the Supplier can meet the requirement due to the Supplier’s failure to provide all of the evidence requested/ detail required. |
| 3 | **Good** – Overall, the response demonstrates that the Supplier meets all areas of the requirement and provides all of the areas of evidence requested but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due to the Supplier’s failure to provide all information at the level of detail requested. |
| 4 | **Excellent** – Overall, the response demonstrates that the Supplier meets all areas of the requirement and provides all of the areas of evidence requested with excellent detail. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the Supplier can meet the requirement. |
| 5 | **Outstanding –** Overall, the response demonstrates that the Supplier meets all areas of the requirement and provides all of the areas of evidence requested with a level of detail that demonstrates a very comprehensive understanding of SMG’s requirements. The response provides additional assurances that give SMG a high level of confidence that the requirements will be delivered to a high standard. This, therefore, is a detailed, very comprehensive response, leaving no ambiguity as to whether the Supplier can meet the requirements, and provides SMG with additional assurances that delivery will be of a high standard. |

The methodology for evaluation against the above award criteria will be:

* A review of written submissions against the award criteria.

## Price

Price scores are calculated in the following way: Price Score = Total Available Marks x (Lowest Priced Compliant Quote / Quote Price).

# Section 3: Specification

1. **Introduction**

The Science Museum Group (SMG) cares for a diverse and internationally significant collection of 7.3 million objects from science, technology, engineering, medicine, transport and media and welcomes 5 million visitors across our sites.

The SMG incorporates the Science Museum (SCM, South Kensington, London), the National Railway Museum (NRM, York), Locomotion: The National Railway Museum (Shildon), the National Science & Media Museum (NSMM, Bradford), Museum of Science and Industry (SIM, Manchester) and Science & Innovation Park (S+IP, Wiltshire).

In March 2026 SMG will be going to market to appoint a new contract for the provision of security services to start in March 2027. Ahead of this tender exercise, SMG is seeking to appoint a Security Consultant to review the current contract set-up and provide recommendations to ensure SMG receives the best possible service and best value for money from the new contract.

1. **Site descriptions**

**Science Museum, London**, Exhibition Road, South Kensington, London, SW7 2DD

3 million visitors per year. The main Science Museum consists of one building split over 10 floors- approximately 61000m2. This comprises a mix of public galleries, temporary exhibition spaces, and IMAX cinema, cafes, restaurants and corporate event spaces, storage areas, offices and workshops.  
 **Wellcome Wolfson Building, London** (The Dana Centre) 165 Queen's Gate, London SW7   
(This is effectively the same site as the Science Museum building on Exhibition Road but is a separate building. To be completed at the same time as the Science Museum)  
It comprises Office accommodation over 8 floors- 600m2.

**Science & Innovation Park, Wroughton,** Red Barn Gate, Red Barn, Swindon SN4 9LT

A 545-acre ex-RAF airfield comprised of hangars and smaller office buildings, purpose-built museum storage facilities, one of the UK’s largest solar farms, woodland and farmland. Its primary purpose is to provide facilities for the care of, and access to, the SMG collection, and is where currently 91% of the collection is stored. There is a range of third-party users at the site including film studios, universities and commercial tenants. The site will be open for public visitors from October 2024 when the new facilities are offered to tour groups, schools and researchers. The Park is growing rapidly with a key focus on commercial development for low carbon technology.

**National Science and Media Museum,** Bradford, BD1 1NQ

500,000 visitors per year. 10 floors including a basement. Rooftop plant and a cinema operation. Approximately 11,000m2**.**This comprises a mix of public galleries, temporary exhibition spaces, and three cinemas, cafes, collection and archive storage areas, offices and workshops. The site is part of a building complex owned partly by the Museum and partly by Bradford City Council. Neighbouring businesses occupy the adjoining building and the Museum leases the archive storage area in the basement from the Council.

**National Railway Museum,** Leeman Rd, York YO26 4XJ

700,000 visitors per year  
This is a large site currently split in two by Leeman Road. It comprises 2 main visitor halls, 3 office buildings Approximately 21,000m2.  
The visitor halls are the main gallery space housing the rail vehicle collection but the Museum also has two cafes, conference centre and events business, and archive storage space.

