



## TITLE OF PROJECT NHMF 310

<b>Organisation</b>	National Heritage Memorial Fund
<b>Department</b>	Business Services
<b>Title of procurement</b>	<b>Surface Pro Computer Refresh</b>
<b>Brief description of supply</b>	Implementation of 3 year program to refresh all computer devices across the organisation. 360 computer devices will be replaced in a phased rollout. The enhanced devices will fully enable hybrid working, and will give end users greater computing capability, whilst closely aligning with the green impact scheme.
<b>Estimated value of tender</b>	£485,000 ex VAT.
<b>Estimated duration</b>	NOT APPLICABLE
<b>Name of NLHF Contact</b>	ROB HICKMOTT
<b>Timetable</b>	Response deadline: 4 <sup>th</sup> April 2022 Question & Answers Period End: 31 <sup>st</sup> March 2022 Confirmation of contract: 6 <sup>th</sup> April 2022 Commencement of supply: 21 <sup>th</sup> April 2022 Completion of supply: 30 <sup>th</sup> November 2022

## **1 Overview**

- 1.1 The Heritage Lottery Fund (NLHF), now the National Lottery Heritage Fund was set up in 1994 under the National Lottery Act and distributes money raised by the National Lottery to support projects involving the national, regional and local heritage of the United Kingdom. We operate under the auspices of the National Heritage Memorial Fund (NHMF). Since April 2013 we have been operating under our current Strategic Framework: 'A lasting difference for heritage and people'. See the [NLHF website](#) for more details.
- 1.2 To enabled continued end-user integration with our corporate IT systems and applications, our end user computing devices need to be regularly replaced to keep up with industry standards. Whilst our current devices have served us well in moving fully to a cloud computing set-up, we are starting to see that the specification of those devices needs to be enhanced to enabled a continued hybrid way of working. With our corporate IT approach aligning to Microsoft service and product offerings, the new Microsoft Surface 8 matches and delivers all of the enhancements needed to match new hybrid corporate ways of working.

## **2 Requirements**

- 2.1 The following equipment will be required:
- 360 Microsoft Surface Pro 8 i7 processor with 16 GB RAM, and 256 GB Hard drive space
  - 360 Microsoft Surface Pro 8 Keyboard\Covers English\UK configuration
  - 360 Microsoft Surface Pro 8 Pens
  - Continued Support with a provider
  - Available to hold stock & Partial Ship until end of project (Nov '22).
  - Access to Software trials and device evaluations (short-term device loans)
  - Trade in options on old devices
  - Replacement Surface immediately upon request without waiting for return of defective unit
  - Free shipping,
  - 60-day returns for Surface for Business devices.
  - 5 Virtual trainings events
  - Customized out-of-box experience of preconfigured apps and settings, and then deploy to employee devices via the cloud.
  - Free deployment support
  - 90 days free support with issues
- 2.2 All bidders are required to adhere to all appropriate regulations and guidelines on the collection, storage, transmission and destruction of personal data ([MRS/SRA, Data Protection Act 1998: Guidelines for Social Research, April 2013](#)).

## **3 Contract management**

- 3.1 The FIXED budget is up to £485,000 ex VAT to include all expenses and VAT. The contract will be let by the National Heritage Memorial Fund or as otherwise agreed.

3.2 The contract will be based on the NLHF standard terms and conditions unless otherwise agreed.

3.3 The project will be managed on a day to day basis for NLHF by Rob Hickmott.

#### **4 Award Criteria**

4.1 A proposal for undertaking the work should include:

- Being able to meet all the service requirements
- Being able to meet all the equipment specification requirements
- Being able to meet the delivery schedule
- Being able to meet the expenditure limit

4.2 Your Bid will be scored out of 100% (50% on quality and 50% on price).

#### **50% of the marks will be awarded to Quality**

#### **Quality Questions scoring methodology**

<b>Score</b>	<b>Word descriptor</b>	<b>Description</b>
<b>0</b>	Poor	No response or partial response and poor evidence provided in support of it. Does not give the NLHF confidence in the ability of the Bidder to deliver the Contract.
<b>1</b>	Weak	Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract.
<b>2</b>	Satisfactory	Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract.
<b>3</b>	Good	Response is comprehensive and supported by good standard of evidence. Gives the NLHF confidence in the ability of the Bidder to deliver the contract. Meets the NLHF's requirements.
<b>4</b>	Very good	Response is comprehensive and supported by a high standard of evidence. Gives the NLHF a high level of confidence in the ability of the Bidder to deliver the contract. May exceed the NLHF's requirements in some respects.
<b>5</b>	Excellent	Response is very comprehensive and supported by a very high standard of evidence. Gives the NLHF a very high level of confidence the ability of the Bidder to deliver the contract. May exceed the NLHF's requirements in most respects.

