

**E-Factor Group Limited**

**Information Technology Hardware Supply**

**& Upgrade of IT Systems Installation with Annual Support**

Invitation to Tender

2021-2022

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# Section A: Introduction & Instructions to Tenderers

E-Factor is a not-for-profit business support organisation that aims to inspire and encourage enterprise across Greater Lincolnshire.

The business provides support and encouragement to individuals who believe that self-employment and enterprise offer them real opportunities to achieve personal dreams and aspirations. Additionally, we provide business advice and support the operating SME’s across the North Lincolnshire and North East Lincolnshire region.

E-Factor Group Limited invite you to tender for the works described within this invitation to tender. The tender shall conform to the requirements set out in these documents and shall be **exclusive of Value Added Tax** (VAT). It is the tendering organisation’s responsibility to determine its own position with respect to VAT.

Tenders are evaluated on an ex-VAT basis under ‘Value for Money’, in accordance with standard best value and procurement procedures. Providers which are VAT registered will add VAT to any invoices they may submit. Providers should indicate their VAT registration status in Appendix C in their Tender.

## A1. Enquiries

Address all enquiries about the project by Email to **BOTH** [**Tony.parkinson@e-factor.co.uk**](mailto:Tony.parkinson@e-factor.co.uk) **and** [**Natalie.cresswell@e-factor.co.uk**](mailto:Natalie.cresswell@e-factor.co.uk)**.**

## A2. Submission

Complete and upload one copy of each of the following documents:

* The bona fide Tender Declaration **(Appendix A)**
* A completed Declaration of Interest form **(Appendix B)**
* Completed Due Diligence Questionnaire **(Appendix C)**
* Completed Pricing and Work Plan

**All tender submissions should only be made electronically through e-mail to BOTH** [**Tony.parkinson@e-factor.co.uk**](mailto:Tony.parkinson@e-factor.co.uk) **and** [**Natalie.cresswell@e-factor.co.uk**](mailto:Natalie.cresswell@e-factor.co.uk)**.**

Manual returns will be discarded and not considered. The whole tender must be received by E-Factor Group Limited no later than **17:00 on 21/04/2021** as we will not consider late or faxed tenders. E-Factor Group Limited shall NOT be bound to accept the lowest price tender or any tender proposal and we do not accept any liability for any expenses incurred by any supplier in the preparation of tenders, portfolios or attendance at any meetings or presentations.

## A3. Undertaking of Confidentiality

E-Factor Group Limited undertakes to use reasonable endeavours to hold confidential, any information provided by you in your tender submission, subject to its obligations under law, including the Freedom of Information Acts. Should you wish any of the information supplied by you in your submission not to be disclosed because of its sensitivity, you should, when providing the information, identify the same and specify the reasons for its sensitivity. E-factor Group Limited will consult with you about this sensitive information before making a decision on any Freedom of Information request received. If no information is identified as sensitive, with supporting reasons, then it is likely to be released in response to an FOI request.

# Section B: The Process and Timetable

The following timetable will be used during this tender process:

* Upload enquiry **on 01/04/2021**
* Queries and Clarifications **14/04/2021**
* Tender Close on **21/04/2021**
* Tender reviewed and evaluated until **28/04/2021**
* Unsuccessful tenderers advised in writing on **30/04/2021**
* Contract award Discussions
* Contract Placement 0**5/05/2021**

Please note that all the dates referred to above are currently anticipated and may be subject to change.

# Section C: Selection Procedure

## C1. Tender Process & Evaluation

E-Factor operates across many sites and staff operate from our offices, home and client sites and it is essential that our infrastructure is maintained and supported to a high level and that issues arising are managed according to defined priority levels to maintain our services to our clients and tenants.

This tender is seeking prices from suitably qualified companies that can demonstrate a capability to design an upgrade to our IT infrastructure in order to deliver the services, detailed in the design criteria, that we are seeking to offer to our tenants.   
Additionally, we are seeking a 12-month (with possible 12 month extension depending on performance and cost) support contract to offer a high quality, fast and effective service with both remote and on-site support as required.

We also provide internet access facilities to our tenants at all of our locations. It is required that when tenants first move into our facilities that they will be visited by the IT support company to ensure that they are connected to the systems and have an understanding of what they are and are not able to do whilst connected to our services. E-Factor have an IT policy document for tenants that lays out those requirements and this forms part of their lease.

Of our 86 tenanted offices / units, we anticipate an annual turnover of approximately 20%. We expect approximately 80% of new tenants resulting from the turnover to require an initial visit by the IT support company. These percentages are subject to change and your bid should allow for that.

Your Service Support Contract should assume full support to E-Factor staff, a team of circa 20 people, operating from our offices, client facilities and from home and must also include for highly effective data and computer security systems.