Station Hall is currently closed due to re-open in September 2025. aHall “Central Hall” is currently in the development stages.

**Locomotion,** Dale Road Industrial Estate, Shildon DL4 2RE .

150,000 visitors per year

The site is split in two separated by a publicly accessible footpath with links to the railway station and local area. At one end is the ‘Main Hall’ a large exhibition shed housing the main exhibition , office, retail and café and “New Hall” a new exhibition shed housing rail vehicles.  
At the other end of the site are the historic buildings. Six buildings of varying size. Some are currently in public use and some not.   
The site is Approximately 6000m2.

**Science & Industry Museum** Liverpool Rd, Manchester, M3 4FP

500,000 visitors per year A large site of approximately 10,517 m2. It comprises the   
New Warehouse: 3,156 m2 gross. Contains a mix of public galleries, temporary exhibition spaces, cafe restaurant and corporate event spaces, collection storage areas, offices and workshops.

1830 Warehouse: 2,524 m2  gross. Contains a mix of corporate event spaces, offices, storage areas and currently unused areas  
1830 Station: 2,303 m2  gross. Contains offices and currently unused areas.  
Power Hall: 2,434 m2  gross Contains a gallery currently closed for redevelopment  
VE (Security) Building: 100 m2 gross.

1. **Current contract**

SMG currently holds two security staffing contracts – a contract with Wilson James as part of a consortium with the Natural History Museum and the V&A this covers all sites except Locomotion in Shildon. Security provision at Locomotion is provided by Vinovium.

Current structures are as follows:

**Wilson James:**

* Management structures (including Account Director) – consortium shared.
* **Science Museum**

1. Site contract manager
2. Management team – Duty security managers, gallery supervisor and control room supervisors.
3. Control room officers
4. Gallery officers
5. Shift officers

* **Science & Innovation Park**

1. Site manager
2. Security officers

* **Northern sites – NRM, NSMM and SIM:**

1. Site contract manager (shared across the 3 Northern sites)
2. Site based security supervisors
3. Security officers

**Vinovium:**

* Officer provision between 5pm-9am.

1. **Deliverables**

To support this process SMG are looking to appoint consultancy services to deliver the below:

Phase 1 (required):

Review of the current contract model and recommendations for the new contract, to include:

* Completion of an option appraisal reviewing the benefits of outsourced security vs internal resource for each of our sites.
* Review of the contract terms and deliverables and provide general recommendations for a contract of this size/nature and advise if there is anything we should be considering which is not included within the current contract.
* Review the charging model for the current contract in comparison to other contracts of this size/nature and benchmarking in the current market.
* Review of other spend on security staffing outside of the core contract and provide recommendations for options eg events.
* Provide recommendations on added value SMG could reasonably expect for a contract such as this – eg systems
* Review the market and provide recommendations on the benefits/negatives of one group wide contract, vs a North/South contract or any other options.
* Consider and compile a report on the benefits and challenges of the consortium to SMG and provide recommendations on how SMG could proceed when we go to market next year.
* Review SMG’s management processes and structures in relation to management of the security contract and make recommendations on any changes that may be required.

A draft paper should be provided by 27th June 2025 with final recommendations provided as a paper and a presentation with key stakeholders once any clarifications have been discussed.

**Phase 2 & 3 below are at the sole discretion of SMG and would only proceed if we wish to do so.**

Phase 2 (optional)

Review of the current operational model and recommendations for requirements to be included within the tender:

* Stakeholder engagement at all sites to review current security structures.
* Review of the current security provision against the threat landscape
* Review of the current security provision against GIS requirements and against peers within the sector.
* Review of provision outside of the “core contract”.
* Site visits to be completed at all SMG sites.

Recommendations are to be provided as a paper and a presentation with key stakeholders once any clarifications have been discussed.

Phase 3 (optional)

Support SMG with the drafting of tender documents for the security provision tender.