#### **50% of marks will be awarded for Price.**

The evaluation of price will be carried out on the Schedule of charges you provide in response to **Table A**

### Price Criterion at 50%

- 50 marks will be awarded to the lowest priced bid and the remaining bidders will be allocated scores based on their deviation from this figure. Your fixed and total costs figure in your schedule of charges table will be used to score this question.
- For example, if the lowest price is £100 and the second lowest price is £108 then the lowest priced bidder gets 50% (full marks) for price and the second placed bidder gets 46% and so on. ( $8/100 \times 50 = 4$  marks;  $50-4 = 46$  marks)
- The scores for quality and price will be added together to obtain the overall score for each Bidder.

### Table A - Schedule of Charges

Please show in your tender submission, the number of staff and the amount of time that will be scheduled to work on the contract with the daily charging rate.

Please complete the table below providing a detailed breakdown of costs against each capitalised description, detailing a total and full 'Firm Fixed Cost' for each element of the service provision for the total contract period. Bidders may extend the tables to detail additional elements/costs if required.

VAT is chargeable on the services to be provided and this will be taken into account in the overall cost of this contract.

As part of our wider approach to corporate social responsibility the National Heritage Memorial Fund/National Heritage Memorial Fund prefers our business partners to have similar values to our own. We pay all of our staff the living wage (in London and the rest of the UK) and we would like our suppliers and contractors to do likewise. Please highlight in your proposal/tender/bid whether you do pay your staff the living wage.

Bidders shall complete the schedule below, estimating the number of days, travel and subsistence costs associated with their tender submission.

**TABLE A: (firm and fixed costs)**

Cost Type	Value (£)
Total cost for supply of all equipment	£
Total cost for supply of all services	£
Total cost for all equipment and services	£
VAT	£
Total*	£

\* (This must include all expenses as well as work costs; this figure will be used for the purposes of allocating your score for the price criterion and must cover the cost of meeting all our requirements set out in the ITT)

**Notes:** NLHF reserves the right to clarify quality and prices and to reject tenders that demonstrate an abnormally low quality response. NLHF also reserves the right to amend the timetable of work where required.

*You should not submit additional assumptions with your pricing submission. If you submit assumptions you will be asked to withdraw them. Failure to withdraw them will lead to your exclusion from further participation in this competition.*

## 5 Procurement Process

5.1 NLHF reserves the right to reject abnormally low scoring tenders. NLHF reserves the right not to appoint and to achieve the outcomes of the research/evaluation through other methods.

5.2 The procurement timetable will be:

- Response deadline: 4<sup>th</sup> April 2022
  - Question & Answers Period End: 31<sup>st</sup> March 2022
  - Confirmation of contract: 6<sup>th</sup> April 2022
  - Commencement of supply: 21<sup>st</sup> April 2022
  - Completion of supply: 30<sup>th</sup> November 2022
  - [Deployment KPI of 2 months (September 2022 – October 2022)]
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- \*NLHF will upload response to clarification on our website, [here](#). Please note that we will make the anonymised questions, and our responses to them, available to everyone on the NLHF website.
  - \*\*We reserve the right to carry out clarifications if necessary; these may be carried out via email or by inviting bidders to attend a clarification meeting. In order to ensure that both NLHF's and Bidder's resources are used appropriately, we will only invite up to three (the ultimate number will depend on the closeness of the scores) highest scoring bidders to attend a clarification meeting. Scores will be moderated based on any clarifications provided during this meeting. You are responsible for all your expenses when attending such meetings.

