



Waltham Abbey Town Council

Tender for The Management of Tennis Courts at Larsens Recreation Ground, Waltham Abbey

Name of Authority	Waltham Abbey Town Council
Tender Return Date & Time (deadline)	1st May 2024 12pm

CONTENTS OF THE Invitation To Tender (ITT)

This ITT comprises:

Introduction

Tender completion information and submission of tender

The evaluation criteria

The evaluation model

INTRODUCTION

Each Tenderer's business proposal response should be detailed enough to allow the Authority to make an informed decision.

TENDER COMPLETION INFORMATION

DEADLINE FOR RECEIPT OF TENDERS

Tender responses shall be submitted in the manner prescribed within this ITT and by no later than 12.00 p.m. on the date shown within the timetable set out above or any subsequent date or time that may be communicated by the Authority in accordance with the ITT instructions. Any Tender that is received after the specified submission date may not be opened or considered. The Authority may, however, in its own absolute discretion, extend the submission date and in such circumstances the Authority shall notify all Tenderers of any change.

SUBMISSION OF TENDER

Sealed tender proposals are to be submitted to the following address by the deadline above.

Private and Confidential

Town Clerk

Waltham Abbey Town Council

Town Hall

Highbridge Street

Waltham Abbey

EN9 1DE

For any queries relating to submissions, please direct your questions to townclerk@walthamabbey-tc.gov.uk

****Tender proposal documents are not to exceed 20 pages in length.***

REFERENCES

Tenderers may be requested to supply references. References will be used to verify the technical proposals put forward in the Tender and will not be scored. The Authority reserves the right to seek references from any of the Tenderer's customers, including the Authority, whether or not the Tenderer has listed such customers as referees.

CONTRACT AWARD

Contract award is subject to the formal approval process of the Authority. The Authority does not bind itself to accept the lowest or any offer. Once the Authority has reached a decision in respect of a framework contract award, it will notify all Tenderers of that decision.

EVALUATION CRITERIA

Evaluation Criteria	Weighting
Technical	45%
<p>Question 1: Service Delivery</p> <p>Please provide a method statement covering how you will meet the main points set out in the specification document, including but not limited to performance targets, operational processes and procedures including health and safety, programming including how you will engage with the local communities and target groups as well as coaching, equipment, maintenance and performance reporting to the council.</p>	15%
<p>Question 2: Experience</p> <p>Please provide demonstrable evidence of how your previous experience in delivering tennis facilities using tennis courts in parks will be of benefit in delivering this project.</p>	7%
<p>Question 3: Pricing Strategy</p> <p>Please detail your Pricing Strategy and how the Strategy ensures that it meets the Council's requirements as detailed in the specification and in particular the need for equality of access and sustainability. Please include an example or a year-on-year breakdown of proposed coaching programmes for the duration of the contract, alongside your financial projections from the court booking and coaching.</p> <p>Detail on how you will deliver LTA Free Park Tennis and provide information on any other concession priced or free activities that will be offer at the park site, specifying whether these will be during peak or off peak periods as referenced in the specification.</p>	13%
<p>Question 4: Customer Service</p> <p>Please provide details of the customer service policies and procedures you would put in place to include the following areas: • Booking processes for those who may be digitally excluded • Refunds or credits procedure • Complaint's procedure</p>	5%
Question 5: Organisational Resources	5%

Please provide an organisation chart and schedule of proposed posts to meet the needs of the contract at managerial and operational levels including the skills and experience that would be required by the post holders of the various posts.	
Quality/Technical threshold score = 25% out of the 45%	
Social Value	15%
Bidders must complete a social value plan based upon research into the local area and its economy.	15%
Price	40%
All proposals that pass the quality threshold score will be evaluated for price. Bidders must complete the pricing schedule	40%

TENDER EVALUATION MODEL

SCORING METHODOLOGY – FOR QUALITY

Each criteria will consist of a number of questions in the form of an online questionnaire (sub criteria).

Questions will be scored using the scoring methodology below.

Each written response will be evaluated using the following basic assessment criteria (where applicable):

Confidence	a) Does the proposal/response answer the question?
	b) Does the proposal/response align with the Councils requirements (& the spec)?
	c) Is the proposal/response persuasive?
Evidence	d) Does the proposal/response provide evidence to back up its claims?
	e) Is the proposal/response operationally viable?
	f) Is the proposal/response deliverable and sustainable?
	g) Is the proposal/response financially viable?

Each question response will be assessed and scored using the following simple scoring methodology:

Score	Description
0	The information required is either omitted or fundamentally fails to meet the relevant submission requirements or to address the Council's requirements. Insufficient evidence to support the proposal to allow the Council to evaluate. Unacceptable.
1	The information submitted has insufficient evidence to demonstrate that the relevant submission requirements or the 'Council's requirements can be met. Significant omissions, serious and/or many concerns. Poor.
2	The information submitted has some minor omissions in respect of the relevant submission requirements or the Council's requirements. The tender satisfies the basic requirements in some respects but is unsatisfactory in other respects and raises some concerns. Fair.
3	The information submitted provides some good evidence to meet the relevant submission requirements or the Council's requirements and is satisfactory in most respects and there are no major concerns. Good.

4	The information submitted provides good evidence that all the submission requirements or the Council's requirements can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence. Very Good.
5	The information submitted provides strong evidence that all the submission requirements or the Council's requirements can be met and the proposal exceeds expectation i.e. exemplary in the industry provides full confidence and no concerns. Outstanding.

The appropriate weighting as stated in the evaluation criteria above will then be applied to the individual scores.

Tenderers scoring ZERO against any single criteria may be disqualified from the process.

SOCIAL VALUE EVALUATION

Scoring methodology for social value please refer to the social value guidance document.

PRICING EVALUATION

Only Tenders that pass the required threshold in the Quality/Technical evaluation (final submission) will be included in the price evaluation.

Best (highest) price receives the maximum score available in this section; the remaining bids receive a score pro rata to the best price using the following calculation.

Highest bid = maximum points Tenderers Bid x maximum points available Highest Bid

Following the evaluation of all Tenders in this procurement the Authority will request from the highest scoring Tenderers who may be awarded the contract all documentary evidence to validate the information that has been provided in the Selection Questionnaire (SQ). The required information will include (but may not be limited to:

1. 2 years Audited accounts (or other equivalent financial information)
2. Insurance Certificates
3. Business Continuity Plan
4. Health and Safety Policy
5. Safeguarding, Equality and Diversity Policy

Tenderers will be required to submit the requested information to the Authority directly to the Town Clerk within 3 working days of receipt of the Authority's written request to do so. This is necessary to ensure the proper conduct of the procurement and permits the Authority to satisfy itself that the self-certified information provided in the SQ is correct. If the relevant documentary evidence referred to in the SQ is not provided upon request and within the 3 working day timeframe we reserve the right to amend the contract award decision and award to the next compliant Tenderer, or to re-run or abandon the procurement.

FINAL EVALUATION & AWARD RECOMMENDATION

After all bids have been assessed following the process outlined above, the highest scoring tenderer(s) will be recommended for award of the contract(s). Technical, Social Value and Price scores will be combined to produce final scores for all bidders that have passed the quality/technical threshold.

The award of a contract will then be subject to the internal approval processes and governance of the Authority.