A day rate should be provided should SMG wish to procure consultancy time to support with the drafting of the tender documents. This would be for a maximum of 20 working days (may be less this is at the discretion of SMG) over a 3 month period.

Should SMG wish to proceed with phase 3 a timeline and required number of days will be agreed following completion of phase 2.

1. **Timescale**

The work below is expected to be delivered as per the below timetable. Providers must ensure they can deliver to this timetable before bidding.

|  |  |
| --- | --- |
| 26th May 2025 | Contract commences |
| 20th June 2025 | Meetings and review of documentation to be completed. |
| 27th June 2025 | Draft report submitted |
| 6th July 2025 | Clarification questions to be provided back from SMG |
| July 2025 | Presentation of report to stakeholders & final report submitted |

Bidders are asked to provide a proposed schedule of works to meet this timeline.

Should SMG wish to proceed with phases 2 and/or 3 these will be completed from August – December 2025.

# Section 4: Your Response

You are required to submit your response to all questions in this Section 4: Your Response. Failure to provide any required information will result in the disqualification of your quote.

You must also complete the Section 5: Pricing Matrix and answer any of the contract specific questions specified in Section 6: Contract Specific Questions. Failure to provide any required information will result in the disqualification of your quote.

## Supplier Details

|  |  |
| --- | --- |
| Company Name |  |
| Registered Office Address |  |
| Town/City |  |
| Postcode |  |
| Country |  |
| Website |  |
| Company or Charity Registration Number |  |
| Details of immediate parent company:  Full name of the immediate parent company (if applicable)  Registered office address (if applicable)  Registration number (if applicable)  Head office DUNS number (if applicable)  Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| Details of ultimate parent company:  Full name of the ultimate parent company (if applicable)  Registered office address (if applicable)  Registration number (if applicable)  Head office DUNS number (if applicable)  Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| VAT Registration Number |  |
| Type of Organisation | Choose an item.  If “Other”, please specify: |
| Are you a Small, Medium or Micro Enterprise (SME)? | Yes  No |

|  |  |
| --- | --- |
| Please provide details of Persons of Significant Control (PSC), where appropriate:   * Name; * Date of birth; * Nationality; * Country, state or part of the UK where the PSC usually lives; * Service address; * The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used); * Which conditions for being a PSC are met;   + Over 25% up to (and including) 50%,   + More than 50% and less than 75%,   + 75% or more.   (Please enter N/A if not applicable)  ([See PSC guidance](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships)) |  |
| Please confirm if you are bidding as a single supplier (with or without sub-contractors) or as part of a group or consortium.  If you are bidding as part of a group or consortium (including where you intend to establish a legal entity to deliver the Agreement), please provide:   1. the name of the group/consortium 2. the proposed structure of the group/consortium, including the legal structure where applicable 3. the name of the lead member in the group/consortium   your role in the group/consortium (e.g. lead member, consortium member, sub-contractor) |  |
| Please provide:   1. a list of all suppliers who you intend to sub-contract the performance of all or part of the Agreement to (either directly or in your wider supply chain) 2. their Companies House number, charity number, VAT registration number, or equivalent 3. a brief description of their intended role in the performance of the Agreement   **If you are not intending to sub-contract the performance of all or part of the Agreement, then this question is not applicable.** |  |

## Questions for Non-UK Businesses

|  |  |
| --- | --- |
| Is your organisation registered with the appropriate professional or trade register(s) in the state where it is established? If yes, please provide the relevant details, including the registration number(s). |  |
| Is it a legal requirement in the state where you are established for you to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement? If yes, please provide details of what is required and confirm that you have complied with this. |  |

## Grounds for Exclusion

**Important Notice:**  
SMG may disqualify your quote (at its sole discretion) if you cannot answer ‘no’ to every question in this section and/or cannot provide evidence of Self-Cleaning (see section 5 below).