We have 8 sites spread across the North East Lincolnshire region some of which house our own team and/or tenants requiring support. This can vary in number but is likely to be a minimum of 20 E-Factor staff and 80 tenant businesses.

The tenants support covered by this agreement is up to the connection point in their units / offices only. Any support work on tenant’s equipment, should they choose to use our IT support Company, will be chargeable to the tenants by the IT Support company. The exception to this is for tenant owned access points in offices or units, which will need to be configured to work with E-Factor’s network. Support costs for configuring these access points should be inclusive in the bid.

Our Broadband services and those we are changing to are detailed below and **any changes to our current IT Systems that are required as a consequence of the changes proposed must be included in your tender submission, including replacement of legacy firewalls / consideration of throughput and fall over ability.**

Site by Site Broadband Connections:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site** | **Current Connection** | | **Proposed Connection** | |
| **Primary Connection** | **Back up** | **Primary Connection** | **Back up** |
| Enterprise Village  DN31 3AT | NTE Leased line – 100m on 100m | Quickline 10M | Leased Virgin 400m on 1GB Bearer | Leased 100m of BT 100m Bearer |
| 13 Dudley St  DN31 2AW | Virgin Media Superfast | BT VDSL + 4G | Virgin Media Superfast | BT VDSL + 4G |
| 352 Pelham Road, Immingham, DN40 1PX | BT VDSL | 4G | BT VDSL | 4G |
| 84 Wellington St  Grimsby | Quickline | ADSL | Virgin Media Superfast / BT VDSL | 4G |
| 64 St Peter’s Ave  Cleethorpes, DN35 8HP | Virgin Media Superfast | ADSL | Virgin Media Superfast | ADSL |
| Crosland Road  Grimsby, DN37 9DS | Virgin Media Superfast | ADSL | Virgin Media Superfast | ADSL |
| 170 Yarborough Road  Grimsby | Quickline | None | Virgin Media Superfast / BT VDSL | 4G |

E-Factor Group Limited will evaluate your responses in the following areas and as detailed in the scoring criteria in Appendix D.

## C2. Price and Duration

If you are interested in quoting for this work, you should produce a submission **of no more than 12 pages (excluding appendix C)** that includes your price along with the following:

* Your understanding of the requirements outlined in this brief, including a planned deployment for the specified hardware.
* Details of support services offered as per requirements of section C3.
* The team of individuals that will be working on the contract, their skills and experience.
* Examples of recent relevant work and experience.

|  |  |  |
| --- | --- | --- |
| **Ability** | Tender Price | **45** |
| Capability - Technical compliance, Qualifications & Competencies | **25** |
| Health & Safety, Equality & Diversity and Safeguarding | **5** |
| Outline evidence of experience in similar work (NE Lincolnshire) | **15** |
| Management of the project, Quality Assurance & response time offered | **10** |
| **Pass/Fail** | Due diligence questionnaire | **Auto Fail** |
| **Pass/Fail** | Insurance cover | **Auto Fail** |
| **Pass/Fail** | Declaration of regulatory prosecutions relevant to this contract. | **Auto Fail** |

You may include detailed information (such as CVs) as an annex to the main submission in addition to the above page limit.

Expenses are not paid separately within these contracts and should be included within any day rates quoted. It is noted that the geographical bounds of the project are within the North East Lincolnshire Region thus setting a natural limit on mileage possible in a working day.  
The tenderer shall be prepared to commence the upgrade works **Mid May 2021 and the support service is anticipated to commence on the same day.**

The company reserves the right to cancel the contract with forward written notice, should the sub-contract fail to perform against the delivery schedule and contract terms. Such terms will be detailed and issued through the contracting procedures.

## C3. Service Contract Duration & Additional Requirements

The service contract requirement is initially for the period of one year with the option for E-Factor to take a second-year extension and your tender must indicate the costing for each individual period. An extension to the contract is not guaranteed.

Tenders must demonstrate flexibility in the pricing matrix which accounts for a possible rise or fall in future levels of IT infrastructure and staffing levels. A definition of response times is required and should detail any financial compensation offered by the tenderer as a means to ensure prompt reaction and SLA fulfilment.

