

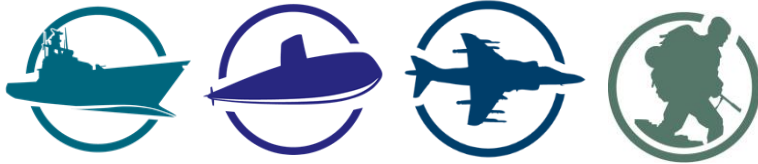
## INVITATION TO TENDER FOR

The provision of an Audio Guide System for HMS Victory

The National Museum of the Royal Navy  
HMS Naval Base (PP66)  
Portsmouth  
PO1 3NH

**ISSUE: 002**

**DEADLINE:** 08/10/2019 at 12:00 (Midday)



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## Section 1

### Instructions and information on tender process

These instructions are designed to ensure that all tenders are given equal and fair consideration. It is important, therefore, that bidders provide all the information asked for in the format and order specified.

#### 1.1 Timetable and Administration Arrangements

The envisaged key milestones for the tender are shown in the table below.

No	Event	Date
1	Issue of ITT	28/08/2019
2	Final Date for receipt of any tenderer's questions	26/09/2019
3	Deadline for return of tenders	08/10/2019 at 12:00 (Midday)
4	Desktop Evaluation of tenders	09/10/2019 – 11/10/2019
5	Shortlist demonstrations	w/c 14/10/2019 (18/10/2019 TBC)
6	Award notice issued	w/c 21/10/2019
7	Commencement of contract	November 2019

#### 1.2 Submission of Tender Documents

1.2.1 Your completed response should be submitted by the due date and time required:

**Date:**

**Time:**

**Responses should be submitted in an electronic format addressed to:** [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk). *(Please note this email is different to the clarifications and correspondence email during the tender process ([hst.procurement@nmrn.org.uk](mailto:hst.procurement@nmrn.org.uk)))*

**Email Subject: Historic Ships – Audio Guide System, HMS Victory**

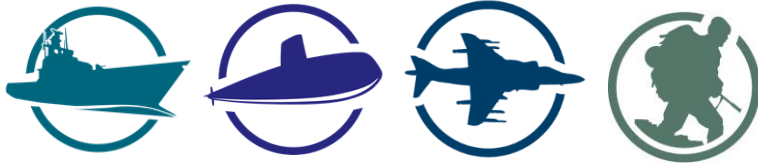
**Site Visits:** Site visits are available to HMS Victory during the tendering period. Please contact [hst.procurement@nmrn.org.uk](mailto:hst.procurement@nmrn.org.uk).

1.2.2 It is the sole responsibility of the submitting company to deliver their response as specified.

1.2.3 Late responses will not be accepted.

1.2.4 The National Museum of the Royal Navy takes no responsibility for identifying any clerical errors or misunderstanding in any tenders submitted. Tenderers must therefore ensure that the content of any Tender submitted is complete and accurate.

#### 1.3 Sufficiency of Tender



- 1.3 It is the responsibility of the Tenderer to obtain at their own expense all information necessary for the preparation of their tender.
- 1.3.1 The Tenderer shall be deemed to have satisfied themselves before submitting their Tender as to the correctness and sufficiency of the rates and prices stated by them in their Tender which shall cover all their obligations under the Contract.
- 1.3.2 If the National Museum of the Royal Navy suspects there has been an error in pricing or calculation in a Tender, it reserves the right to seek such clarification as it considers necessary from that Tenderer only.

## 1.4 Form of Tender

- 1.4.1.1 All entries entered by the Tenderer on the Form of Tender, and other submitted information, must be typewritten. All prices must be specified in pounds sterling, exclusive of VAT.
- 1.4.1.2 Tender submissions should be signed by the following:
- i. where the Tenderer is an individual, by the individual.
  - ii. where the Tenderer is a partnership, by 2 authorised partners.
  - iii. where the Tenderer is a Company by 2 directors of the Company or by 1 director and the secretary of the Company.

