



# **INSTRUCTIONS FOR TENDERING**

***TON 007 - Electronic Document and  
Records Management System***

## Shropshire Council Instructions for Tendering

### **Contract Description:**

**Applicants are invited to Tender for the provision of services to configure a Microsoft SharePoint 2010 or later based Electronic Document and Records Management System (EDRMS). Ownership of the resulting configuration will be transferred to Shropshire Council.**

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## **1.0 Invitation to Tender**

- 1.1 You are invited to Tender for the configuration of a Microsoft SharePoint based Electronic Document and Records Management System (EDRMS) as detailed in the Tender Response Document. The contract will be for an initial period of 36 months (max), estimated commencement date 10<sup>th</sup> January 2013.
- 1.2 Tenders are to be submitted in accordance with the General Terms and Conditions of Shropshire Council (the Council) and the instructions outlined within this document.
- 1.3 Tenders must be submitted in accordance with the following instructions. Tenders not complying in any particular way may be rejected by the Council whose decision in the matter shall be final. Persons proposing to submit a Tender are advised to read the Invitation to Tender documentation carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their Tender is accepted.
- 1.4 The Invitation to Tender documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to Tender or release details of the Invitation to Tender document other than on an “in confidence” basis to those who have a legitimate need to know or who they need to consult for the purpose of preparing the Tender as further detailed in these Instructions for Tendering.
- 1.5 Tenderers shall not at any time release information concerning the invitation to Tender and/or the Tender documents for publication in the press or on radio, television, screen or any other medium without the prior consent of the Council.
- 1.6 The fact that a Tenderer has been invited to submit a Tender does not necessarily mean that it has satisfied the Council regarding any matters raised in the pre-Tender questionnaire submitted. The Council makes no representations regarding the Tenderer’s financial stability, technical competence or ability in any way to carry out the required services. The right to return to any matter raised in any pre-Tender questionnaire submitted as part of the formal Tender evaluation is hereby reserved by the Council.
- 1.7 The Invitation to Tender is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Tenderer to submit a Tender or enter into a Contract or any other contractual agreement.

## **2.0 Terms and Conditions**

- 2.1 Every Tender received by the Council shall be deemed to have been made subject to the General Terms and Conditions and these Instructions for Tendering unless the Council shall previously have expressly agreed in writing to the contrary.
- 2.2 The Tenderer is advised that in the event of their Tender being accepted by the Council, they will be required to undertake the required services.

## **3.0 Preparation of Tenders**

### **3.1 Completing the Tender Response Document**

**3.1.1** Tenders should be submitted using the 'Tender Response Document' following the instructions given at the front of the document. The Tenderer's attention is specifically drawn to the date and time for receipt of Tenders and that no submission received after the closing time will be considered.

**3.1.2** All documents requiring a signature must be signed:

- a) Where the Tenderer is an individual, by that individual;
- b) Where the Tenderer is a partnership, by two duly authorised partners;
- c) Where the Tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.

**3.1.3** The Invitation to Tender Documents are, and shall remain the property and copyright of the Council.

### **3.2 Tender Preparation and Costs**

**3.2.1** It shall be the responsibility of Tenderers to obtain for themselves at their own expense all information necessary for the preparation of their Tender. No claim arising out of want of knowledge will be accepted. Any information supplied by the Council (whether in the Tender Documentation or otherwise) is supplied only for general guidance in the preparation of Tenders.

**3.2.2** Any Tenderer considering making the decision to enter into a contractual relationship with the Council must make an independent assessment of the Tender opportunity after making such investigation and taking such professional advice as it deems necessary.

**3.2.3** Tenderers will be deemed for all purposes connected with their Tender submission where appropriate to have visited and inspected the Council, its assets, all the locations in respect of the delivery of the services/supplies/works and to have satisfied themselves sufficiently as to the nature, extent and character of the services supplies/works sought, and the human resources, materials, software, equipment, machinery, and other liabilities and other matters which will be required to perform the contract.

**3.2.4** The Council will not be liable for any costs incurred by Tenderers in the preparation or presentation of their Tenders.

**3.2.5** Tenderers are required to complete all pricing schedules in the Invitation to Tender documents. The terms "Nil" and "included" are not to be used but a zero or figures must be inserted against each item. Unit rates and prices must be quoted in pounds sterling and whole new pence.

**3.2.6** It shall be the Tenderer's responsibility to ensure that all calculations and prices in the Tender documentation are correct at the time of submission.

**3.2.7** The Tenderer is deemed to have made him/herself acquainted with the Council's requirements and Tender accordingly. Should the Tenderer be in any doubt

regarding the true meaning and intent of any element of the specification he/she is invited to have these fully resolved before submitting his Tender. No extras will be allowed for any loss or expense involved through any misunderstanding arising from his/her failure to comply with this requirement.

**3.2.8** Any Tender error or discrepancy identified by the Council shall be drawn to the attention of the Tenderer who will be given the opportunity to correct, confirm or withdraw the Tender.

**3.2.9** The Tender Documents must be treated as private and confidential. Tenderers should not disclose the fact that they have been invited to Tender or release details of the Tender document other than on an In Confidence basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing the Tender.

### **3.3 Parent Company Guarantee**

It is a condition of contract that if the Tendering company is a subsidiary then its Ultimate Group/Holding Company must guarantee the performance of this contract and provide a letter to that effect signed by a duly authorised signatory of the Ultimate Group/Holding Company.

### **3.4 Warranty**

The Tenderer warrants that all the information given in their Tender and if applicable their Request to Participate Questionnaire is true and accurate. The information provided will be deemed to form part of any contract formed under this contract.

The Tenderer warrants that none of their current Directors have been involved in liquidation or receivership or have any criminal convictions

### **4.0 Tender Submission**

**4.1** Tenders must be submitted strictly in accordance with the letter of instruction accompanying this Invitation to Tender using the label provided. Tenders must be submitted by the deadline of **noon, Friday 7<sup>th</sup> December 2012. One hard copy and one CD copy of your Tender Response Document must be returned.**

**4.2** No unauthorised alteration or addition should be made to the Specification and Tender Response Document, or to any other component of the Tender document. If any such alteration is made, or if these instructions are not fully complied with, the Tender may be rejected.

**4.3** Qualified Tenders may be submitted, but the Council reserves the right not to accept any such Tender. The Council's decision on whether or not a Tender is acceptable will be final.

**4.4** Tenderers should note that their Tender must remain open and valid and capable of acceptance for a period of at least 90 days.

**4.5** Tenderers should note that Tenders and supporting documents must be written in English and that any subsequent contract, which may or may not be entered into, its formation, interpretation and performance, shall be subject to and in accordance

with the laws of England and subject to the jurisdiction of the Courts of England and Wales.

- 4.6 Where Tender submissions are incomplete the Council reserves the right not to accept them.

## 5.0 **Variant Bids**

- 5.1 The Council is interested in alternative solutions which would provide and develop opportunities for savings in service costs, service improvement or other financial benefits. In particular, the Council wishes to encourage solutions which also deliver benefits and added value to the local economy, residents and the business community.

- 5.2 Tenderers may submit, at their discretion, a Tender offering a different approach to the project as a "Variant Bid". However, to permit comparability, at least one bid must be submitted strictly in accordance with the Invitation to Tender Documents (the "Compliant Tender"). Any Tender variant proposed must clearly state how it varies from the requirements of the Compliant Tender Documents, and be explicit in demonstrating the benefits that will accrue to the Council from adopting this approach. Tenderers will be required to identify which submission, in their view, demonstrates best value to the Council.

- 5.3 Variant Bids must contain sufficient financial and operational detail to allow any Variant Bid to be compared with the standard Tender, permitting its considerations in written form.

## 6.0 **Tender Evaluation**

- 6.1 The Tenderers may be called for interview to seek clarification of their Tender or additional or supplemental information in relation to their Tender. The presentations will not carry any weighting to the final score achieved by Tenderers, but will be used to clarify and moderate issues raised in the Tenderer's submissions. Any areas of discrepancy between submissions and information gained from the presentations will be reviewed and scores previously awarded will be amended if necessary.

- 6.2 If the Council suspects that there has been an error in the pricing of a Tender, the Council reserves the right to seek such clarification as it considers necessary from the Tenderer in question.

## 7.0 **Clarifications**

- 7.1 Tenderers are responsible for clarifying any aspects of the Tendering process and/or the Invitation to Tender documents in the manner described below.

- 7.2 Any queries arising in relation to this invitation to Tender should be raised in writing with [REDACTED], Procurement Manager, Commissioning and Procurement, Shropshire Council, Shirehall, Abbey Foregate, SHREWSBURY SY2 6ND (tel: 01743 252993) (fax: 01743 255901) (email: [procurement@shropshire.gov.uk](mailto:procurement@shropshire.gov.uk)) quoting the contract reference and title.

- 7.3 Where appropriate, the Authorised Officer named above may direct the Tenderer to other officers to deal with the matter.
- 7.4 All queries should be raised as soon as possible (in writing), in any event not later than **Friday 30<sup>th</sup> November 2012**.
- 7.5 All information or responses that clarify or enhance the Tendering process will be supplied to all Tenderers on a uniform basis (unless expressly stated otherwise). These responses shall have the full force of this Instruction and where appropriate the Conditions of Contract. If a Tenderer wishes the Council to treat a question as confidential this must be expressly stated. The Council will consider such requests and will seek to act fairly between the Tenderers, whilst meeting its public law and procurement duties in making its decision.
- 7.6 Except as directed in writing by the Authorised Officer, and confirmed in writing to a Tenderer, no agent or officer or elected Member (Councillor) of the Council has any express or implied authority to make any representation or give any explanation to Tenderers as to the meaning of any of the Tender Documents, or as to anything to be done or not to be done by a Tenderer or to give any warranties additional to those (if any) contained in the ITT or as to any other matter or thing so as to bind the Council in any way howsoever.