As part of the tender response the tenderer is required to demonstrate its ability to deliver the following services as part of this contract along with details of levels of service & hours covered.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Element** | **Description** | **Detailed Level Required**  **(if applicable)** | **Essential / Desirable** |
| Telephone Support | Assistance to E-Factor staff with IT support and tenant access queries via telephone | Unlimited | **Essential** |
| Remote Support | Provision of remote access solution to enable fast remote rectification of IT issues where possible. Details of any software fees must be included in your response and quantities of machines covered as per the hardware section | Unlimited | **Essential** |
| Onsite Support | Provision of onsite assistance at any E-Factor location for issues which cannot be fixed by remote means | Unlimited | **Essential** |
| Remote Support SLAs | Tenderer must supply priority-based SLA details they can provide for remote response |  | **Essential** |
| Onsite Support SLAs | Tenderer must supply priority-based SLA details they can provide for onsite response |  | **Essential** |
| Service Hours Available | Tenderer must be able to service E-Factor business during its normal business hours (Monday-Friday) |  | **Essential** |
| Out of Hours Service | Out of Hours cover for serious network outages or business critical issues including onsite visits if required | Weekend and Evenings | **Essential** |
| Systems Monitoring | Proactive monitoring of all E-Factor servers, workstations and network |  | **Essential** |
| Updates & Patches | Installation of updates, patches & fixes to E-Factor Servers, Workstations & Network Infrastructure |  | **Desirable** |
| Hardware Warranty Management | Co-ordination with relevant vendors to provide assistance with hardware diagnosis and repair arrangements |  | **Desirable** |
| Account Management & Consultancy | Details of account management service offered by the tenderer along with any inclusive consultative hours for new requirements or projects |  | **Desirable** |
| Management & Creation of New User Accounts | Creation of new E-Factor business users on network systems | Unlimited | **Essential** |
| Patching in of Tenants into network services | Provision to patch in any office of the E-Factor estate into required tenant VLAN as and when tenants move into offices / units | Unlimited | **Essential** |
| 3rd Party Vendor Management & Liaison | Details of 3rd party vendor management service provided |  | **Essential** |
| Security Response | Details of malware / security outbreak response service (remote & onsite) including any additional charges if not inclusive in contract service |  | **Essential** |

The tenderer is also expected to demonstrate their ability to fulfil the technical requirements of the support, the following guidelines of evidence are given:

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Detailed Level Required**  **(If Applicable)** |
| Technical Vendor Certifications (Engineers / Technicians) | Details of technical qualifications of IT engineers which are to work on the infrastructure to be supported (Microsoft Server Based Environment) | **MCP Server 2012 / 2016 - Essential** |
| Technical Vendor Certifications (Project Manager / Lead Consultant) | Details of technical qualifications of IT engineers which are to work on the infrastructure to be supported (Microsoft Server Based Environment) | **MCSA Server 2012 / 2016 - Essential**  **MCSE – Core Infrastructure Desirable** |
| Organisational Certifications | Details of any partnerships / awards / accreditations which the company holds with industry vendors and standards relevant to the IT sector which demonstrate capability | **Desirable** |
| Security Certifications | Tenderer must provide evidence of Cyber Essentials certification or appropriate equivalent certification of their own systems | **Essential** |
| Project Management & Support Experience | Tenderer must provide evidence of three contracts of equivalent size and complexity which demonstrate their ability to both install, configure, and support a similar size or larger IT infrastructure | **Essential** |

# Section D: IT Infrastructure & Technical Requirements

## D1. New Hardware Supply

E-Factor Group require new IT infrastructure equipment in order to update the existing infrastructure and ensure that the business harnesses the power of modern technology as a showcase for what businesses can achieve.

The following IT equipment will to be sourced as part of this tender process. The award of hardware supply will be considered separately from the installation and support of such hardware and existing systems as outlined in section D2, however these may be awarded to the same vendor if successful.

The tender should be inclusive of any delivery fees for the following hardware or suitable direct alternatives of same specification:

|  |  |
| --- | --- |
| **Quantity** | **Item Description** |
| 1 | Suitable replacement business server with virtualisation support, suitable storage space for current business data and systems with growth provision & high availability hardware components |
| 2 | Server licensing for Microsoft virtual servers |
| 14 | Server licensing for users |
| 2 | Windows 10 Pro Mid-Range Desktops |
| 8 | 48 Port PoE Managed Switches |
| 4 | 24 Port PoE Managed Switches |
| 40 | Suitable wireless access points for blanket coverage of premium sites (quantity to be determined by provider based on technology) |
| 1 | High throughput firewall with UTM functionality to support up to 1Gbps throughput |
| 4 | Mid-Range firewalls with UTM functionality for other sites |

## D2. Installation Project & IT Support Service

E-Factor Group operate two separate IT networks across all office locations, the first of which is an internal network for the business and its staff, the 2nd a tenant network providing internet connectivity services to E-Factor’s tenant occupants in offices and business units across its estate. The tenant networks are divided up into separate, individual VLANs to ensure isolation and security compliance.