|  |  |
| --- | --- |
| **Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation has been convicted anywhere in the world of any of offences relating to any of the following areas** | |
| a) Corporate manslaughter or corporate homicide | Yes  No |
| b) Organised crime | Yes  No |
| c) Corruption and/or Bribery | Yes  No |
| d) Fraud | Yes  No |
| e) Theft | Yes  No |
| f) Labour market, slavery and human trafficking offences (including modern slavery, child labour and failure to pay the national minimum wage) | Yes  No |
| g) Terrorism (including terrorist offences or offences linked to terrorist activities) | Yes  No |
| h) Money laundering (including Proceeds of Crime) | Yes  No |
| i) Tax related offences | Yes  No |
| j) Competition law infringements / distortion of competition (including a cartel offence) | Yes  No |
| k) Environmental obligations | Yes  No |
| If you have answered yes to any of the questions above (a-k), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, the reasons for conviction and the identity of who has been convicted. If the relevant documentation is available electronically, please provide the web address, issuing authority and precise reference of the documents. |  |
| If you have answered Yes to any of the points above, have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) | Yes  No |

|  |  |
| --- | --- |
| **Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation:** | |
| has been bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state? | Yes  No |
| has been guilty of professional misconduct? | Yes  No |
| has entered into agreements with other economic operators aimed at distorting competition? | Yes  No |
| is aware of any conflict of interest arising due your participation in the procurement procedure? | Yes  No |
| has been involved in the preparation of this procurement procedure? | Yes  No |
| has acted improperly in relation to any procurement, and in so doing, has put the organisation at an unfair advantage in relation to the award of a public contract? | Yes  No |
| has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes  No |

|  |  |
| --- | --- |
| If you have answered “Yes” to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Known as “**Self-Cleaning**”) |  |

## ‘Self-Cleaning’

Any Supplier answering “Yes” to any of the questions in Section 4 above are required to confirm whether the circumstances are continuing or likely to occur again.

Any potential Supplier that answers ‘Yes’ to the above questions may provide evidence that the Supplier has taken the circumstances seriously, for example by:

(a) paying compensation;

(b) steps that the Supplier has taken to prevent the circumstances continuing or occurring again, for example by changing staff or management, or putting procedures and training in place;

(c) commitments that such steps will be taken, or to provide information or access to allow verification or monitoring of such steps;

(d) the time that has elapsed since the circumstances last occurred;

(e) any other evidence, explanation or factor that SMG considers appropriate.

If such evidence is considered by SMG (whose decision will be final) as sufficient, the Supplier concerned shall be allowed to continue in the quotation process.

## Insurance

SMG may reject your quote (at its sole discretion) if you cannot answer ‘yes’ to this question.

|  |  |
| --- | --- |
| INSURANCE | |
| Please self-certify whether you already have, or can commit to obtaining, prior to commencement of the Agreement, the levels of insurance cover indicated below:  Employers Liability Insurance = £10 million  Public Liability Insurance = £10 million  Professional Indemnity = £5 million  Product Liability = £5 million  Employer’s liability insurance is a legal requirement (except for businesses employing only the owner / close family members) and this should be at least £5 million. Please confirm that you have this in place. | Yes  No |

## Financial Standing

SMG may reject your quote (at its sole discretion) if any financial standing information provided does not satisfy SMG that the supplier has the relevant financial standing to carry out the Agreement.

|  |
| --- |
| FINANCIAL STANDING |
| SMG will conduct a credit check against all Suppliers that submit a quote.  Where a supplier’s credit score identifies moderate risk or below, suppliers may be asked to submit the following information. Please indicate which of the following you would be willing to provide if requested:  A copy of your audited accounts for the most recent two years.  A statement of your turnover, profit & loss account and cash flow for the most recent year of trading.  A statement of your cash flow forecast for the current year and a bank letter outlining the current cash and credit position.  Alternative means of demonstrating financial status if trading for less than a year. |

## Contact Point and Declaration

I declare, on behalf of [INSERT NAME OF SUPPLIER] that I have the requisite corporate authority to sign this declaration.

