# TENDER INVITATION AND INSTRUCTIONS

**[TITLE OF SERVICES]**

The Governing Body of [School] is inviting you to submit a tender for the provision of [services]. We enclose the draft Specific terms, General terms and service specification. Please acknowledge receipt of this invitation to tender by e-mailing [name and e-mail address] or phoning [phone no] confirming your intention to submit a tender as requested. If it is not now your intention to submit a tender, please return the enclosed documents with an explanation by return of post.

**Putting together your Tender**

You will need to review the information provided by us and carry out, at your own expense, any enquiries you need to prepare and deliver your tender. The Governing Body will not be responsible if the nature, extent or character of the services is subsequently different from that envisaged by you and the Governing Body gives no warranty and has no liability for the accuracy or completeness of the information provided.

If you require further information, clarification, have any queries or wish to request any amendments, please contact me by [2 weeks before the deadline]. If you are proposing any amendments to the terms and conditions or the specification these must be clearly identified. Any revisions will be considered by the Governing Body but will not be binding unless expressly agreed in writing. All tenderers will be provided with copies of any additional information, changes or clarifications. All tender information and documents must be treated by you as private and confidential for use only in connection with the tender. You may not make any public statements or promotional activity relating to the tender process without the prior agreement of the Governing Body.

**Submitting your Tender**

**Documents you need to return**

1. A completed Form of Tender [including a fully itemized breakdown of the tender sum, hourly and fixed rate costs per level of staff member and any additional costs or fees.]
2. A Suppliers’ Proposal incorporating:-

[Example]

* 1. a method statement setting out your approach to delivering the services to meet the objectives and requirements of the Specification;
	2. a statement of the skills, expertise, services and resources at your disposal which you believe demonstrates your ability to perform the services, including staffing details and structure and proposed Providers Representative;
	3. details of your quality assurance systems, internal policies and procedures (e.g. equal opportunities policies) and health and safety at work record during the past 3 years;
	4. details of the insurance arrangements you would propose to put in place;
	5. any proposals to sub-contract any part of the services;
	6. three references from organizations with a recent direct knowledge of your work;
	7. copies of your last 3 years audited accounts (if a company) and statements of annual work force, overall turnover and turnover in respect of the services being tendered for the past 3 financial years.
	8. [any specific requirements]

**How to return your documents**

The tender and associated documents must be sealed in an envelope which shall not bear any name or mark by which the tenderer could be identified. If more than one envelope/package is used this should be marked ‘Number [ ] of [ ] envelopes/packages’.

You must submit [ ] bound hard copies, [1] unbound hard copy and one copy on a USB Memory Stick. In the event of any discrepancy between the hard copy and the electronic copy, the hard copy will prevail. The name of the tenderer should be included on each page of the hard copy.

Your priced Form of Tender and Suppliler’s Proposal should be delivered to [ address ] by no later than 5 p.m. on [ date ]. Where tenders are delivered by courier or any method other than by external mail, they must be delivered to the [ ] reception during normal working hours and a receipt obtained. Tenders should not be handed to anyone else. Any Tender submitted after that date may not be considered. Your tender will remain valid for acceptance by the Governing Body for 90 days from submission.

**Tender Evaluation**

The Governing Body will check each tender initially for compliance - if there are omissions in your tender or it is not in accordance with these instructions we may not consider it. We will reject your Tender if you act improperly, for example, by agreeing to fix your prices, agreeing that others will not tender, offering any inducement, canvassing any officers or members of the Governing Body, School or Council or committing an offence under any applicable Law relating to bribery, corruption and fraud including the Bribery Act 2010 and any guidance.

Tenders will be evaluated based on financial and economic standing, technical ability, quality and cost. Weightings will be Quality [30%] and Price [70%].

**Quality award criteria, sub-criteria and weightings**

Example only

|  |  |  |  |
| --- | --- | --- | --- |
|  | Criteria | Sub Criteria | Weightings |
| 1. | Resources | * Mobilisation Plan
* Proposed Management Structure
* Back Up arrangements
 | 735 |
| 2. | Quality Performance and Outcomes | * Key Policies
* Systems to measure quality, performance and outcomes
 | 46 |
| 3. | Customer Satisfaction | * Service User Guide
* Complaints Procedure
* Ability to monitor and measure customer satisfaction
 | 357 |
| 4. | Partnership Working | * Joint working with other organisations and agencies
 | 5 |
| 5. | Added Value | * Added value to service users e.g. access to training, education
 | 5 |
|  |  |  | 50 |

Each criteria and sub criteria will be scored from 0-5 as follows:

|  |  |  |
| --- | --- | --- |
| No submission | 0 Points | No response was made |
| Very Poor | 1 Point | Unacceptable, an unsatisfactory response |
| Poor | 2 Points | Only some of the requirements met |
| Acceptable | 3 Points | A satisfactory response, which meets the basic requirements |
| Good | 4 Points | Good response, which meets all requirements and gives some confidence |
| Excellent | 5 Points | Outstanding response, exceeds expectations, adds value, full confidence and includes innovation |

Shortlisted tenderers may also be required to attend an interview (further details will be provided to you at a later date if you are shortlisted). Any amendments highlighted in your tender may be discussed and agreement on those points recorded in writing. If at any time during the tender period there are any material changes to the information you have provided you must advise the Governing Body promptly in writing.

**Tender Award**

The Governing Body is not bound to accept the lowest or any Tender and we may award a contract for all or part only of the services. The Governing Body reserves the right to cancel the tender process at any point and will not be liable for any cancellation costs incurred by any tenderer. Any contract(s) will be awarded to the most advantageous tender(s). If your tender is accepted we will notify you in writing and a contract between us is made then and becomes binding. In addition at the request of the Governing Body a formal contract will be executed.

**Timetable**

This timetable is indicative only. The Governing Body reserves the right to change it at its discretion.

|  |  |
| --- | --- |
| **Stage** | **Date** |
| Invitation to Tender | [insert date] |
| Date Tenders Returned | [insert date] |
| Tenderer interviews/clarification meetings/Site Visits | [insert date] |
| Evaluation of Tenders | [insert date] |
| Contract Award | [insert date] |
| Contract Start | [insert date] |