**Physical Locations Requiring Support & Infrastructure:**

* The Enterprise Village, Grimsby
* Business Hive, Dudley St, Grimsby
* Wellington Street, Grimsby
* St. Peters Avenue, Cleethorpes
* Pelham Road, Immingham
* Yarborough Road, Grimsby
* Crosland Road, Grimsby

**Tennant Support Requirements**

E-Factor currently manage seven properties as specified above with a current occupancy of 77 businesses rising to a maximum occupancy of 130 businesses during 2021 (number of users will be higher than the number of businesses and will vary upon the business type). In addition to the anticipated occupancy growth there is likely to be proportional rotation of occupied units.

E-Factor is a business incubation organisation and the anticipated average occupancy for a tenant is circa 12-24 months with a three month lease termination period. Some businesses may not be successful and leave after much shorter time periods whilst other will be successful and move on to longer term facilities.

E-Factor require the IT outsourcing suppliers to provide the following services for tenants:

Face to face induction meeting with each tenant to provide / explain / agree:

* Technology options and available services
* Network connectivity requirements
* Remote connectivity requirements
* Shared printing requirements
* Technology & Infrastructure usage guidelines (Do’s & Don’ts)
* Fault reporting / support request management & escalation
* Complete agreed connectivity and VLAN configuration

**E-Factor Support Requirements**

* Creation, Monitoring and Documentation of Tenant VLAN networks at all E-Factor sites.
* Maintenance of dual wireless network implementations at all sites, security monitoring for tenant compliance.
* Maintenance of inter-site IPSec VPN links between satellite sites and core offices.
* Maintenance and monitoring of server workloads and performance, amending where necessary.
* Disaster recovery planning for servers including Hyper-V replication monitoring and changes.
* Microsoft Office 365 management for all E-Factor staff email, calendar and task communications.
* Management of E-Factor domains, external mail flow & anti-spam solution.
* Printer management for internal staff and tenant access to multi-function devices.
* Management of 3rd Party Network Services: Door access systems / CCTV DVRs (including links to business network and external access) / Till Systems / Telecoms Interlinks
* Management of iPhone & Samsung mobile Microsoft Office 365 integration (approx. 14)
* Management of rental machines to tenants
* Management of site licensing and associated audit requirements
* Bandwidth management monitoring of sites

**Installation Project Requirements**

The tenderer is required to put forward an installation project proposal which includes the following elements. Installation of the new hardware listed in section D1 (or suitable alternatives) into the existing IT infrastructure. Re-provisioning existing E-Factor hardware as listed below, where appropriate to do so, taking into consideration equipment end of life and support situation in order to ensure value for the business:

|  |  |
| --- | --- |
| **Quantity** | **Item Description** |
| 1 | Dell Lattitude 5580 Laptop, Windows 10 Pro |
| 1 | Dell Inspiron 15 7000 2in1, Windows 10 Pro |
| 1 | Dell Inspiron 15 7000 2in1, Windows 10 Pro |
| 4 | Dell Inspiron 5579 Laptops, Windows 10 Pro |
| 5 | Dell Inspiron 7586 Laptops, Windows 10 Pro |
| 1 | Dell Latitude E5570 Laptop, Windows 10 Pro |
| 3 | Dell Inspiron 5593 Laptops, Windows 10 Pro |
| 1 | Dell Vostro 5590 |
| 1 | Dell Optiplex 3020 |
| 1 | Dell PowerEdge R515 Server |
| 4 | GS-2200-8 8 Port Managed Switches (CCTV Network) |
| 1 | GS-1100-10HP PoE Switch (CCTV Network) |
| 2 | ZyXEL USG110 Firewalls |
| 1 | GS-1900-24HP Switch (CCTV Network) |
| 5 | BACK-UPS PRO 550 |
| 1 | Unifi UAP Outdoor Wireless Access Point |
| 1 | Unifi UAP Long Range Wireless Access Point |
| 2 | Unifi UAP Indoor Wireless Access Point |
| 1 | APC Smart UPS 3000 |
| 2 | ZyXEL USG 50 Firewalls |
| 7 | GS-2200-48 Switches |
| 7 | GS1350-18HP Switches |
| 3 | ZyXEL GS1920-48HPv2 |
| 1 | ZyXEL GS1920-24v2 |
| 1 | ZyXEL USG 40 Firewall |
| 1 | ZyXEL USG 60 Firewall |
| 1 | ZyXEL USG 300 Firewall |
| 1 | ZyXEL ZyWALL Firewall |
| 1 | RDX Quikstor Backup Drive & Disks |
| 1 | Net2 Door Entry System Virtual PC (Links to all sites) |

**The project proposal must fulfil the following three business goals from a technical perspective:**

1. Upgrade of the E-Factor Business core IT systems to provide a robust new platform to serve the business for at least the next 4-5 years.