Having examined this ITQ, all other associated documents and clarifications (as updated or amended by SMG), and being fully satisfied in all respects with the requirements of the ITQ, I/we hereby offer to provide services as specified in my/our response for the full term of the Agreement (including any options to extend), in accordance with the provisions of the Agreement and for the price/ rates offered by me/us. My/our quotation will remain open for acceptance for a period of 60 days. Where required, I/we will execute documents in the form of the Agreement within 30 days of being called upon to do so and I/we understand that no contract shall come into force until such time that SMG signs the Agreement.

I/we warrant this is a bona fide and competitive quotation representing the best offer from me/us and that I/we have not fixed or adjusted the price or amount of the quotation or the rates and prices quoted by me/us, under or in accordance with any agreement or arrangement with any other party.

I/we hereby confirm that I/we have not canvassed any officer, employee, or agent of SMG or any government minister or official, in connection with the award of the Agreement and that no person employed by me/us or acting on my/our behalf has done any such act. I/we further hereby undertake that I/we will not at any time canvass or solicit any employee, agent or provider of SMG or any government minister or official, in connection with the award of the Agreement and that no person employed by me/us or acting on my/our behalf will do any such act.

I/we hereby confirm that I/we have considered whether any of our officers, employees, secondees, agents and/or contractors have any interests (whether personal, financial or otherwise) which conflict with the duties and obligations of SMG or any other Supplier in this quotation exercise. I/we will notify SMG in writing of any conflicts of interest identified, in advance of submitting my/our response.

I declare to the best of my knowledge the answers submitted and information contained in this document are correct and accurate. I/we understand that SMG may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I/we declare that, upon request and without delay I will provide certificates and documentary evidence referred to in this document.

I/we understand that the information submitted in my/our response to this ITQ will be used in the evaluation process to identify the most advantageous quotation(s).

I/we are aware of the consequences of serious misrepresentation.

|  |  |
| --- | --- |
| Contact Name |  |
| Name of Organisation |  |
| Position |  |
| Telephone Number |  |
| Mobile Number |  |
| E-mail address |  |
| Postal Address |  |
| Signature (electronic is acceptable) |  |
| Date |  |

# Section 5: Pricing Matrix

Each Supplier must list below a breakdown of all the proposed costs/charges to provide the services. The charges/prices must cover all requirements. All charges/prices must be expressed in pounds sterling and should be inclusive of VAT and all pricing information will form the basis of any resultant Agreement. The price will remain fixed for the duration of the Agreement.

|  |  |  |
| --- | --- | --- |
| Item/Name | Timeline | Cost |
| Phase 1 | Completion of requirements by the 27th June 2025 |  |
| Phase 2 | Completion of requirements |  |
| Phase 3 | Day rate |  |
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# Section 6: Contract Specific Questions

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| Contract Specific Questions |
| Q1. Experience and Competence of the proposed team    Please provide an organisation chart including internal and any sub-contracted team members and identify who will be the single point of contact for the client.    Please demonstrate the appropriateness of the proposed team for the services by providing:   * A summary statement including reason for selecting the proposed team for this particular contract. * Mini CVs for all proposed project members * Mini CVs to include: * Name and proposed role * Qualifications * Relevant experience, particularly for multi-site organisations, visitor facing and/or arts/culture/heritage organisations – please include details of recent relevant projects and how they are similar to this proposed contract and what lessons learned you would bring from those projects to benefit this appointment.     Please provide a statement confirming that the proposed team will be available and committed to this project should your organisation be successful.  30% |
| Response: |
| Q2. Delivery Methodology    Please describe your approach to successful delivery of this project including:   * How you will ensure the correct stakeholders are identified and how will the engagement completed. * Please outline what wider research you would complete to support SMG in our review of requirements in phase 1 and phase 2. * An outline plan for how you propose to complete phase 1 & 2. * Confirmation that you can meet the proposed timescales in particular for phase 1 (final report required by the 27th June).   Please outline your quality assurance processes to review the report once completed.  Please provide an example of similar work you have completed previously.  30% |
| Response: |
| Sustainability  Please describe your company's approach to environmental sustainability and explain how you will account for sustainability in the provision of your services e.g. sustainable transport to and from customers sites?  10% |
| Response: |

# Appendix 1 – Terms and Conditions

Please refer to the PSA attached along with this tender.