## **8.0 Continuation of the Procurement Process**

- 8.1 The Council shall not be committed to any course of action as a result of:
- a) Issuing this Invitation to Tender; or
  - b) Communicating with a Tenderer, a Tenderer's representative or agent in respect of this procurement exercise; or
  - c) Any other communication between the Council (whether directly or through its agents or representatives) and any other party.
- 8.2 The Council reserves the right at its absolute discretion to amend, add to or withdraw all or any part of this Invitation to Tender at any time during the Tendering stage of this procurement exercise.
- 8.3 At any time before the deadline for receipt of Tender returns the Council may modify the Invitation to Tender by amendment. Any such amendment shall be numbered and dated and issued by the Council to all participating Tenderers. In order to give prospective Tenderers reasonable time in which to take the amendment into account in preparing its Tender return, the Council may in its sole discretion, extend the deadline for submission of the Tender returns. The Council reserves the right to amend, withdraw, terminate or suspend all or any part of this procurement process at any time at its sole discretion.

## **9.0 Confidentiality**

- 9.1 All information supplied by the Council in connection with or in these Tender Documents shall be regarded as confidential to the Council unless the information is already within the public domain or subject to the provisions of the Freedom of



Information Act 2000.

- 9.2 The Contract documents and publications are and shall remain the property of the Council and must be returned upon demand.
- 9.3 Tenderers shall ensure that each and every sub-contractor, consortium member and/or professional advisor to whom it discloses these papers complies with the terms and conditions of this ITT.
- 9.4 The contents of this Invitation to Tender are being made available by the Council on condition that:
  - 9.4.1 Tenderers shall at all times treat the contents of the Invitation to Tender and any related documents as confidential, save in so far as they are already in the public domain and Tenderers shall not, subject to the provisions relating to professional advisors, sub-contractors or other persons detailed below, disclose, copy, reproduce, distribute or pass any of the contents of the Invitation to Tender to any other person at any time or allow any of these things to happen; and
  - 9.4.2 Tenderers shall not use any of the information contained in this Invitation to Tender for any purpose other than for the purposes of submitting (or deciding whether to submit) the Tender; and
  - 9.4.3 Tenderers shall not undertake any publicity activity within any section of the media.
- 9.5 Tenderers may disclose, distribute or pass this Invitation to Tender to their professional advisors, sub-contractors or to another person provided that:
  - 9.5.1 This is done for the sole purpose of enabling an Invitation to Tender to be submitted and the person receiving the Information undertakes in writing to keep the Invitation to Tender confidential on the same terms as if that person were the Tenderer; or
  - 9.5.2 The Tenderer obtains the prior written consent of the Council in relation to such disclosure, distribution or passing of the Invitation to Tender; or
  - 9.5.3 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract(s) which may arise from it; or
  - 9.5.4 The Tenderer is legally required to make such a disclosure.
- 9.6 The Council may disclose detailed information relating to the Invitation to Tender to its officers, employees, agents, professional advisors or Governmental organisations and the Council may make any of the Contracts and procurement documents available for private inspection by its officers, employees, agents, professional advisors, contracting authorities or Governmental organisations.

## **9.7 Transparency of Expenditure**

Further to its obligations regarding transparency of expenditure, the Council may be required to publish information regarding Tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the

provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

## **10.0 Freedom of Information**

**10.1** Please note that from 1 January 2005 under the provisions of the Freedom of Information Act 2000, the public (included in this are private companies, journalists, etc.) have a general right of access to information held by public authorities. One of the consequences of those new statutory responsibilities is that information about your organisation, which the Council may receive from you during this Tendering process, may be subject to disclosure, in response to a request, unless one of the various statutory exemptions applies.

**10.2** In certain circumstances, and in accordance with the Code of Practice issued under section 45 of the Act, the Council may consider it appropriate to ask you for your views as to the release of any information before we make a decision as to how to respond to a request. In dealing with requests for information under the Act, the Council has to comply with a strict timetable and it would therefore expect a timely response to any such consultation within five working days.

**10.3** If, at any stage of this Tendering process, you provide any information to the Council in the expectation that it will be held in confidence, then you must make it clear in your documentation as to the information to which you consider a duty of confidentiality applies. The use of blanket protective markings such as "commercial in confidence" will no longer be appropriate and a clear indication as to what material is to be considered confidential and why should be given.

**10.4** The Council will not be able to accept that trivial information or information which by its very nature cannot be regarded as confidential should be subject to any obligation of confidence.

**10.5** In certain circumstances where information has not been provided in confidence, the Council may still wish to consult with you as to the application of any other exemption such as that relating to disclosure that will prejudice the commercial interests of any party. However the decision as to what information will be disclosed will be reserved to the Council.

For guidance on this issue see: <http://www.ico.gov.uk>

## **11.0 Disqualification**

**11.1** The Council reserves the right to reject or disqualify a Tenderer's Tender submission where:

**11.1.1** The Tenderer fails to comply fully with the requirements of this Invitation to Tender or is in breach of clause 15 of the Council's General Terms and Conditions relating to Bribery and Corruption or is guilty of a serious or intentional or reckless misrepresentation in supplying any information required; or

**11.1.2** The Tenderer is guilty of serious or intentional or reckless misrepresentation in relation to its Tender return and/or the procurement process.

**11.1.3** The Tenderer directly or indirectly canvasses any member, official or agent of the Council concerning the award of the contract or who directly or indirectly obtains or attempts to obtain information from any such person concerning any other Tender or proposed Tender for the services. The Canvassing Certificate must be completed and returned as instructed.

**11.1.4** The Tenderer :

- a) Fixes or adjusts the amount of his Tender by or in accordance with any agreement or arrangements with any other person; or
- b) Communicates to any person other than the Council the amount or approximate amount of his proposed Tender (except where such disclosure is made in confidence in order to obtain quotations necessary for preparation of the Tender for insurance purposes); or
- c) Enters into an agreement or arrangement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted; or
- d) Offers or agrees to pay or give or does pay or gives any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any Tender or proposed Tender for the services any act or omission.

**11.2** Any disqualification will be without prejudice to any other civil remedies available to the Council and without prejudice to any criminal liability which such conduct by a Tenderer may attract. The Non-Collusive Tendering Certificate must be completed and returned as instructed.

**11.3** The Council reserves the right to disqualify an Applicant from further participating in this procurement process where there is a change in the control or financial stability of the Tenderer at any point in the process up to award of a contract and such change of control or financial stability has a materially adverse effect on the Tenderer's financial viability or ability to otherwise meet the requirements of the procurement process.

## **12.0 E-Procurement**

As part of its procurement strategy the Council is committed to the use of technology that can improve the efficiency of procurement. Successful Tenderers may be required to send or receive documents electronically. This may include purchase orders, acknowledgements, invoices, payment advices, or other procurement documentation. These will normally be in the Council's standard formats, but may be varied under some circumstances so as not to disadvantage small and medium suppliers.

## **13.0 Award of Contract**

### **13.1 Award Criteria**

The Award Criteria has been set out within the Tender Response Document accompanying this invitation to Tender. The Council is not bound to accept the lowest or any Tender.

### **13.2 Award Notice**

The Council will publish the name and addresses of the successful Tenderers in the Official Journal of the European Union (OJEU) where appropriate. The Contracting Authority reserves the right to pass all information regarding the outcome of the Tendering process to the Office of Fair Trading to assist in the discharge of its duties. Additionally, the Council will adhere to the requirements of the Freedom of Information Act 2000 and Tenderers should note this statutory obligation.

### **13.3 Transparency of Expenditure**

Further to its obligations regarding transparency of expenditure, the Council may also be required to publish information regarding Tenders, contracts and expenditure to the general public, which could include the text of any such documentation, except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act to be determined at the absolute discretion of the Council.

### **14.0 Value of Contract**

The Council cannot give any guarantee in relation to the value of this contract.

### **15.0 Acceptance**

**15.1** Tenders must be submitted strictly in accordance with the terms of the Council's Invitation to Tender documentation and acceptance of the Tender shall be conditional on compliance with this Tender Condition.

**15.2** The Tender documentation including, the General and Special Terms and Conditions of Contract, the Tender Response document, these Instructions to Tender, together with the formal written acceptance by the Council will form a binding agreement between the Contractor and the Council.

**15.3** The Tenderer shall be prepared to commence the provision of the supply and services on the estimated start date of the contract; **10<sup>th</sup> January 2013**.

### **16.0 Payment Terms**

Tenderers should particularly note that the principles governing public procurement require that, as far as is reasonably possible, payments for Goods, Works or Services are made after the provision. Therefore any indication of a pricing strategy within a Tender which provides for substantial payments at the outset of the Contract will be examined carefully to decide whether or not a Tender in such form can be accepted. If in the opinion of the Council such substantial payments appear excessive in relation to the requirements of the Contract, the Council reserves,

without prejudice to any other right to reject any Tender it may have, the right to require the Tenderer to spread such proportion of the costs as are considered excessive over the duration of the Contract.

**17.0 Liability of Council**

- 17.1 The Council does not bind itself to accept the lowest or any Tender.
- 17.2 The Council does not accept any responsibility for any pre-Tender representations made by or on its behalf or for any other assumptions that Tenderers may have drawn or will draw from any pre-Tender discussions.
- 17.3 The Council shall not be liable to pay for any preparatory work or other work undertaken by the Tenderer for the purposes of, in connection with or incidental to this Invitation to Tender, or submission of its Tender response or any other communication between the Council and any other party as a consequence of the issue of this Invitation to Tender.
- 17.4 The Council shall not be liable for any costs or expenses incurred by any Tenderer in connection with the preparation of a Tender return for this procurement exercise, its participation in this procurement whether this procurement is completed, abandoned or suspended.
- 17.5 Whilst the Tender Documents have been prepared in good faith, they do not purport to be comprehensive nor to have been formally verified. Neither the Council nor any of its staff, agents, elected Members, or advisers accepts any liability or responsibility for the adequacy, accuracy or completeness of any information given, nor do they make any representation or give any warranty, express or implied, with respect to the Tender Documents or any matter on which either of these is based (including, without limitation, any financial details contained within the Specification and Contract Documentation). Any liability is hereby expressly disclaimed save in the event of fraud, or in the event of specific warranties provided within the Contract Documentation.

