



Request for QUOTE

Project: Online engagement and consultation platform

Dept/Section: Corporate Strategy

Project Owner: Esther Pickard

Required Start date: 14 March 2023

Contract Duration (including extensions): 5 years and a total of a possible 4 years extension (+2 and +2)

Project Number: [DN642881](#)

Date and time of return: 5 December 2022

1. Introduction

Consultation and engagement are at the heart of the work of Cambridge City Council. Understanding the needs of residents is essential to our decision-making and the provision of efficient and effective public services. Our approach to consultation is set out in our [Code of Best Practice on Consultation and Community Engagement](#).

We are looking to procure an online engagement platform to:

- strengthen engagement with residents, businesses and communities by providing a range of online tools to allow officers to communicate, interact and enter into dialogue with them
- widen participation in consultations and help us engage a range of different audiences
- improve the quality and consistency of our consultations and engagement

The quote should include support in building the platform and staff training in its use during a preparation period prior to the public launch of the platform.

The license to use the platform should allow for multiple administrators, unlimited project managers and project folders.

2. Timescales

The timescales for this quote are below and a response is required by

Monday 5 December 2022

- Request for Quote issued – Monday 14 November 2022
- Lines of communication open – Monday 14 November 2022
- Lines of communication close – Thursday 1 December 2022
- Deadline for return of tenders – Monday 5 December 2022 – 12:00
- Sign off on successful bidders / notification to bidders – no later than Friday 16 December 2022
- Contract Commences – Tuesday 14 March 2023

Cambridge City Council reserves the right to amend timescales due to unforeseen circumstances. In the event of timescales being revised all bidders will be notified in advance.

3. Questions and Answers

Bidders are able to seek clarification or explanation of the details of this RfQ and are asked to submit them via the Proactis portal.

Responses to any questions will be given (via the portal) within 48 hours.

Questions raised and answers given may form part of the final contract.

4. Overview of Requirements and Specification

This project will be judged on a price/quality split of 30% Price and 70% Quality.

Below is the requirement that will assist you in completing your submission for this work. The criteria for assessing your bid will be in Section 5 Submission and Quality and Section 6 Pricing

Requirements for the project

Table 1: Essential features of the online resident engagement platform

Feature	Description	Yes/No
General		
Facilitates online resident engagement	The services will involve providing an online platform to allow the council to connect with residents, businesses, and communities, engaging them in decision-making based on real time data and building trust through dialogue in the short and longer-term.	Yes
Allows resident input management	Reaching people where they are through multiple tools allows a broader range of residents to be reached and to have their say. Managing this input from different sources needs software that can make sense of all the data collected and identify actionable insights. Information security management system (ISMS) to be based on the ISO 27001 specification that describes how documentation, internal audits, continual improvement, and corrective and preventive action are handled.	Yes
Is GDPR compliant and UK hosted	To allow personal data to be collected, with the consent of participants, that is needed for the integrity of the consultation the product will comply with GDPR requirements and facilitate this within its tools and operations. Data storage and processing locations will be in the UK and EEA.	Yes

Cloud deployed and uses public cloud software	The public cloud allows computing services offered by third-party providers over the public internet, making them available to anyone who wants to use them. The service will be free of charge.	Yes
Provides an online consultation toolbox and analytics that allow:		
Interactive mapping	The platform should offer a variety of ways to consult communities that is provided in one place. This will include tools to help consult (Surveys and Polls), involve (Options Analysis and Mapping) and empowerment (Suggesting Proposals).	Yes
Surveys		Yes
Polls		Yes
Forums		Yes
Citizen proposals		Yes
Online workshops		Yes
Email campaigns		Yes
Web chat support		Yes
Survey analysis	The product will offer dashboards to help extract data and to cluster ideas and extract keywords. All relevant metrics will be available for analysis. Data can be exported to allow for more in-depth analysis.	Yes
Project reports and publishing	Tools are available to keep track of projects and to manage content in real time. Project templates are available to achieve quicker set ups and once the project is over the sharing of findings.	Yes
Key dates and milestone function		Yes
User and demographics dashboard		Yes
Provides users of the service with:		
Easy to use with a range of web browser interfaces	Supports full range of browsers inc. Microsoft Edge, chrome 40 and above, Firefox 35 and above.	Yes
Client owned data	The data entered in the platform remains in the ownership of the council.	Yes
Identity authentication	Administrators and project moderators in the council are authenticated to use the management interfaces and support channels in the product. The application layer will have a permission system that specifies access policies for every user role and every read/and write action on every data resource.	Yes
Moderation of inappropriate content	The platform will provide mechanisms to allow community reporting of inappropriate content. The platform should come with a built-in profanity blocker, automatic detection and give triggered warnings to administrators to review inappropriate content.	Yes
Hosting of documents, videos and images	The platform will enable documents and other supporting videos and images to be uploaded to it and then referred to within it, in support of the giving of information and to encourage involvement.	Yes
Unlimited participation	There should no restrictions on the number of people who can use the site.	Yes
Multiple project admins	Administrators from different departments can offer support in preparing consultations for project managers, looking to utilise the range of tools, as appropriate to promote participation.	Yes
Multiple projects	Project managers can run their projects, receiving	Yes