## 1.5 Validity of Tenders

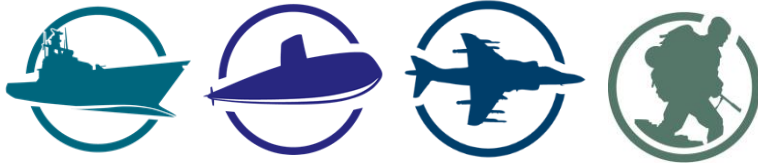
- 1.5.1 All Tenders will remain open for acceptance by the National Museum of the Royal Navy for 3 calendar months from the date fixed for lodgement of Tender. All Tenders must be submitted on this basis.

## 1.6 Amendments to the tender documents by NMRN

- 1.6.1 NMRN reserves the right to amend the enclosed tender documents at any time prior to the deadline of receipt of tenders. Where amendments are significant, NMRN may at its discretion extend the deadline for receipt of tenders.

## 1.7 Questions/Clarifications Arising during the Tender Process

- 1.7.1 In the event that you have any queries in relation to the Contract, you should submit a clarification request to [hst.procurement@nmrn.org.uk](mailto:hst.procurement@nmrn.org.uk) in accordance with the provisions of this ITT by the Clarification Deadline (as defined in the Timescales section of this ITT). Following such clarification requests, the National Museum may issue a clarification change to the Contract that will apply to all potential suppliers submitting a tender response.
- 1.7.2 The National Museum is under no obligation to consider any clarifications / amendments to the Contract proposed following the Clarification Deadline, but before the Tender Response Deadline (as defined in the Timescales section of this ITT). Any proposed amendments that are received from a potential supplier as part of its tender response shall entitle the National Museum to reject that tender response and to disqualify that potential supplier from this Procurement Process.



1.7.3 Questions relating to tender specifics should be directed to [hst.procurement@nmrn.org.uk](mailto:hst.procurement@nmrn.org.uk).

## 1.8 Acceptance of Tenders

1.8.1 The invitation to tender expresses the current intentions of NMRN with regard to this contract. It does not constitute an offer capable of acceptance. Its purpose is to obtain proposals from selected potential suppliers.

1.8.2 NMRN is not bound to accept the lowest tender and reserves the right to accept any Tender in whole or part. The NMRN reserves the right to discontinue this tender process at any time. Any Contract(s) awarded will be on the basis of the Tender Assessment and Evaluation in Part 5.

1.8.3 NMRN shall in no circumstances be liable for any costs involved in the preparation of a Tender.

1.8.4 A Tender shall only be accepted by NMRN by issue of a Contract Award Letter by the NMRN.

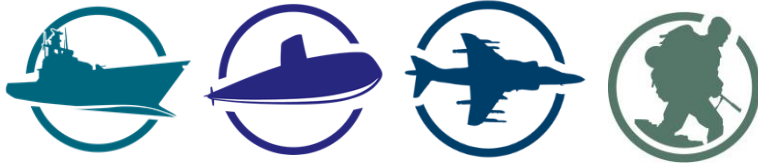
## 1.9 Collusive Tendering

Any Tenderer who:

1.9.1 makes an arrangement with any other person to refrain from tendering or sets or adjusts the amount of his / her tender, or

1.9.2 makes an offer or makes payment or other consideration or inducement directly or indirectly to any person in relation to any other tender or proposed tender for the Services, or

1.9.3 communicates either the amount or approximate amount of his / her tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance) to any person other than the National Museum in the formal tender submission, will be liable to disqualification without prejudice to any civil or criminal liability that such conduct may attract.



## Section 2

### Terms and Conditions applying to this tender

#### 2.1 NMRN Standard Terms and Conditions of Contract

2.1.1 This contract will be awarded using the National Museum of the Royal Navy's standard terms and conditions, which will be implemented with the winning bidder. The NMRN Standard Terms and Conditions are included as Appendix 1 to this document. The NMRN's GDPR Privacy Notice can be viewed in Appendix 2.

#### 2.2 Other Terms and Conditions

2.2.1 The Supplier agrees to indemnify the Purchaser fully and to hold it harmless at all times from and against all actions, proceedings, claims, expenses, awards, costs and all other liabilities whatsoever in any way connected with or arising from or relating to the provision or disclosure of information permitted under this Clause.