5.3 Your tender proposals must be sent electronically via e-mail before the tender return deadline of 4<sup>th</sup> April 2022 at NOON to the following contact:

Rob Hickmott  
National Lottery Heritage Fund  
Holbein Place  
London  
SW1W 8NL  
[Rob.Hickmott@heritagefund.org.uk](mailto:Rob.Hickmott@heritagefund.org.uk)

5.4 Please visit the [NLHF website](#) for further information about the organisation.

## 6 Appendix: Accessibility and formatting guidance

All documents in all formats and languages (e.g. word, Indesign, PDF) that are published on our website or intranet need to adhere to WCAG 2.0 standards:

<https://www.w3.org/TR/WCAG20/>.

See also: How to meet WCAG 2 quick reference:

<https://www.w3.org/WAI/WCAG21/quickref/?versions=2.0>

If you are not able to produce an accessible document that adheres to these guidelines you will need to outsource this to a web accessibility contractor – you will need to allow for this in your budget and timeline.

NLHF is committed to providing a website that is accessible to the widest possible audience. Our site is annually tested by accessibility auditors and we must meet a AA compliance level. Our accessibility testing encompasses not just site functionality and design but all of our content, including downloadable documents.

Reports and other documents created for NLHF (**including the tender submissions**) need to be clear, straightforward to use and ready to circulate internally, externally and online, as well as suitable for use by screen reading software. Best practice in accessibility is summarised below:

### Readability

In the final report, and all other documents that may be published online including the tender application consultants should ensure that:

- The size of the font is at least 11pt;
- There is a strong contrast between the background colour and the colour of the text. Black text on a white background provides the best contrast. This also applies to any shading used in tables and/or diagrams;
- Italics are only used when quoting book titles for citations and items on the reference list should be arranged alphabetically by author
- Colour formatting and use of photos should be of a resolution size that is easily printable and does not compromise the printability of the document.

For further guidance on ensuring readability of printed materials, please refer to the RNIB Clear Print guidelines. These can be found on the [RNIB website](#).

### Accessibility

Reports should adhere to the following guidelines:

### Formatting

Headings and content in your document should be clearly identified and consistently formatted to allow easy navigation for users. Heading Styles should be used to convey both the structure of the document and the relationship between sections and sub-sections of the content. Heading styles should follow on from each other i.e. Heading 1 then Heading 2.

### Spacing

Screen readers audibly represent spaces, tabs and paragraph breaks within copy, so it is best practice to avoid the repetitive use of manually inserted spaces. Instead, indenting and

formatting should be used to create whitespace (e.g., use a page break to start a new page, as opposed to multiple paragraph breaks).

## **Alternative text**

Alt text is additional information for images and tables. This extra information is essential for both document accessibility (screen reading software reads the Alt text aloud) and for the web. Alt text should be concise and descriptive, and should not begin with 'Image of' or 'Picture of'.

## **Images**

These should be formatted in-line with text, to support screen readers. Crediting pictures may be necessary, usually in response to a direct request from a third party.

## **Tables**

These should be for used for presenting data and not for layout or design. They should be simple and include a descriptive title. The header row should be identified and there shouldn't be more than one title row in a table. There should be no merged or blank cells.

## **Additional documents**

Any additional information, separate to the report, for example proformas and transcripts which may be used as standalone documents must be fully referenced to the piece of work being submitting and therefore dated, formatted and numbered appropriately.

## **Acknowledgement**

All reports should acknowledge NLHF. Our logo can be found on the [NLHF website](#).

## **Further resources**

Please refer to the WCAG 2.0 article on [PDF techniques](#) for further information.

## **Submitting your report to NLHF**

Please check the accessibility of your document using the Word accessibility checker before submitting: File – Info – Check for Issues – Check Accessibility.

Please submit your document as a Word file.

NLHF retains the right to amend documents in order to create accessible versions for publishing.

When you submit your final document(s) to The National Lottery Heritage Fund, they will be checked for accessibility before being uploaded to our website/intranet. If they do not adhere to WCAG 2.0 and pass the Word/Adobe accessibility checker (including manual checks) then you will be required to make amends to bring the document(s) in line with this guidance. You will be required to cover any additional costs needed to make your document fully accessible in line with WCAG 2.0.