	appropriate feedback on the progress of consultations, providing findings and signalling next steps. A number of different projects can be run at the same time.	
Configurable logos and visuals and maintain and provide a clean layout	The platform can be styled to fit the council's brand and provide a clean layout to assist participation and accessibility.	Yes
Keyword tagging	To assist in navigating around the site.	Yes
Use with all screen sizes	Mobile devices, especially, are in common use by consultees and the platform and its tools will be designed for use on a variety of screen sizes.	Yes
Provides user support and onboarding with:		
Preparation and launch support	Support to build the platform, staff training, user documentation, answers to frequently asked questions as a resource and telephone support during working hours for more detailed questions. A single point of contact (account manager) to help resolve any issues with support and development will also be provided.	Yes
Data extraction and end of contract process	The ability to extract all the data from the platform at any point during the duration of the contract and for the supplier to delete all data not extracted within 12 months at no additional charge.	Yes
API access	In addition to the manual export of data an Application Programming Interface (API) will allow other applications to exchange data with the software.	Yes
High availability, resilience and vulnerability testing.	The target for the guaranteed availability of the service shall be 99%, measured monthly, excluding scheduled maintenance. Asset protection should comply with a recognised standard and an IT Health Check carried out as part of a vulnerability and penetration assessment.	Yes
Accessibility standards and testing	The platform is compliant with WCAG 2.1 AA guidelines (https://www.w3.org/TR/WCAG21/), in line with the European directive on accessibility for government websites and mobile applications. Accessibility testing is carried out in line with WCAG standards.	Yes
WAI accessibility	Uses WAI-ARIA technology to reduce accessibility problems by adding in further semantics that browsers and assistive technologies can recognise and use, to let users know what is going on.	Yes
Additional features	May offer additional features that are beneficial, not shown in the above.	Yes

The contract duration will be 5 years, with an option to extend for up to an additional 4 years (+2 and +2) subject to the agreement of both parties.

5. Terms and Submissions – Quality Questions

As part of your quote, please provide the following 3 quality elements:

1. **Complete and return Table 1** as part of your quote, stating “Yes or No” if your platform meets the essential features. (pass/fail)

Pass/Fail – yes=pass and no=fail, bidders who fail any elements may be deemed non-compliant.

2. A **statement of no more than 2,000 words**. The statement should describe the key features provided by your online platform, the extent of preparation, training and onboarding support to be given in the lead up to the platform’s launch, and the number of administrator and project leads that the council would be permitted as part of the license agreement. You must also confirm in the statement that you can meet the timescale required for the provision of the service (see section 2).

3. The **detailed terms of your license** that will apply to the council’s use of the platform as a separate document, with the quote. (pass/fail)

Pass/Fail – The Council Legal team will review the license to confirm acceptance.

The form of contract that will be used for this opportunity will be Standard Services Contract (attached).

All quality narrative submitted will be judged using the following criteria

Score	Description	Definition
0	No response	Response has not provided relevant information to answer the requirement
1	Poor	Response is only partially compliant but has serious deficiencies and does not meet the requirements. Unlikely to be able to deliver the contract requirements.
2	Weak	Response is mostly suitable, but with some missing elements. This indicates that not all the requirements would be met and indicates there would be some difficulty in delivering some elements of the requirement.
3	Good	Response mostly covers the requirement but has minor issues in some areas. Most of the requirements are met but there would be some minor shortfalls

4	Strong	Response is compliant, showing the requirement can deliver the requirement fully
5	Excellent	Response is compliant, and demonstrates a comprehensive understanding of the requirements and the solution will provide additional benefits beyond the stated requirement

Please complete the table below and submit your pricing with your proposal. This should show the total cost (excluding VAT) and will represent the maximum payments that will be made.

6. Pricing

Requirement	Cost
Implementation fee (technical setup of the platform, kick-off meeting and training)	Included in annual fee
Provision of platform, including purchase of license and ongoing support- 5-year contract	£50,000 (@£10,000 p.a)
Provision of platform, including purchase of license and ongoing support- option to extend for 4 years in total every 2 years (+2 and +2)	£22,000 (@11,000 p.a)

Scores will be assigned as laid out below, Tender Price by measuring each price against the lowest compliant price submitted in line with the criteria laid out in the pricing. The lowest priced offer will achieve the maximum score and any prices above the lowest will be allocated a score based on the following formula:

$$\text{Price Score} = \frac{\text{Lowest tender price}}{\text{Your tender price}} \times [40]$$

For example, based on a notional figure of £1,500 for the lowest tender price, scores would be awarded as follows:

Supplier	Tender Price	Price Score awarded (40%)
A	£1500	40.00
B	£1750	34.28
C	£2000	30.00
D	£1550	38.70
E	£1850	32.43

As part of your submission please complete the following form and upload with your submission documents.