2. To provide continuation of existing tenant internet and print services to all E-Factor office locations.

3. Establishment of premium service offering for tenants at the Enterprise Village and Business Hive Grimsby based locations, providing the following technical services:

Part of the aim of this upgrade is to future proof our IT facilities and to enable E-Factor to offer new services to our tenants as detailed below.

* Fast & Reliable internet both up and down, both main line and back up lines as detailed.
* Ability to offer tenants different levels of internet speed.
* Tenant Printing at E-Factor Admin Office at the Enterprise Village and Dudley St
* Site wide Wi-Fi coverage
* Ability for tenants to have their own in-house servers connected with dedicated public IP.
* Potential to make Video calls through TEAM / Zoom and video Conferencing facilities, prospectively high volume as return to the office is restored.
* Infrastructure to support Software for booking systems / video conferencing.
* Capability for “Remote Reception Cover” between Enterprise Village and Dudley Street.
* Increased network segregation, security & resiliency with auto lockdown on tenant devices   
  that may cause disruption.
* VoIP ready network for cloud telephony with QoS (Quality of Service) and PoE (Power over Ethernet) to power phones & other devices.
* Link of multiple Enterprise Village units as single network for larger tenants if needed.

**Tenderers ideas on other services that could be offered to our tenants and to earn E-Factor additional income will be taken into account when scoring submissions.**

The proposal put forward by the tenderer must demonstrate how the newly procured hardware will be integrated with existing re-used equipment to meet the above goals and raise any issues identified. The proposal must include an outline of how the intended approach will minimise downtime to the business and tenants during the process.

Any value-add items included within the project proposal should also be highlighted such as network cabling tidy-up / re-patching works within the scope.

Labelling of data points for phone or data connections will be required for existing infrastructure and any new installation.

Any requests for further technical information must be submitted in writing to Tony Parkinson [tony.parkinson@e-factor.co.uk](mailto:tony.parkinson@e-factor.co.uk) and will be responded to within 7 working days. Any details requested & the subsequent responses will be shared with all tenderers.

IT support fees must be stated as monthly costs with any software subscriptions required listed separately. The installation project element must be costed separately.

**As there is the possibility of dual tender award (both Supply & Installation elements) any additional discounts must be highlighted in the submission.**

**Appendix A: Pricing summary and bona fide tender declaration**

I/We offer to provide the services as outlined in the Invitation to Tender for the Inspiring Enterprise Project (part funded by the European Regional Development Fund) for E-Factor Group Limited, Prince Albert Gardens, Grimsby.

I/We understand that **E-factor** is not obliged to accept the lowest or any tender.

I/We give below:

A Proposed Work Plan including activities and day rates for team members.

Day rates are exclusive of VAT. Day rates are inclusive of all costs relating to travel, subsistence and all other disbursements.

**Sensitivity of Price with the Tender**

Value for Money will be primarily judged on the Provider’s evidence and track history to demonstrate they can deliver the services required. Scoring matrix is given at Appendix E.

**Legally binding declaration**

In submitting a tender, including the Pricing Schedules, for these works **E-Factor** deems the tenderer to have agreed to be legally bound by the following declaration:

Recognising the principle that the essence of selective tendering is that the employer receives bona fide competitive tenders from all firms tendering, we certify that we will submit such tender, and that we will not fix or adjust the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we will not do at any time before the date for this tender to be submitted, any of the following acts:

1. Communicate to any person other than the person calling for our tender the amount or approximate amount of the proposed tender.

2. Enter into any agreement with or arrange for any other person to refrain from tendering or indicate the amount of any tender to be submitted.

3. Reward, or promise to reward, any person for performing or causing any of the actions or effects described in 1 or 2 above.

In this declaration, the word ‘person’ includes any persons, bodies or associations, corporate or incorporate; and ‘any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For and on behalf of: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appendix B: Declaration of Interest**

I/We………………………………………………………………of…………………………………….………. declare below my/our interests in respect of the tender submitted.

|  |  |
| --- | --- |
| Category | *Please give details of the interest and whether it applies to yourself or, where appropriate, a member of your immediate family or some other close personal connection.* |
| Have you or any member of your staff working on this project had any previous employment (staff or contractor) with E-factor Group Limited |  |
| Do you have a financial interest in E-factor Group Limited? |  |
| Are you a member of any professional bodies, special interest groups or mutual support organisations that are linked to E-factor Group Limited? |  |
| Do you have any investments in unlisted companies, partnerships and other forms of business, major shareholdings, and beneficial interests with E-factor Group Limited? |  |
| Have you/your Company offered any gifts or hospitality to any staff members of the E-factor Group Limited in the last twelve months and was it declined or accepted? |  |
| Are you aware of any other conflicts that are not covered by the above? |  |

To the best of my knowledge, the above information is complete and correct. I undertake to update as necessary the information provided, and to review the accuracy of the information on any change in supplier or sub-contractor for the duration of this tender.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Original copies of this document to be kept with tender returns or quotes by E-factor Group Limited Team and made available for audit by request to the Managing Director.*

**Appendix C: Due Diligence Questionnaire**

**Guidance Notes**

The purpose of this questionnaire is to ensure that potential partners/sub-contractors meet the minimum standards required by E-Factor Group Limited.