**18.0 Declaration**

We, as acknowledged by the signature of our authorised representative, accept these Instructions to Tender as creating a binding contract between ourselves and the Council. We hereby acknowledge that any departure from the Instructions to Tender may cause financial loss to the Council.

Signed (1) ..... Status.....Practice Manager

Signed (2) ..... Status...SharePoint Practice Manager

(For and on behalf of ... Xype Ltd (Trading as Altran Xype Ltd))

Date .....01 Dec 2012



# Tender Response Document

***TON 007 - Electronic Document and  
Records Management System***

Name of TENDERING  
ORGANISATION

**Xype Ltd (Trading as Altran Xype Ltd)**

# Shropshire Council Tender Response Document

## **Contract Description:**

Applicants are invited to tender for the provision of services to configure a Microsoft SharePoint 2010 or later based Electronic Document and Records Management System (EDRMS). The EDRMS will need to support partnership working and collaboration across the public and private sectors.

It is essential the project ensures knowledge transfer to Shropshire Council staff and results in successful Shropshire Council self-sufficiency from the supplier. Ownership of the resulting configuration will be transferred to Shropshire Council, including all rights to intellectual property.

Shropshire Council has invested in a Microsoft Enterprise agreement and is in the process of updating and modernizing its ICT infrastructure. Key requirements of the Shropshire Council ICT Strategy<sup>1</sup> are that all proposed solutions comply with current corporate standards, which adopt the Microsoft offering as standard.

The Microsoft SharePoint solution will be hosted within Shropshire Council on a virtualized platform under VM ware. Tenderers will be expected to configure Microsoft SharePoint software to develop a robust EDRMS<sup>2</sup> providing for Shropshire Council and partner document and records management, and provide assistance with data migration.

Our approach will be to use an experienced supplier to deliver against requirement specifications, and transfer skills to Shropshire staff to support self sufficiency.

Microsoft SharePoint is a highly configurable product and Shropshire Council's preferred approach is to amend our specified processes to work within the constraints of configuration rather than customize Microsoft SharePoint to meet specifications (excepting a solution to manage email).

Due to the changing nature of the business, Shropshire Council expects to enter into a contract with the successful tenderer for no more than 36 months. Should further project work be necessary after project completion a new tendering process may be instigated or depending on need and without being bound to do so, Shropshire Council may request the contractor by means of order letters to provide a number of additional Microsoft SharePoint consultancy services.

Specialist support for the duration of the project will be provided by the tenderer according to an acceptable supplier Service Level Agreement. From the completion of the project, depending on need and without Shropshire Council being bound to do so, Shropshire Council may request the successful tenderer to provide specialist support via ad hoc call off days.

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<sup>1</sup> See "Shropshire Council ICT Strategy, 2011-2014" and "Shropshire Council ICT Strategy, 2012-2013 (revised edition)". <http://www.shropshire.gov.uk/bvperformance.nsf/open/45E0689B076084A2802578E70034A16D>

<sup>2</sup> A system designed to manage electronic content, documents and records and support key functions of input, management, collaboration/process management and output/delivery. Declared records will be managed using a more stringent set of rules designed to preserve the integrity, content and context of the record.



## **Instructions for the completion of this document**

1. This document must be completed in its entirety with responses being given to all questions. If you are unsure of any section and require further clarification, please contact: [REDACTED] – Procurement Manager, 01743 252993 or via email quoting the contract reference to procurement@shropshire.gov.uk.
2. Tenderers must also complete and sign the four certificates in Sections A1 to A4. These must be signed:
  - a) Where the tenderer is an individual, by that individual;
  - b) Where the tenderer is a partnership, by two duly authorised partners;
  - c) Where the tenderer is a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for the purpose.
3. All questions require specific responses from you relating to the organisation named in Section B Question 1.1. All information supplied must be accurate and up to date. The Council reserves the right to refuse to consider your application if the Tender Response Document is not fully completed or is found to be inaccurate.
4. Where copies of certificates and other details are requested **a copy must** accompany the **hard copy** of your Tender Response Document.

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## **Award Criteria**

Tenderers will be evaluated on the answers they provide in the 'Tender Response Document'. The following award criteria is made up of 'pass/fail' (selection) questions and 'weighted marked' (award) questions and shows how each section is to be marked.

### **Selection Criteria - Pass/Fail Questions**

This information will be provided for proof of compliance and will be judged on a pass or fail basis. Tenderers must comply with these issues to demonstrate their proven competence, financial stability, resources and other arrangements. Questions marked 'For information only' will not be assessed; however they must still be answered in full.

<b>Section / Question No.</b>	<b>Selection Criteria</b>
Section B / Q 1 & 2	Applicant details – For information only
Section C / Q 1 & 2	Adequate Financial Stability & Insurance
Section D / Q 1 & 2	Adequate Outstanding Claims & Terminations
Section E / Q 1 & 2	Adequate Health & Safety and Equal Opportunities
Section F / Q 1 & 2	Adequate Experience and References
Section G / Q 1	Adequate Accreditations and Skills Level
Section H / Q 1 & 2	Adequate Guarantee of Compliance

Section C Financial viability: Responses will be analysed and evaluated by the Authority's Audit sections and will include checks via an independent agency (currently Equifax).

If the financial analysis of the Applicant (please note financial information provided by consortium members will be evaluated to assess the Applicant consortium as a whole) gives cause for concern as to its ability to deliver the Contract, the Applicant will fail this section.

If the financial analysis of the Applicant does not give any cause for concern as to its ability to deliver the Contract – it shall be deemed to have passed the section.

Please note the Contracting Authority reserves the right to further check the Financial Stability and Capacity of an applicant prior to any award of contract in the manner set out above in order to ensure that they still pass that requirement.

Section D Outcome of previous contracts: If in the opinion of the Contracting Authority the nature and level of outstanding claims and previous contract early terminations casts serious doubt on the Applicant's ability to perform this contract, they may be excluded.

Section E Health & Safety and Equalities: If in the opinion of the Contracting Authority the responses in this section are sufficiently poor as to cast serious doubt on the Applicant's abilities to perform this contract safely or to perform this contract with due regard for equalities, they may be excluded.

Section F Experience and References & G Accreditations and Skills Level: If, in the opinion of the Contracting Authority the responses in this section are sufficiently poor as to cast serious doubt on the Applicant's abilities to perform this contract they may be excluded.

Section H Compliance: If, in the opinion of the Contracting Authority the responses in this section are sufficiently poor as to cast serious doubt on the Applicant's abilities to provide a solution meeting the required standards, they will be rejected.

## **Award Criteria – Weighted Marked Questions**

Tenders will be evaluated on the answers provided in this Tender Response Document and judged against the criteria shown in the table below. The following award criteria is made up of 'Quality' and 'Price' and shows how each criteria is to be weighted against each other.

<b>Section / Question No.</b>	<b>Award Criteria</b>	<b>Weighting / Max Marks Available</b>
<b>Price 40% (400 marks)</b>		
Section I - 1	Price	40% / 400 max marks
<b>Total for price</b>		<b>40% / 400 max marks</b>
<b>Quality 60% (600 marks)</b>		
Section I - 2 / Q 1	General	7.5% / 75 max marks
Section I - 2 / Q 2	Standards	5% / 50 max marks
Section I - 2 / Q 3	Knowledge transfer	6.5% / 65 max marks
Section I - 2 / Q 4	Methodology & experience	8.5% / 85 max marks
Section I - 2 / Q 5	Email	3.5% / 35 max marks
Section I - 2 / Q 6	Records management and disposal processing	8% / 80 max marks
Section I - 2 / Q 7	Data migration	6% / 60 max marks
Section I - 2 / Q 8	Reporting	1.5% / 15 max marks
Section I - 2 / Q 9	Metadata	2% / 20 max marks
Section I - 2 / Q 10	Accessibility	4 % / 40 max marks
Section I - 2 / Q 11	Search and retrieval	1.5% / 15 max marks
Section I - 2 / Q 12	Integrity and security	4% / 40 max marks
Section I - 2 / Q 13	Workflow	2% / 20 max marks
<b>Total for quality</b>		<b>60% / 600 max marks</b>

## **Quality Questions/ Scoring Scheme**

Questions within the quality sections shown above will be scored using the following scoring scheme. Each answer from the questions identified below will be given a mark between 0 and 10 with the following meanings:

<b>Assessment</b>	<b>Mark</b>	<b>Interpretation</b>
<b>Excellent</b>	<b>10</b>	<i>Exceeds the requirement. Exceptional demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	<b>9</b>	
<b>Good</b>	<b>8</b>	<i>Satisfies the requirement with minor additional benefits Above average demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures. Response identifies factors that demonstrate added value, with evidence to support the response.</i>
	<b>7</b>	
<b>Acceptable</b>	<b>6</b>	<i>Satisfies the requirement. Demonstration by the Tenderer of how they will meet this requirement by their allocation of skills and understanding, resources and quality measures, with evidence to support the</i>

		<i>response.</i>
	<b>5</b>	
<b>Minor Reservations</b>	<b>4</b>	<i>Satisfies the requirement with minor reservations Some minor reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with limited evidence to support the response.</i>
	<b>3</b>	
<b>Serious Reservations</b>	<b>2</b>	<i>Satisfies the requirement with major reservations. Considerable reservations regarding how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>
	<b>1</b>	
<b>Unacceptable</b>	<b>0</b>	<i>Does not meet the requirement Does not comply and/or insufficient information provided to demonstrate how the Tenderer will meet this requirement by their allocation of skills and understanding, resources and quality measures, with little or no evidence to support the response.</i>

The use of odd numbers indicates an answer's allocated mark lies between definitions.