7. Form of Tender

To: Cambridge City Council

Reference – RfQ for Online Resident Engagement Platform

	Question	Response
1	Name, position and address of principal contact to where any future correspondence is to be sent in connection with this matter	Mr Jonathan Bostock 29 Francis Road, Edgbaston, Birmingham B16 8SN Director
2	Contact telephone and e-mail	Jonathan.bostock@yourplaceyourspace.com Mob: 07432 637322 / 0121 410 5520
3	Full name of organisation in whose name the tender would be submitted	Your Place Your Space Limited
4	Address / registered office	15 Colmore Row, Birmingham B3 2BH
5	Principal place of business, if different from above	29 Francis Road, Edgbaston, Birmingham B16 8SN
6	Legal status (e.g. partnership, private, limited company).	Limited
7	Registered company number	07388106
8	Registered VAT number	GB103824837
9	Date of Formation	2015
10	Proof of insurances for	


	<p>Public Liability £5m</p> <p>Product Liability £2m Should include a standard one-year warranty of defects. Please state expected lifetime of product and ongoing maintenance requirements.</p> <p>Employers Liability £5m</p> <p>Professional Indemnity £2m</p> <p>NB should you not have insurance at this level please confirm your current insurance values</p>	<p>Policy no RSAP4828080300 Exp Date 7th February 2023 PIB insurance Broker</p> <p>Policy no RSAP4828080300 Exp Date 7th February 2023 PIB insurance Broker</p> <p>Policy no RSAP4828080300 Exp Date 7th February 2023 PIB insurance Broker</p> <p>Policy no 00028470PIC Exp Date 21st February 2023 PIB Insurance Broker</p>
<p>The following questions are For Information only</p>		
<p>NB There is no obligation to answer the following questions they have no bearing on the outcome of this RfQ. This is to assist the council in information gathering only. However, we would be grateful for your cooperation.</p>		
O1	<p>Does your organisation pay all employees the REAL Living Wage? www.livingwage.org.uk/what-real-living-wage</p>	Yes
O2	<p>Does your organisation have REAL Living Wage accreditation?</p>	No

I / We understand that:

- (a) We have read and understood the RfQ and conditions of contract issued by the Council for the provision of the above service. We are fully satisfied that we can meet, in all respects, the requirements of the Council. We have had the

opportunity, before we submit our tender, to ask the Council for clarification of anything we did not understand. We agree only to submit one tender.

- (b) We offer to perform and complete the work in accordance with the requirements, the conditions of contract and our tender for the prices shown in the attached quote and to hold the price open for 90 days.
- (c) In submitting this quote, we confirm that we have not taken part in any corrupt practices or collusion and that the offer made is genuine and competitive to the best of our ability.
- (d) We are not aware of any Conflicts of Interest between the Council and our organisation.
- (e) We confirm that if our quote is accepted, we shall, upon demand:
 - Produce evidence that all relevant insurances and any other documents requested.
- (f) We understand this quote must be returned via the portal and that all correspondence will be/has been via the same portal.
- (g) Information submitted through the portal will be held by Pro-actis in accordance with their processes. As such, please only submit commercially sensitive and personal information where essential to the delivery of the contract – please clearly mark where this applies

Role	Director
Name	Mr Jonathan Bostock
Signature	
Date	1 st December 2022

8. General Information

Cambridge City Council is not bound to accept any of the proposals submitted. If there are concerns over any aspects of a bidder's proposal, the Council reserves the right to choose the next best placed supplier. Any concerns will be notified to the bidder in advance of any decision, to allow the opportunity for further clarification.

Bidders shall accept and acknowledge that, by issuing this RfQ, the Council shall not be bound to accept any offer or bid and reserves the right not to conclude a Contract for any or all of the requirements as stated in the RfQ documents for which priced submissions are being invited.

The Council reserves the right to amend, add to or withdraw all or any part of this RfQ at any time during the procurement exercise.

This is a simple single stage process. You may only make a single submission. Your submission will be reviewed by one or more officers of the Council who will make a decision on the appointment. This decision is final.

The timetable above gives expected/indicative timeline for the appointment. The Council has every intention of staying within these time scales however, it does reserve the right to vary any part of the schedule should there be a requirement to do so. Should this happen you will be kept fully informed.

The Council may undertake independent financial checks to ensure the suitability of the bidder.

9. Check List for uploading

- Complete and return **Table 1** as part of your quote, stating "Yes or No" if your platform meets the required features (see section 4)
- A **statement of no more than 2,000 words**. The statement should describe the key features provided by your online platform, the extent of preparation, training and onboarding support to be given in the lead up to the platform's launch, and the number of administrator and project leads that the council would be permitted as part of the license agreement. The council is looking for at least 8 administrators and unlimited project managers as a part of a license. You must also confirm in the statement that you can meet the timescale required for the provision of the service (see section 5)
- The **detailed terms of your license** that will apply to the council's use of the platform as a separate document, with the quote (see section 5)
- The **pricing table** (see section 6)

- The **form of tender** document (see section 7)

Please ensure that all these documents are uploaded by the closing date and time.