You may be asked to clarify your answers or provide more details about certain issues before being accepted as a potential partner or subcontractor to E-Factor Group Limited.

The submission of the Due Diligence Questionnaire is the first step to becoming (formalising) you as a subcontractor with E-Factor Group Limited. Please note being accepted onto E-Factor Group Limited’s potential sub-contractors list does not guarantee that your organisation will be offered a contract\*.

Please answer all questions carefully as incomplete responses may lead to rejection of the questionnaire. If a question does not apply to your organisation please answer N/A rather than leaving the section unanswered. We will not accept any questionnaires that have had the questions altered in any way.

\* You are advised that nothing in this Partner/ Sub Contractor Due Diligence documentation or any other communication from or with The Group shall be taken as constituting a contract or other binding agreement or a representation that any contract shall be offered in accordance herewith or at all. E-Factor Group Limited reserves the right to modify, amend or seek further clarification on Partner/ Sub Contractor Due Diligence documentation at any time prior to contracting.

Please note that your organisation is not entitled to claim from E-Factor Group Limited any costs or expenses which may be incurred in the preparation of your due diligence submission.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1** | **DETAILS OF YOUR ORGANISATION** | | | | | |
| 1.1 | Legal name of organisation: | | |  | | |
| 1.2 | Trading name of organisation:  (if different from the above) | | |  | | |
| 1.3 | Main function of organisation:  (SIC code if known) | | |  | | |
| 1.4 | Contact name: | | |  | | |
| 1.5 | Job Title: | | |  | | |
| 1.6 | Address:  Post Code: | | |  | | |
| 1.7 | Telephone number: | | |  | | |
| 1.8 | E-mail address: | | |  | | |
| 1.9 | Website address (if any): | | |  | | |
| 1.10 | Company Registration number (if this applies): | | |  | | |
| 1.11 | Charities or Housing Association or other Registration number (if this applies). Please specify registering body: | | |  | | |
| 1.12 | Date of Registration: (if this applies) | | |  | | |
| 1.13 | Registered company address if different from the above:  Post Code: | | |  | | |
| 1.14 | Are you registered for VAT?  If “YES” please provide Registration number: | | |  | | |
| 1.15 | Is your organisation:  *(please indicate by ticking the appropriate box)* | | | i) a public limited company? | |  |
| ii) a limited company? | |  |
| iii) a limited liability partnership (LLP)? | |  |
| iv) Statutory Corporation? e.g. Further Education College | |  |
| v) other (please specify the legal status of your organisation)? | |  |
| 1.16 | Is your organisation part of a group of companies? If “YES” please give details below. | | | YES / NO\* | | |
| 1.17 | Name of (ultimate) parent company  (if this applies): | | |  | | |
| 1.18 | Companies House registration number of parent company (if this applies): | | |  | | |
| **2** | **FINANCIAL INFORMATION** | | | | | |
| 2.1 | If you are invited to supply services to E-Factor Group Limited we require you to submit evidence of financial stability, usually a set of the last audited accounts for your organisation and details of your banker including a contact name and address from whom we may apply for references. Please indicate which of the following you would you be able to provide (please tick a minimum of one). Please enclose a copy with the return of this questionnaire. | | | | | |
| *A copy of your audited accounts for the most recent year (if this applies)* | | | | |  |
| *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 (if trading for less than a year)* | | | | |  |
| 2.2 | Has your organisation had any CCJs issued against it within the last 3 years | | | | | YES /NO\* |
| 2.3 | Please indicate the size category of your organisation | \*Less than 10 employees  \*Less than 50 employees  \*Less than 250 employees  \*Less than 5000 employees  \*More than 5000 employees | | | | |
| 2.4 | Please list names of all directors, company secretary, partners or other persons occupying positions of financial authority within your organisation. |  | | | | |
| 2.5 | Have any of the above ever been, or are currently in bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings. If you answer “YES” we will require further details before proceeding to contract. | | | | | YES /NO\* |
| 3 | **INSURANCE** | | | | | |
| 3.1 | Please state your current level of insurance cover for the following.  *For organisations we require*  *£5 million Public Liability*  *£5 million Employer Liability*  *If you do not have the right level of insurance as stated do you undertake to acquire prior to commencement of contract?* | | Employer’s Liability:  Public Liability:  Other (Specify): | | | |
| **4** | **COMPETENCIES** | | | | | |