2.2.2 In the event that the information provided by the Supplier in accordance with this Clause becomes inaccurate, whether due to changes to the employment and personnel details of the affected employees made subsequent to the original provision of such information or by reason of the Supplier becoming aware that the information originally given was inaccurate, the Supplier shall notify the Purchaser of the inaccuracies and provide the amended information. The Supplier shall be liable for any increase in costs the Purchaser may incur as a result of the inaccurate or late production of data.

2.2.3 The provisions of this Condition 2.2 shall apply during the continuance of this Contract and after its termination howsoever arising.



## Section 3

### Specification

#### 3. Summary of Project

##### 3.1. Introduction

The National Museum of the Royal Navy tells the story of the Royal Navy. Located at numerous sites across the UK, the Museum looks after a fleet of historic warships and submarines, including HMS Victory, HMS Warrior, HMS Alliance, HMS Caroline and HMS Trincomalee.

The National Museum of the Royal Navy cares for HMS Victory, based within a dry dock within the Portsmouth Historic Dockyard. In 2016 HMS Victory underwent a full reinterpretation project to improve the experience for our 300,000 visitors who board the ship each year. Part of this project saw the introduction of the ship's first audio guide system telling the story of the Battle of Trafalgar, from preparation in Portsmouth, the battle itself and the events after Admiral Nelson's death.

Emphasis was placed on the design suiting the unusual ship environment, in particular on health and safety. The system needed to prevent undue operational distraction when moving through the ship, leading to instances of slip, trip or banged heads.

The existing system is based on 42 infrared beacons stationed throughout the ship. As visitors transit between decks they hear the story unfold, with freedom to pick and choose the level of detail and number of beacons they wish to hear. Small and light, hung over the head with a lanyard, the devices could be used either via the speaker or with headsets plugged into the devices. They are charged within their docks and handed out/ given back in the HMS Victory visitor's tent on the port side of the ship.

The NMRN would like to commission a contract for the rental of a new audio guide system. The contract will include the installation and ongoing maintenance of a new audio guide system for a period of three years with an option of two further one year extensions.

##### 3.2. Statement of Requirements

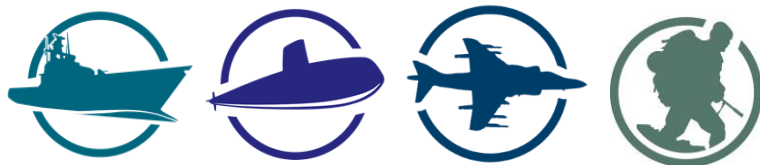
###### 3.2.1. Specification & Details of Works required

###### System Specification

###### *Design & Performance*

The contractor will be required to provide a new audio guide system with the following features:

- A system whose operation design does not distract visitors when travelling through the ship, causing them to slip, trip or bang their heads.



- Can maintain performance within HMS Victory's environmental conditions: 40% to 100% Rh and -10 to 45 Degrees Celsius.
- Robust to deal with heavy visitor handling. For example, in the case of accidental dropping on the floor.
- A system which can perform for a full day of use by the public, from 09:00 to 18:00.
  - Handheld units: The NMRN anticipate units will be held on charge within the HMS Victory visitor tent. Rate of visitors means the units may not be on their charging blocks between return and giving out. The contractor will be required to demonstrate that their audio guide system can maintain its performance throughout the day and within the power supply to the visitor tent.
- Compatible with the existing audio, with further capacity to add additional languages and content in the future. Any changes, additions or removals of the audio should be easily executed by the NMRN. Please specify if there are any restrictions to the number of languages.
- Simple and quick set up and return for staff and visitors.
- Means of preventing units being stolen or accidentally not handed back.
- The NMRN is open to other features within the system.

### Details of the Works required

The audio guide system will be rented to the NMRN. This contract will include the provision, installation and maintenance over three, years, with the option for a further two one year extensions.