**The tender receiving the highest mark for each category will receive the full % available for that category. Other tenders will receive a % that reflects the difference in the marks between those tenders and the tender receiving the highest mark for that category.**

### **Price Evaluation and scoring**

Price evaluation will be based on - Total cost of solution – 400 marks.

The most competitively priced tender will receive the maximum mark of 400.

**Less competitive tenders** will receive a % of the maximum mark that represents the difference in cost between that tender and the most competitively priced tender.

## Section A:

### 1. Form of Tender

Form of Tender

#### **Shropshire Council**

Tender for TON 007 - Configuration of a Microsoft SharePoint based Electronic Document and Records Management System.

We confirm that this, our tender, represents an offer to Shropshire Council that if accepted in whole, or in part, will create a binding contract for the provision of services at the prices and terms agreed and subject to the terms of the invitation to tender documentation and the General Terms and Conditions, copies of which we have received.

Signed ..... Name... [REDACTED] .....

Date ...01 Dec 2012

Designation ...Practice Manager

Company...Xype Ltd (Trading as Altran Xype Ltd)

Address .....

City Point  
Chester Road  
Stretford  
Manchester

..... Post Code ...M32 0RW

Tel No ...0161 876 0060..... Fax No 0161 877 4989

E-mail address [REDACTED]

Web address ...www.altran.com

**Section A:**

**2. Non-Canvassing Certificate**

Non-Canvassing Certificate

**To: Shropshire Council (hereinafter called “the Council”)**

I/We hereby certify that I/We have not canvassed or solicited any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services 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 in the future canvass or solicit any member officer or employee of the Council in connection with the award of this Tender or any other Tender or proposed Tender for the Services and that no person employed by me/us or acting on my/our behalf will do any such act.

Signed (1) .....

Status.....Practice Manager

Signed (2) .....

Status...SharePoint Practice Manager

(For and on behalf of ... Xype Ltd (Trading as Altran Xype Ltd))

Date .....01 Dec 2012

## Section A:

### 3. Non-Collusive Tendering Certificate

Non-collusive Tendering Certificate

**To: Shropshire Council (hereinafter called “the Council”)**

The essence of selective tendering is that the Council shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle:

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.

I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:-

- (a) communicating to a person other than the Council the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance); or
- (b) entering into any agreement or arrangement with any other person that he shall refrain from Tendering or as to the amount of any Tender to be submitted; or
- (c) offering or agreeing to pay or give or paying any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the Services any act or omission.

Signed (1) ..... Status... Practice Manager

Signed (2) ..... Status... SharePoint Practice Manager

(For and on behalf of ... Xype Ltd (Trading as Altran Xype Ltd))

Date 01 Dec 2012

## Section A:

### 4. Declaration of Connection with Officers or Elected Members of the Council

Are you or any of your staff who will be affected by this invitation to tender related or connected in any way with any Shropshire Council Elected Councillor or Employee?

**Yes / No**

If yes, please give details:

Name	Relationship

***Please note:***

*This information is collected to enable the Council to ensure that tenders are assessed without favouritism. Whether or not you have a connection with elected members or employees will have no bearing on the success of your tender, but your tender will not be considered unless this declaration has been completed.*

Signed (1) ..... Status... Practice Manager

Signed (2) ..... Status... SharePoint Practice Manager

(For and on behalf of ... Xype Ltd (Trading as Altran Xype Ltd))

Date 01 Dec 2012



## **Section B:**

### **Applicant Organisation Details**

1.	<b>Applicant Details</b>
1.1	<p>Name of contracting Company/Organisation: Xype Ltd (Trading as Altran Xype Ltd)</p> <p>Address:</p> <p>City Point Chester Road Stretford Manchester</p> <p>Postcode: M32 0RW</p> <p>Tel: 0161 876 0060</p> <p>Email: [REDACTED]</p>
1.2	<p>Registered name (if different from above):</p> <p>Registered Office Address:</p> <p>Brabazon Office Park Golf Course Lane Filton Bristol</p> <p>Postcode: BS34 7PZ</p> <p>Company registration number: [REDACTED]</p>
1.3	<p>Details of the individual completing this application and to which we may correspond:</p> <p>Name: [REDACTED]</p> <p>Job title: SharePoint Practice Manager</p> <p>Correspondence Address:</p> <p>City Point Chester Road Stretford Manchester</p> <p>Postcode: M32 0RW</p> <p>Tel: 0161 876 0060</p> <p>Email: [REDACTED]</p>



## Section C:

### Financial & Insurance Information

1.	Insurance Details	
*	<p><i>Why do we need to know this?</i></p> <p><i>We need to ensure that all of our suppliers have adequate insurance. The Council has set minimum insurance requirements which all companies working with the Council must adhere to.</i></p> <p><i>Please note that on some limited occasions the council may agree to vary these levels dependant on the nature of the contract.</i></p>	
1.1 (a)	Please Confirm that you hold a minimum of £5,000,000 Public Liability Insurance	YES
(b)	<p>Please detail the relevant policy information and state if any conditions or exceptions apply to the policy.</p> <p>Name of Insurance Company      HCC</p> <p>Date policy taken out              5 July 2012</p> <p>Expiry date of the policy          5 July 2013</p> <p>Policy number/reference          <span style="background-color: black; color: black;">XXXXXXXXXX</span></p> <p>Conditions/Exceptions</p> <p>.....</p> <p>.....</p>	
1.2 (a)	Please confirm that you hold a minimum of £5,000,000 Employer's Liability Insurance	YES
(b)	<p>Please detail the relevant policy information and state if any conditions or exceptions apply to the policy.</p> <p>Name of Insurance Company      Aviva</p> <p>Date policy taken out              28 Feb 2012</p> <p>Expiry date of the policy          28 Feb 2013</p> <p>Policy number/reference          <span style="background-color: black; color: black;">XXXXXXXXXX</span></p> <p>Conditions/Exceptions</p> <p>.....</p> <p>.....</p>	



1.3	Please enclose photocopies of your Certificates of Insurance duly signed as authentic copies of the originals	Enclosed YES																				
<b>2. Financial Details</b>																						
*	<p><i>Why do we need to know this?</i></p> <p><i>Financial details are required in order to check that your company has sufficient financial resources to undertake the contract. This information will also ensure that your company is in a stable position and is likely to fulfil the contract for the period required.</i></p> <p><i>How the Council evaluates this information will vary given the nature of the contract to be awarded.</i></p>																					
2.1	<p>Please provide a brief summary of your annual turnover and profit in the last 3 years. <b>(Please insert figures – do not refer to attached accounts)</b>                  Also provide copies of your last 3 years audited accounts.                  If audited accounts are not available please provide copies of your management accounts</p> <table border="1" data-bbox="295 862 1391 1265"> <thead> <tr> <th colspan="3" data-bbox="295 862 1228 963"><u>Company</u></th> <th data-bbox="1228 862 1391 963"><b>Account s Enclosed</b></th> </tr> <tr> <th data-bbox="295 963 438 1052"><u>Year</u></th> <th data-bbox="438 963 853 1052"><u>Turnover</u></th> <th data-bbox="853 963 1228 1052"><u>Profit(Loss)</u></th> <th data-bbox="1228 963 1391 1052"></th> </tr> </thead> <tbody> <tr> <td data-bbox="295 1052 438 1120">2009/10</td> <td data-bbox="438 1052 853 1120">██████████</td> <td data-bbox="853 1052 1228 1120">██████████</td> <td data-bbox="1228 1052 1391 1120">YES</td> </tr> <tr> <td data-bbox="295 1120 438 1187">2010/11</td> <td data-bbox="438 1120 853 1187">██████████</td> <td data-bbox="853 1120 1228 1187">██████████████████</td> <td data-bbox="1228 1120 1391 1187">YES</td> </tr> <tr> <td data-bbox="295 1187 438 1254">2011/12</td> <td data-bbox="438 1187 853 1254">██████████</td> <td data-bbox="853 1187 1228 1254">██████████</td> <td data-bbox="1228 1187 1391 1254">YES</td> </tr> </tbody> </table> <p>(If exact figures are not available please provide your best estimate of the figures required)</p>		<u>Company</u>			<b>Account s Enclosed</b>	<u>Year</u>	<u>Turnover</u>	<u>Profit(Loss)</u>		2009/10	██████████	██████████	YES	2010/11	██████████	██████████████████	YES	2011/12	██████████	██████████	YES
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2010/11	██████████	██████████████████	YES																			
2011/12	██████████	██████████	YES																			
2.2	<p>Please show below your company’s turnover in the provision of Information Management consultancy services, in the last three financial years. <b>(Please insert figures – do not refer to attached accounts)</b></p> <table border="1" data-bbox="395 1523 1289 1870"> <thead> <tr> <th data-bbox="395 1523 542 1624"><u>Year</u></th> <th data-bbox="542 1523 1289 1624"><b>Turnover in relation to Information Management consultancy services</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="395 1624 542 1713">2009/10</td> <td data-bbox="542 1624 1289 1713">██████████</td> </tr> <tr> <td data-bbox="395 1713 542 1792">2010/11</td> <td data-bbox="542 1713 1289 1792">██████████████</td> </tr> <tr> <td data-bbox="395 1792 542 1870">2011/12</td> <td data-bbox="542 1792 1289 1870">██████████████████</td> </tr> </tbody> </table> <p>(If exact figures are not available please provide your best estimate of the figures required)</p>		<u>Year</u>	<b>Turnover in relation to Information Management consultancy services</b>	2009/10	██████████	2010/11	██████████████	2011/12	██████████████████												
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## Section E:

### Health & Safety and Equal Opportunities

<b>1.</b>	<b>Health &amp; Safety at Work</b>	
*	<p><i>Why do we need to know this?</i></p> <p><i>We need to ensure that all companies that work with Shropshire Council are able to operate safely. We assess this by asking questions about arrangements at the contract stage and continue to monitor ongoing performance with all companies working on our behalf.</i></p> <p><i>Health &amp; safety measures do not have to be expensive, time consuming or complicated – especially for smaller companies. In fact, safer and more efficient working practices can save money and greatly improve working conditions for employees. Shropshire Council is committed to promoting safe and proportionate working practices to companies as it recognises the benefits this can bring for companies competing for business both for local authority contracts and elsewhere.</i></p> <p><i>Information to help small companies is available on the Health and Safety Executive's (HSE) website.</i></p> <p><i>Health and Safety Executive's website: <a href="http://www.hse.gov.uk/">http://www.hse.gov.uk/</a></i></p> <p><i>Looking after your Business: <a href="http://www.hse.gov.uk/business/">http://www.hse.gov.uk/business/</a></i></p> <p><i>Getting Started Step-by-step: <a href="http://www.hse.gov.uk/business/must-do.htm">http://www.hse.gov.uk/business/must-do.htm</a></i></p>	
1.1	<p>Does your organisation have a formal health and safety policy or statement?</p> <p>*(if you employ 5 or more employees you are required to produce a Health and Safety Policy/Statement under the Health &amp; Safety at Work Act 1974)</p> <p>Please tick here if copy enclosed <input checked="" type="checkbox"/></p>	YES
1.2	<p>Do you currently hold any external health and safety accreditations, such as CHAS (Contractors Health and Safety Assessment Scheme), or equivalent?</p> <p>ISO 18001</p>	YES
1.3	<p>If YES to 1.2 please supply the following details as well as a copy of any certificates.</p> <p>Accrediting Organisation: BSI</p> <p>Reference No: N/A</p> <p>Date accreditation expires or is to be renewed: 05/01/2014</p>	

	Please tick here if a copy of certificate attached <input checked="" type="checkbox"/>	
1.4	Has your company been served with an enforcement notice or been prosecuted in the past 3 years for breaches of health and safety legislation?	NO
1.5	If YES to 1.4 please give details of the prosecution or notice (and what measures you have taken to ensure the issue(s) will not re-occur).	
1.6	Do you routinely carry out Risk Assessments?	YES
1.7	If YES to 1.6 please state what has been assessed. (At certain times, the Council may request copies of risk assessments, safe working procedure, or safety method statements.)  	
1.8	Do you have a health and safety training programme for employees?	YES
1.9	If YES to 1.8 please state what training has been given.  	
1.10	Does your company monitor: (a) Accidents (b) Ill health caused by work (c) Health & Safety Performance	YES YES YES


1.11	<p>Does your company have a recognised health &amp; safety management system?</p> <p>Please give details below:</p> <p>ISO18001</p>	YES						
1.12	<p>Please state how many accidents have been reported to your Enforcing Authority under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) in the last 2 years.</p> <table border="1" data-bbox="432 629 1015 824"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>Total</b></th> </tr> </thead> <tbody> <tr> <td>No. of accidents reported under RIDDOR last year</td> <td style="text-align: center;">0</td> </tr> <tr> <td>No. of accidents reported under RIDDOR this year</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	<b>Total</b>		No. of accidents reported under RIDDOR last year	0	No. of accidents reported under RIDDOR this year	0	
<b>Total</b>								
No. of accidents reported under RIDDOR last year	0							
No. of accidents reported under RIDDOR this year	0							
1.13	<p>Does your company consult with employees on health and safety?</p> <p>If YES, please give details below.</p> <p>Yes, A Monthly Office inspection is carried out, and employees are questioned during this inspection.</p>	YES						
1.14	Will you be using any sub contractors as part of this contract?	NO						
1.15	If YES to 1.14 please give details of who your sub contractors are.							
1.16	If YES to 1.14 how do you ensure they are competent?							



1.17	<p>Where do you get your competent health and safety advice?</p> <div style="background-color: black; width: 100%; height: 100px; margin: 10px 0;"></div> <p>HSE - online government advice website</p>
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2.	<b>Equal Opportunities</b>	
*	<p><i>Why do we need to know this?</i></p> <p><i>The equality duties placed on public authorities requires the Council to have due regard to the need to eliminate unlawful discrimination.</i></p> <p><i>We need to ensure all companies that work with Shropshire Council comply with both UK and EU regulations regarding equal opportunities and discrimination law. The Council actively promotes equal opportunities in procurement and partnership.</i></p> <p><i>The Council also needs to ensure that there are no outstanding claims against your organisation regarding discrimination.</i></p> <p><i>Information to help small companies is available at:</i></p> <p><i>Equality and Human Rights Commission -</i>  <a href="http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/">http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/</a></p> <p><i>Useful links for guidance &amp; Information -</i>  <a href="http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/guidance-for-small-and-medium-size-businesses/related-links/">http://www.equalityhumanrights.com/advice-and-guidance/here-for-business/guidance-for-small-and-medium-size-businesses/related-links/</a></p>	
2.1	<p>Do you have an Equal Opportunities Policy or statement which complies with your statutory obligation under UK/EU equalities and discrimination legislation (or equivalent legislation and regulations in the countries in which you employ staff) and, accordingly, your practice not to treat one group of people less favourably in relation to race or ethnic origin, disability, gender, sexual orientation, religion or belief or age?</p> <p>- UK/EU equalities and discrimination legislation includes:-                      - Human Rights Act 1998                      - Equality Act 2010</p> <p>This is enclosed in our employee manual – see accompanying document</p>	Enclosed YES
2.2	<p>As a contractor providing a public service on behalf of a local authority, you have a duty to comply with the General Duties of the Public Sector Equality Duty as outlined below.</p> <p>Eliminate discrimination, harassment and victimisation that is unlawful under the Equality Act 2010;                      Advance equality of opportunity between those who share protected characteristics and</p>	

	<p>those who do not; Foster good relations between those who share protected characteristics and those who do not.</p> <p>How do you promote equality towards both service users and employees as part of your operations?</p> <div style="background-color: black; width: 100%; height: 100%; min-height: 100px;"></div>	
2.3	In the last 3 years, has any claim or finding of unlawful discrimination been made against your organisation by any court?	NO
2.4	If YES to 2.3, please give details.	
2.5	In the last 3 years, has your organisation been the subject of formal investigation by the Equality and Human Rights Commission?	NO
2.6	If YES to 2.5, please give details.	
2.7	<p><b>(NB Organisations with less than 5 employees are not required to respond to questions 2.7, 2.8 and 2.9)</b></p> <p>Is your policy on equality and diversity set out?</p> <p>(a) In instructions to those concerned with recruitment, training and promotion?</p> <p>(b) In documents available to employees, recognised trade unions or other representative groups or employees</p> <p>(c) In recruitment advertisements or other literature?</p> <p>Please supply relevant examples of the instructions, documents, recruitment advertisements or other literature.</p> <p>Please tick here if enclosed <input checked="" type="checkbox"/></p>	<p>YES</p> <p>YES</p> <p>YES</p>
2.8	Do you endeavour to both eliminate discrimination amongst your workforce, and also promote the diversity of your workforce e.g. do you take steps to encourage people	

	<p>from under-represented groups to apply for jobs or take up training opportunities?</p> <p>Provide evidence of the above.</p> 	
<p>2.9</p>	<p>Is it your policy as part of your grievance process to include in that grievance process all complaints relating to race or ethnic origin, disability, gender, sexual orientation, religion or belief, or age? Furthermore, do you include in your grievance process any complaints related to being victimised or harassed as a consequence of bringing a grievance?</p> <p>Provide evidence of the above.</p> <p>See accompanying grievance procedure document</p>	
<p>2.10</p>	<p>Organisation with less than 5 employees must confirm below that they will meet the requirements set out in questions 2.7, 2.8 and 2.9 if they increase their number of staff above 5.</p> <p style="text-align: center;">N/A</p>	<p>YES/NO</p>

## Section F: Contract Experience and References

<b>1. Contract Experience and References</b>					
1.1 Please list below up to a maximum of 10 similar contracts undertaken by your company in the past 3 years or currently being handled. Any previous Public Sector experience will be of particular interest.					
	Name of Organisation/Company	Contact Name & Address	Value of Contract (£)	Nature of work undertaken	Contract Dates (From – To)
1	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
2	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] nt
3	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] t

		[REDACTED]		[REDACTED]	
4	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
5	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

<p><b>2.</b></p> <p>2.1</p>	<p>Please set out below why you feel your organisation is well placed to undertake this contract. You should include in your answer a brief history of your organisation and details of any previous similar contracts and experience in order to illustrate proven competency for the required services.</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <ul style="list-style-type: none"><li>■ [Redacted]</li><li>■ [Redacted]</li><li>■ [Redacted]</li></ul>
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	<p>[Redacted content]</p>
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**Section G:**

**Accreditations and Skills Level**

<b>1.</b>	<b>Accreditations</b>			
1.1	<p>Please list any professional or trade organisations by which your company is accredited. You should only list those that are relevant to this contract and which will support your application, including Microsoft accreditation, information and records management and project management.</p> <p>Please state whether the award belongs to the company or an individual.</p>			
	<b>Name of Awarding Organisation/Body</b>	<b>Level of Accreditation</b>	<b>Date Achieved</b>	<b>Date of Expiry/Renewal</b>
	Microsoft	[REDACTED]	May 2012	N/A
	ISO	[REDACTED]	29/08/2008	01/07/2015
	ISO	[REDACTED]	29/08/2008	01/07/2015
	Please provide copies of the certificates you have given above or other proof of the qualifications.			Enclosed YES
1.2	Please state any formal quality assurance systems relevant to this contract, which your company operates.			
	<b>Name of Awarding Organisation/Body</b>	<b>Registration Number</b>	<b>Name of Quality Assurance System</b>	<b>Date Achieved</b>
				<b>Date of Expiry/Renewal</b>