| 4.1 | Please attach CVs for each team member who you propose to work on this contract and have named within Appendix D.  Please also attach the CV of the Project Manager.  If these staff are members of relevant professional bodies (technical or business support) their CVs should provide this information. | | | | |  |
| 4.2 | Does your organisation hold evidence of the professional qualifications of its staff that it is prepared to submit for verification on request? | | | | | YES /NO\* |
| 4.3 | Does your organisation actively encourage Continuing Professional Development for staff and have an auditable record of staff development? | | | | | YES / NO\* |
| **5** | **CONTRACTUAL COMPLIANCE** | | | | | |
| 5.1 | Please list some recent (within 3 years) contracts which were completed on time by your organisation and are similar to those services offered in Appendix D.  Please list type of contract and contract value.  1) £  2) £  3) £  4) £ | | | | | |
| **6** | **QUALITY ASSURANCE** | | | | | |
| 6.1 | Does your organisation have established quality management systems for the delivery of your services? Are any accreditations held? Please detail: | | | | | YES / NO\* |
| 6.2 | Does your organisation have established systems in place to collect and act upon feedback from external sources? | | | | | YES / NO\* |
| 6.3 | Would all personnel used to fulfil any contracts agreed with E-Factor Group Limited be direct employees of your organisation? | | | | | YES / NO\* |
| If “NO” please describe any arrangements that may be made to fulfil the contract:-  **Note: sub-contracting of any provision delivered on behalf of E-Factor Group Limited is not permitted.** | | | | | | |
| **7** | **HEALTH, SAFETY AND ENVIRONMENTAL** | | | | | |
| 7.1 | Does your organisation have a written health and safety policy that demonstrates your compliance with Health and Safety legislation? If yes, please provide a copy with the return of this questionnaire. | | | | | YES / NO\* |
| 7.2 | When were your Health and Safety procedures last audited and / or reviewed and updated? | | | | |  |
| 7.3 | In the past 5 years has your organisation ever been prosecuted under health & safety legislation or been served prohibition or improvement notices by an Enforcing Authority such as the Health & Safety Executive or the Environment Agency?  *Please note that if “YES” further details will be required before contracting and it is likely you may be excluded from further progression in this tender* | | | | | YES / NO\* |
| 7.4 | Does your health and safety policy make reference to, and arrangements for, site visits by your staff to working SME premises? | | | | | YES / NO\* |
| 7.5 | Please name and state the position of the person who will have responsibility for the health and safety of persons delivering this project: | | | |  | |
| **8** | **EQUALITY AND DIVERSITY** | | | | | |
| 8.1 | Do you collect and monitor equality and diversity data relating to your organisation and the services it provides, including that on ethnicity, gender and disability? | | | | | YES / NO\* |
| 8.2 | Do you ensure that all staff in your organisation undertake training so that they are aware of their responsibilities under the Equality Act 2010? | | | | | YES / NO\* |
| 8.3 | Do you have an organisational Equality and Diversity policy? If yes, please provide a copy with the return of this questionnaire. | | | | | YES / NO\* |
| **9** | **PROFESSIONAL AND BUSINESS STANDING** | | | | | |
| 9.1 | Has your organisation ever been removed from a contract prior to its intended close date for failure to meet minimum levels of performance or for any other reason? If you answer YES we will require further details before proceeding to contract. | | | | | YES / NO\* |
| 9.2 | A conviction (or convictions) for a criminal offence related to business or professional conduct | | | | | YES / NO\* |
| 9.3 | In a state of insolvency, voluntary administration, compulsory winding up, receivership, composition with creditors, company voluntary arrangements or subject to equivalent proceedings? | | | | | YES / NO\* |
| 9.4 | Failure to fulfil obligations related to the payment of taxes? | | | | | YES / NO\* |
| iv | Failure to fulfil obligations related to the payment of social security contributions? | | | | | YES / NO\* |
| v | Legal or administrative finding of commission of an act of grave misconduct in the course of business? | | | | | YES / NO\* |
| vi | Failure to provide information required or providing inaccurate/misleading information when participating in a procurement exercise? | | | | | YES / NO\* |
| vii | Failure to obtain and maintain relevant licences or membership of an appropriate trading or professional organisation where required by law? | | | | | YES / NO\* |
| **10** | **ENCLOSURES** | | | | | |
| I/We can confirm that the following documents are available if requested: | | | | | | |
| 1 | The most recent years audited accounts. | | | | | YES / NO\* |
| 2 | Employers Liability Insurance Certificate. | | | | | YES / NO\* |
| 3 | Public Liability Insurance Certificate. | | | | | YES / NO\* |
| 4 | Health and Safety Policy | | | | | YES / NO\* |
| 5 | Equality and Diversity Policy | | | | | YES / NO\* |

**Appendix D: Scoring Criteria**

Scores will then be collated and discussed to select the winning proposal.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Score** | **8** | **5** | | **3** | | **1** | |
| **Due Diligence Questionnaire (Appendix C)** | | | | | | | |
| 1. Financial Information | Excellent financial records and credit rating, and up to date accounts submitted. | Good financial records and good credit rating. | | Average credit rating/advised to proceed with caution. | | Poor or suspended credit rating. | |
| 2. Insurance | Holds all required insurances to the level as stated in the Invitation to Tender |  | |  | |  | |
| 3. Competencies | CVs attached, detailed and relevant, for Project Manager and lead technician | CVs attached, partly detailed and relevant, for Project Manager and lead technician | | CVs attached, partly detailed and relevant, for Project Manager only | | CV’s not attached or not relevant for Project Manager only | |
| 4. Contractual compliance | Recent contracts are listed which are relevant and their size & complexity indicates capability of compliance | Recent contracts are listed which are partly relevant and/or their size & complexity partly indicates capability of compliance | | Recent contracts are listed which partly are relevant and/or their size partly indicates of compliance | | No relevant contracts listed or insufficient size & complexity | |
| 5. Quality Assurance | Organisation has excellent robust quality procedures in place as evidenced by holding relevant accreditations for its QMS and Yes to all 3 questions. | Organisation has excellent internal but not accredited QMS, and Yes to all 3 questions. | | Organisation answered yes to two questions. | | Answered yes to one question. OR – intends to subcontract. | |
| 6. Health & Safety  *If answered yes to 7.3 organisation may be automatically excluded* | Organisation has excellent robust Health & Safety policy procedures & policies in place as evidenced | Organisation has adequate Health & Safety procedures in place as evidenced | | Organisation has some Health & Safety procedures in place as evidenced | | Organisation has limited Health & Safety procedures in place with little or no evidence | |
| 7. Equality & Diversity | Organisation has **robust** equality, diversity and safeguarding policies in place as evidenced by the policies sent to E-Factor Group Ltd And yes to 4 questions. | Organisation has **adequate** equality, diversity and safeguarding policies in place as evidenced by the policies sent to E-Factor Group Ltd And yes to all 3 questions. | | Organisation lacks one or both policies but answers yes to 3 questions. | | Yes to 2 or 1 or 0 questions. No policies provided. | |
| 8. Professional & Business Standing  *9.2, 9.3, 9.4 if yes organisation may be automatically excluded* | Organisation has answered No to all questions in section 9 |  | |  | |  | |
| **Score** | **8** | **5** | | **3** | | **1** | |
| **Standards and Services Questions Section C & D.** | | | | | | | |
| 1. Evidence of an excellent understanding of the IT Support requirements | Organisation demonstrates good understanding of the IT Support requirements. | | Organisation demonstrates good understanding of only some of the IT support requirements | | Organisation demonstrates fair understanding of only some of the IT support requirements | | Organisation demonstrates inadequate understanding of the IT support requirements. |
| 1. Capacity to meet the delivery timescales of the project. | Good evidence of capacity for prompt delivery with a sufficient number of staff available relative to the size of service offered. | | Fair evidence of capacity for prompt delivery with a sufficient number of staff available relative to the size of service offered. | | Staff capacity appears stretched to deliver the service offered.  OR there are some restrictions on timing and availability. | | Staff capacity appears unlikely to deliver the service offered  OR there are serious restrictions on timing and availability. |
| 1. Skills and experience of the delivery team. | All staff evidence strong experience on similar projects | | Some staff including the Project Manager evidence strong experience on similar projects | | Some evidence of experience for some staff. | | Little evidence of relevant experience in any staff. |
| 1. Tender Price | Pricing within budget and service at level that provides confidence that the project can be delivered successfully.  Considerations for local supplier well documented & evidenced | | Price within budget and provides confidence that the project can be delivered successfully.  Considerations for local supplier documented but no evidence | | Price within Budget but lower confidence that the project can be delivered successfully.  Limited considerations for local suppliers | | Price outside of budget and/or at a level that indicates that the project cannot be delivered successfully.  No consideration or detail around local suppliers |

**Appendix E: Publicity Guidance**

**There are very strict guidelines regarding publicity on projects and you must obtain written approval from E-Factor Group Limited. prior to any publicity that you would like to use regarding this project.**