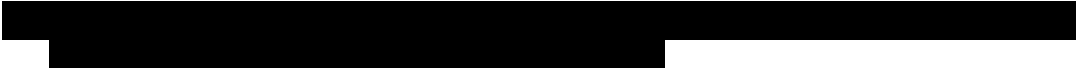

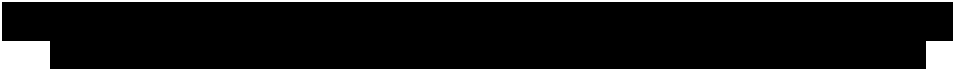
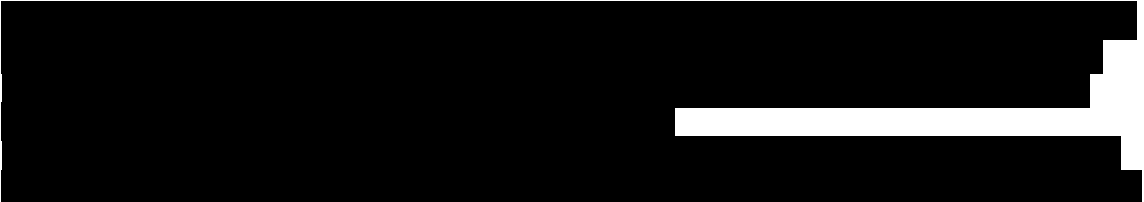


ISO	[REDACTED]	[REDACTED]	29/08/2008	01/07/2015
ISO	[REDACTED]	[REDACTED]	29/08/2008	01/07/2015
ISO	[REDACTED]	[REDACTED]	05/01/2011	05/01/2014
Please provide copies of the certificates you have given above or other proof of the qualifications.				Enclosed YES

### **Section H: Compliance**

	<p><i>Why do we need to know this? To ensure the resulting EDRMS will provide electronic records and document management in accordance with required standards.</i></p> <p>Tenderers are required to document in writing and in an easily verifiable manner how they propose to ensure the resulting configuration will meet the following compliances:</p>
1.	The resulting EDRMS will ensure Shropshire Council addresses the following: The National Archives, Records Management in SharePoint 2010 – implications and issues. <sup>3</sup>
1.1	<p>Configuration versus customisation.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

<sup>3</sup> <http://www.nationalarchives.gov.uk/documents/information-management/review-of-records-management-in-sharepoint-2010.pdf>

	<p>[Redacted]</p>
1.2	<p>Team site deletion</p> <p>[Redacted]</p>
1.3	<p>Metadata management</p> <p>[Redacted]</p>

	
1.4	<p data-bbox="263 1064 518 1097">Export of metadata</p>      



[Redacted]

1.5

Disposal

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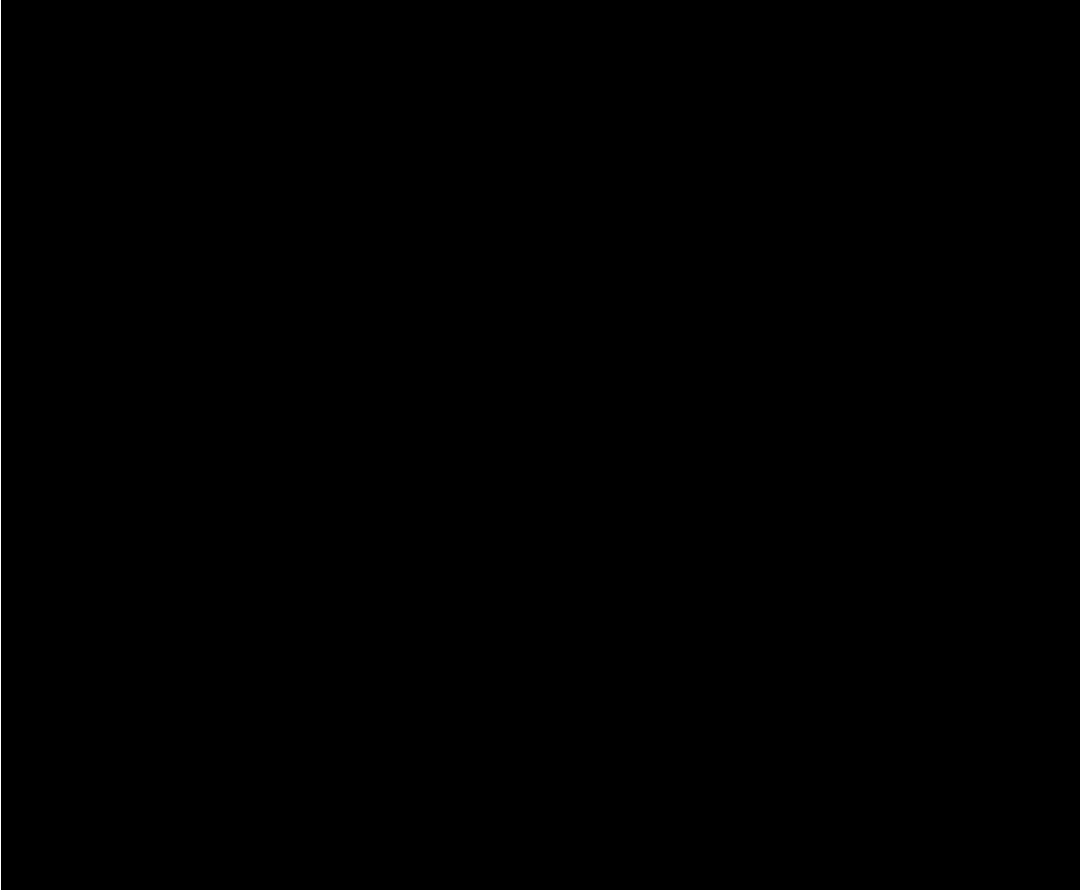

2	The resulting EDRMS will adhere to the following principles of MoReq2010 <sup>4</sup> :
2.1	<p>Good management of users and groups.(MoReq 3.2)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
2.2	<p>Interoperability between records systems. (MoReq 4.2)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>

<sup>4</sup> <http://moreq2010.eu/>

	<p>[Redacted text block]</p>
2.3	<p>Every record must be classified. (MoReq 5.2)</p> <p>[Redacted text block]</p>

	<p>[REDACTED]</p>
2.4	<p>Records are managed under different levels of aggregation. (MoReq 6.2)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
2.5	<p>Interoperability and metadata. (MoReq 7.2)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

	<p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>
2.6	<p>Disposal schedules are used to manage the life of entities. (MoReq 8.2)</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p> <p>[Redacted]</p>

	
2.7	<p>Disposal holds. (MoReq 9.2)</p> 

## Section I: Tender Schedule

1.	Pricing Schedule
1.1	<p data-bbox="316 376 1401 448">Set out the total costs in sterling and exclusive of VAT detailing stage payments. Ensure a total cost is clearly provided and is inclusive of all elements.</p> <div data-bbox="316 474 1401 582" style="background-color: black; height: 48px; width: 100%;"></div> <div data-bbox="316 609 1401 716" style="background-color: black; height: 48px; width: 100%;"></div> <ul data-bbox="316 743 1401 1227" style="list-style-type: none"><li data-bbox="316 743 1401 958">■ [Redacted]</li><li data-bbox="316 981 1401 1057">■ [Redacted]</li><li data-bbox="316 1079 1401 1227">■ [Redacted]</li></ul> <div data-bbox="316 1254 1401 1330" style="background-color: black; height: 34px; width: 100%;"></div> <div data-bbox="316 1357 1401 1433" style="background-color: black; height: 34px; width: 100%;"></div> <div data-bbox="316 1460 1401 1568" style="background-color: black; height: 48px; width: 100%;"></div>



2.	<b>Tender Specification Response</b>
	<p>Please complete Appendix 1<sup>5</sup>, providing a detailed response to all questions, in writing and in an easily verifiable manner. Wherever possible ensure evidence is provided to back up your responses.</p> <p>Clearly detail any aspect of the proposed solution that:</p> <ul style="list-style-type: none"> <li>• May require development or be provided by a third party or secondary supplier, giving details of how this will be managed and coordinated.</li> <li>• Is provided by SharePoint 2010 vanilla functionality.</li> </ul> <p>Please provide estimations of the extent of configuration to provide the required solution.</p>

---

<sup>5</sup> See Appendix 1 - Specifications Response

## **Appendix 1 Formatted Response**

commercial info

### 3.1 Knowledge Transfer

[Redacted text block]

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4.1 Provide an implementation programme showing the order in which you would

**propose to carry out services and deliver key milestones.**

[REDACTED]

**0.1 Stage 1: Analysis**

The following areas will require detailed analysis as part of the project:

- Information audit
- Development of Enterprise Information Architecture
- Records Management
- Document Management
- Creating an adequate taxonomy
- Classification and retention plan
- Metadata structure
- Workflow audit
- Information Management Policies
- Data Cleansing & migration

**0.2 Stage 2: Configuration**

- Site design
- Information Management Policies
- Workflow processes design
- Content Types
- Business Rules
- Taxonomy
- Metadata
- Navigation structure

**0.3 Stage 3: Implementation**

- Implementation of stage 2 items into POC, test and live environments
- Identifying content to be migrated, clean up content and determine what needs to be migrated
- Content rationalisation
- Content migration into EDRMS

## 0.4 Stage 4: Testing

- EDRMS functional requirements testing
- Accessibility testing
- Scenario testing
- Modular testing

## 10.2 WCAG Accessibility

[Redacted text]

## 1 Core Investments

[Redacted text]

### 1.1 Perceivable

- [Redacted text]
- [Redacted text]

### 1.2 Operable

- [Redacted text]
- [Redacted text]
- [Redacted text]

**1.3 Understandable**

- [Redacted]
- [Redacted]

**1.4 Robust**

- [Redacted]
- [Redacted]

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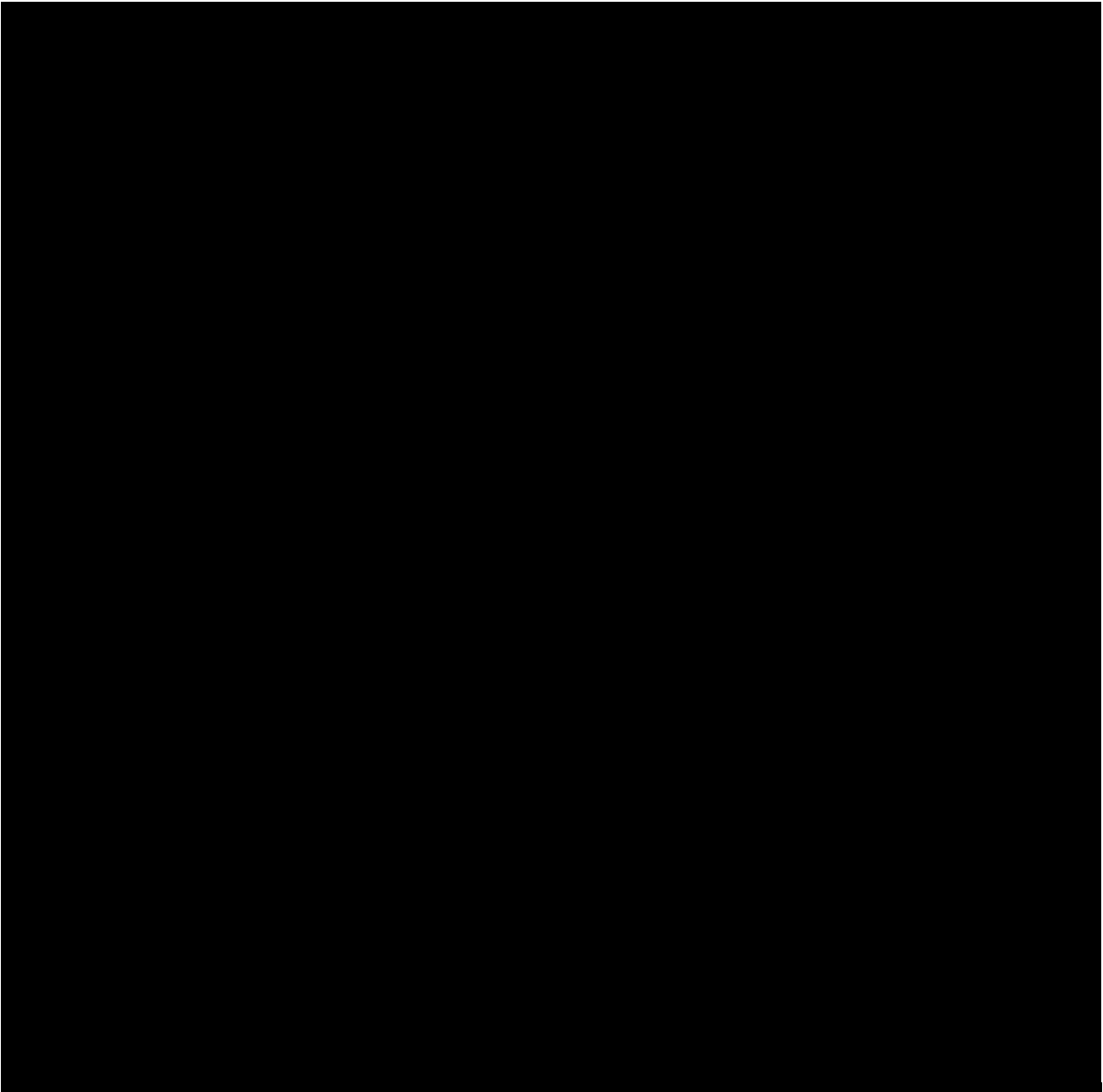
**10.4 Mobilization**

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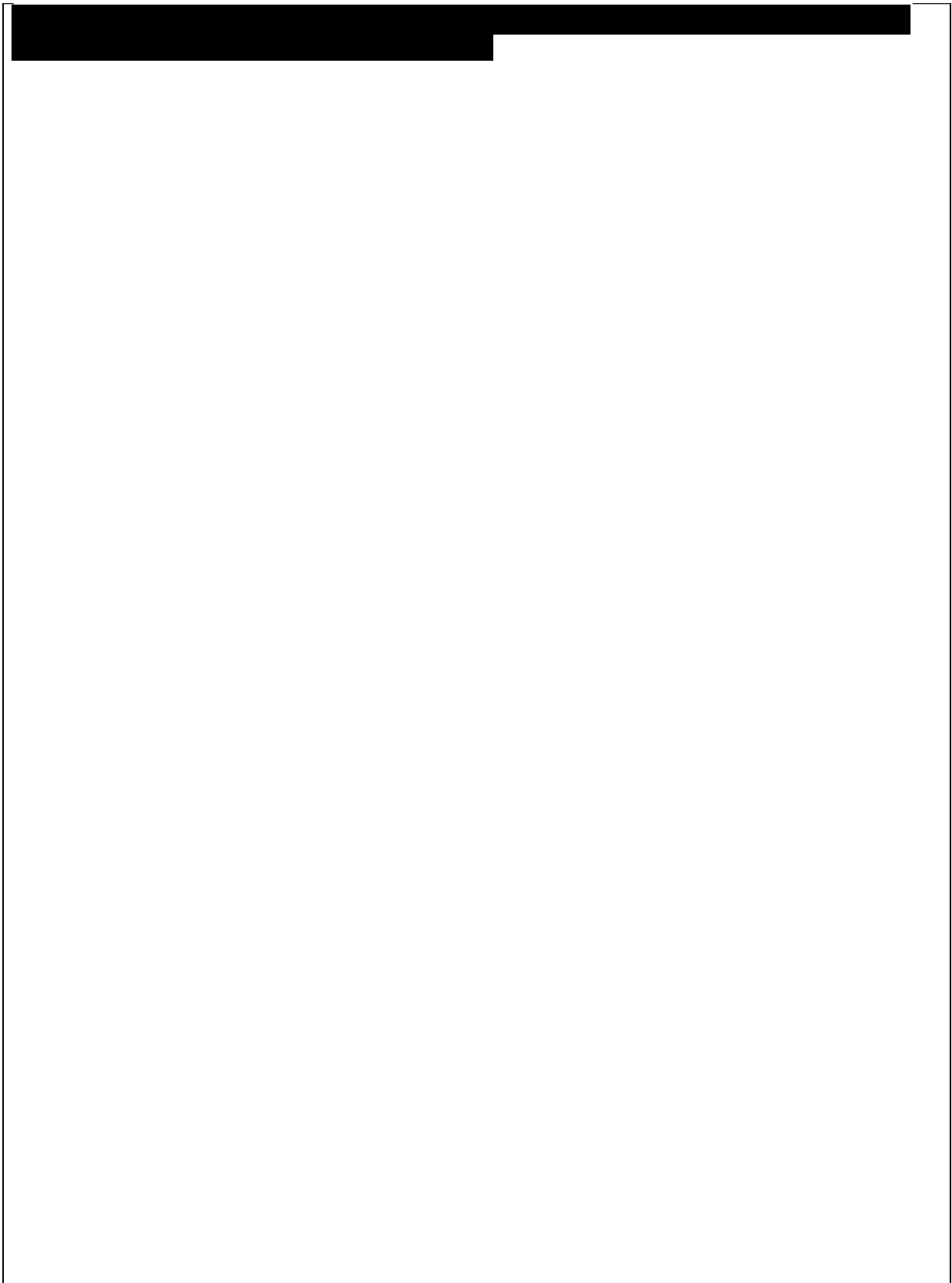


**2.1 Lord Chancellors Code of Practice**





commercial info





## Appendix 1 - Tender Response

	Tender specification	Supplier response	Maximum marks available
<b>1</b>	<b>General</b>	All responses indicate SharePoint Vanilla functionality	<b>75</b>
1.1	The EDRMS solution must be based on a scalable Microsoft SharePoint 2010 or later.	[Redacted]	5
1.2	Describe how your solution would avoid customizations and modifications except by configuration.	[Redacted]	10



	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
1.5	The solution must ensure transparent and seamless integration with Microsoft Office Productivity Suite (Word, Excel, PowerPoint, Outlook, Publisher, Lync) and other Microsoft based products.	[Redacted]	10
1.6	What support would the solution provide for templates?	[Redacted]	10
1.7	The user interface must be intuitive to users familiar with Microsoft Office products.	[Redacted]	5

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
1.8	Describe how your solution minimizes the duplication of documents.		5
<b>2</b>	<b>Standards</b>		<b>50</b>
2.1	Document in writing and in an easily verifiable manner how the solution will ensure Shropshire Council meets the following: <ul style="list-style-type: none"> <li>Section 46 of the Lord Chancellor's Code of Practice <a href="http://www.nationalarchives.gov.uk/information-management/projects-and-work/records-management-code.htm">http://www.nationalarchives.gov.uk/information-management/projects-and-work/records-management-code.htm</a></li> </ul>	see attached document - Appendix 1 Formatted response	20
2.2	Document in writing and in an easily verifiable manner how the solution will ensure Shropshire Council meets the following: <ul style="list-style-type: none"> <li>BS BIP 0008</li> </ul>		20

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
2.3	The solution supports best practice or recognized standards.	[REDACTED]	10
<b>3</b>	<b>Knowledge Transfer</b>		<b>65</b>
3.1	The project's approach and ultimate aim is to enable Shropshire Council to become self sufficient in supporting and maintaining the solution. Explain how you propose to ensure the knowledge transfer is successful and evidence other projects where you have done this before, particularly where projects have resulted in self sufficiency for customers from yourselves as supplier.	see attached document - Appendix 1 Formatted response	40
3.2	Shropshire Council will provide resources and staff to achieve self sufficiency. Provide details of required skill levels and commitment.	[REDACTED]	25
<b>4</b>	<b>Methodology and Experience</b>		<b>85</b>
4.1	Provide an implementation programme showing the order in which you would propose to carry out services and deliver key milestones.	see attached document - Appendix 1 Formatted response	20



	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
4.5	Provide details of your organization's Microsoft SharePoint EDRMS experience. Please provide supporting evidence, including accreditations.	[Redacted]	20
<b>5</b>	<b>Email</b>		<b>35</b>
5.1	How would you provide for a records management solution for retaining email conversation threads where required.	[Redacted] appropriate	25
5.2	Under all circumstances we wish to avoid sending copies of documents and would like to share links to documents via email and unified communications tools, e.g. Lync, unless absolutely necessary. See table 2 for details of Windows desktop environment.	[Redacted] EDRMS good practice and creates potential duplication of unmanaged content.	10



	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
<b>6</b>	<b>Records Management and Disposal Processing</b>		<b>80</b>
6.1	Describe how your solution ensures records and associated metadata can be relied on as an accurate record.	[Redacted]	15
6.2	The solution manages retention schedules.	[Redacted]	15
6.3	Provide details how the system will maintain the integrity of the content.	[Redacted]	15
6.4	Describe how your solution will remove the need for network drives and other storage media and prevent the unnecessary creation of hardcopy records.	[Redacted]	5
6.5	The solution must provide the ability to locate external artifacts. E.g. Images, CRM cases, recordings, hardcopy	[Redacted]	5

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
6.6	Describe how your solution would provide for archival storage.	[REDACTED]	5
6.7	The solution must provide the ability to manage password protected documents.	[REDACTED]	5
6.8	Describe how the solution provides an audit trail.	[REDACTED]	15
<b>7</b>	<b>Data Migration</b>		<b>60</b>
7.1	Migration should be 'lossless' and should not divest entities of any significance, content or context.	[REDACTED]	10



	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
	What reporting capabilities would the solution provide?	[REDACTED]	15
<b>9</b>	<b>Metadata</b>		<b>20</b>
9.1	How would your solution provide for classification schemes?	[REDACTED]	10
9.2	Describe how your solution would enable utilising of metadata.	[REDACTED]	10
<b>10</b>	<b>Accessibility</b>		<b>40</b>
10.1	How would your solution ensure all documents and records are accessible by authorized users in accordance with information security classification and user access profile?	[REDACTED]	10
10.2	Document how the solution will ensure Shropshire Council meets the following: <ul style="list-style-type: none"> <li>Any rendering of information held within the EDRMS for purposes of display on public-facing websites must at least comply with WCAG 1.0 AA accessibility standards (in practice we are working towards version 2)</li> </ul> <a href="http://www.w3.org/TR/WCAG10/">http://www.w3.org/TR/WCAG10/</a> <a href="http://www.w3.org/TR/WCAG20/">http://www.w3.org/TR/WCAG20/</a>	see attached document - Appendix 1 Formatted response	10

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
10.3	What are your suggestions on how the solution could enable improved accessibility for users.	[Redacted]	5
10.4	What support would the solution provide for mobilization to allow access via mobile devices, including smart phones and tablets, e.g. iPads.	see attached document - Appendix 1 Formatted response	10
10.5	Describe how your solution would enable internal and external knowledge sharing and collaboration.	[Redacted]	5
<b>11</b>	<b>Search and Retrieval</b>		<b>15</b>
11.1	Give indicative search response times for document retrieval based on the infrastructure you have recommended.	[Redacted]	10
11.2	How would your solution support users to find the specific document/s they require?	[Redacted]	5
<b>12</b>	<b>Integrity and Security</b>		<b>40</b>

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
12.1	The solution must minimize the impact of upgrades to Microsoft SharePoint and its dependent components.	[Redacted]	10
12.2	How would your solution apply security classification and policies?	[Redacted]	10
12.3	How would your solution maintain data integrity?	[Redacted]	10
12.4	Describe how your solution maintains version control for all documents and records.	[Redacted]	10
<b>13</b>	<b>Workflow</b>		<b>20</b>
13.1	How would your solution provide the ability to manage workflows, including event driven alerts?	[Redacted]	5
13.2	How would your solution ensure scanned documents and associated metadata can be routed to appropriate locations managed by the EDRMS and ensure workflows can be triggered based on the document type arriving at these locations.	[Redacted]	10

	<b>Tender specification</b>	<b>Supplier response</b>	<b>Maximum marks available</b>
13.3	How would your solution support electronic signatures?		5

# **Shropshire Council TON007 Pricing Schedule**

**Prepared for Shropshire Council by Altran**



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## 0 Document Control

### 0.1 Key Personnel

Role	Name	Signature/Date
██████	██████	01/12/12

### 0.2 Document History

Date	Version	Reason for Change
09/01/12	0.A	Initial Draft

### 0.3 References

Reference	Description	Version
1.0	TON007 Tender Document	0.1

### 0.4 Glossary

SC	Shropshire Council
RM	Records Management
EDRMS	Electronic Document & Records Management System
OOTB	Out Of The Box
MS	Microsoft
AD	Active Directory
POC	Proof of Concept

## 1 Considerations

- 1.1.1 Any reference to “best practice” and SharePoint indicates best practices defined by Microsoft.
- 1.1.2 Reference to SharePoint indicates Microsoft SharePoint Server 2010.

---


## 2 EDRMS Solution

We envisage this project will be a 4 stage process (with a number of sub phases) of implementing the EDRMS solution.


Each milestone represents a payment stage.

### 2.1 Stage 1: Analysis - Milestone


The following areas will require detailed analysis as part of the project:

- Information audit
  - Development of Enterprise Information Architecture
  - Records Management
  - Document Management
  - Creating an adequate taxonomy
  - Classification and retention plan
  - Metadata structure
  - Workflow audit
  - Information Management Policies
- 

### 2.2 Stage 2: Configuration - Milestone

- Site design
  - Information Management Policies
  - Workflow processes design
  - Content Types
  - Business Rules
  - Taxonomy
  - Metadata
  - Navigation structure
- 

### 2.3 Stage 3: Implementation - Milestone

- Implementation of stage 2 items into POC, test and live environments
- 

## 2.4 Stage 4: Testing - Milestone

- EDRMS functional requirements testing
- Accessibility testing
- Scenario testing
- Modular testing

[REDACTED]

## 2.5 ERDMS Cost

[REDACTED]

---

## 3 Email Management Solution

### 3.1 Analysis - Milestone

- Identify means of associating email with classification schema
- Identify process for mail enabled libraries
- Identify any workflows required for processing



### 3.2 Configuration - Milestone

- Configure library email processing
- Configure workflows



### 3.3 Testing - Milestone

- Test email management processing



### 3.4 Email Management Cost



## 4 EDRMS Extraction

Where possible Altran will look at the most cost effective methods for legacy system migration.

It may be the case that the legacy data migration would be met by a simple routine or script which again will be passed on to SC operatives to avoid additional costs.

### 4.1 Analysis - Milestone

- Pre Migration - ensure duplicate, redundant and obsolete documents are cleansed from the legacy system – SC 4 days
- Pre Migration - ensure metadata is complete and accurate – SC 5 days
- Pre Migration - identify legacy system data architecture (database, file store and metadata repositories) - Altran 2 man days
- Extraction - extract legacy documents and metadata to file share SC 2 days
- Analysis - Analyse extracted data to identify correlation between metadata and document objects - Altran 2 man days.
- Analysis - Identify where the documents will sit in the EDRMS classification scheme - SC 2 days.
- Analysis - Identify metadata mapping from legacy to EDRMS - SC 2 days
- Analysis - Identify metadata discrepancies and action plan for mapping issues - Altran 2 days
- Analysis - Identify best approach to migration (tool or manual) - Altran 2 days

### 4.2 Development - Milestone

- Development - Develop tool/manual process to migrate and map legacy data into EDRMS - Altran 2 days

### 1. Test - Milestone

- Pre Migration Test - Test developed tool/manual process against subset of legacy data - Altran 1 day.
- Post Test Analysis - Identify errors and issues and resolve - Altran 2 days

### 4.3 Training - Milestone

- Train Users - Train SC users on tool/manual process use. - Altran 1 day
- Retest - Retest pre migration with trained users - Altran 1 day

#### 4.4 Migration - Milestone

- Migration - migrate legacy data using tool/manual process - SC 4 days
- Assurance - ensure migrated data conforms to legacy data - SC 2 days.

#### 4.5 EDRMS Extraction Cost





---

## 5 Network Drive Migration

### 5.1 Analysis - Milestone

- Analysis of legacy file share composition, nature and metadata
- Analysis of mapping from file shares into classification scheme

[Redacted]

### 5.2 Advice & Guidance

- Recommend process for migration of files
- Recommend process for metadata completion

[Redacted]

### 5.3 Network Drive Migration Cost

[Redacted]

## 6 Pricing, Payment and Terms

The following charges are provided on a "Fixed Price" basis in GBP (£) and exclude VAT which will be applied where appropriate and at the prevailing rate.

Following a suitable purchase order, no up-front payment is required and days will be billed on a milestone basis according to delivery.

Functional Delivery	Man Days
EDRMS System	[REDACTED]
Legacy System Migration	[REDACTED]
Data Cleansing & Migration (Optional)	[REDACTED]
Email Management (Optional)	[REDACTED]
<b>Total</b>	[REDACTED]
[REDACTED]	[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

### 6.1 Scope Changes

[REDACTED]