#### **(i) Provision of the System**

The contractor is required to provide costs for the hardware. This will include, but is not limited to the following:

- Audio units with headphones (if applicable) and lanyards.
  - The contractor is welcome to recommend the appropriate number of audio guide units based on 300 visitors onboard at any one time and visitor numbers of up to 3000 per day.
- If applicable to the system's design, points or beacons to be attached to the NMRN's pre-existing plinths. If housing is necessary, the contractor is to supply weatherproof boxes to house the beacons to withstand the external and internal ship conditions. These could differ between those inside the ship and those open to the weather on the Upper deck.
  - At present there are 42 trigger points within the Ship, reflecting the 42 segments within the audio story. The supplier must provide 42 trigger points – be they infrared/keyed in numbers etc.
- Charging blocks and cables.

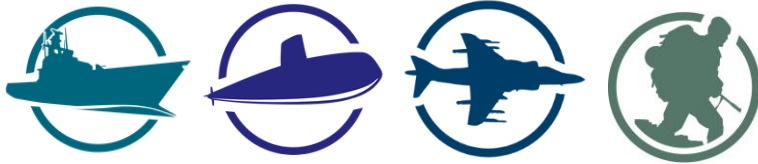
#### **(ii) Installation**

The contractor is required to provide the following for the installation:

- Previous example of an installation process for an organisation similar to the NMRN's contract.
- Any preparatory works required from the NMRN before the installation takes place
- Equipment used for installation
- How the contractor will install the NMRN's audio onto their hardware.
- How the contractor intends to install the system without impacting visitors.
  - Contractors can access to the Historic Ships Workshop to prepare the system. HMS Victory is open from 10.00 – 17.00 during summer and 10.00 – 16.30 in winter. The contractor will not be able to install the system during public opening hours.
- How the contractor will comply with H&S requirements in line with IOSH standards.

Please note the NMRN adopts heritage best practise on HMS Victory. This means any planned intervention on the Ship's fabric must be consulted with and signed off by the NMRN before it commences.





**(iii) Testing**

Once the system is installed, the contractor will be required to undertake tests to ensure it works to the manufactured performance. The contractor must demonstrate how this testing will take place and what metrics will be used to determine its correct performance. Once the initial testing is complete it needs to be signed off by the NMRN.

On sign off the contractor will provide training to staff on how the system functions, including documents setting out parameters for use, handling, charging and re-programming.

**(iv) Maintenance over a three year period**

After the initial install the NMRN will enter into a 3 year maintenance agreement with the contractor, with the option for a further two one year extensions. As part of this tender, the contractor will be required to provide information on this maintenance agreement. This should include:

- How the supplier will maintain overall system performance.
- Annual cost of maintenance agreement and what is included within this. (repairs, travel & subsistence for visits to site, communication/contact hours with the contractor).
- Information on the average response and resolve times to other clients within the UK in instances of query, damage, repair and delivery of new units. Please provide contact details for two other companies within the UK which you currently supply.
- Lines of communication and nature of assigned support; whether the NMRN receives an assigned consultant for the year or if it is random allocation per query. CVs on the consultant support. Information on the availability of this support; working hours, out of hours, weekends.
- Actions associated with loss or repair of units.
- Copy of the rental and maintenance agreement T&Cs.
- Actions of removing the audio guide system from the ship at the end of the contract.

## Section 4

### Tender Assessment and Evaluation

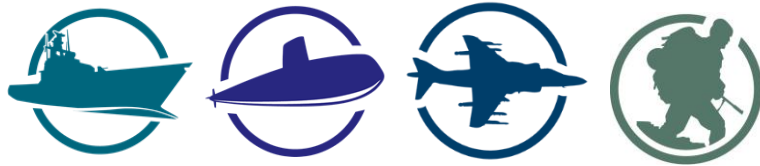
#### 4.1 Evaluation of Tenders (Compliance)

4.1.1 Submitted tenders will be subject to:

- 1) Compliance: A compliance check
- 2) Selection: Quality and price evaluation
- 3) Clarifications: Demonstrations

4.1.2 The initial compliance phase will include checks to ensure the documents have been properly completed and all required information has been provided.

4.1.3 If, during the initial compliance phase, it is apparent that a Tenderer has submitted a fundamentally non-compliant or incomplete tender then the NMRN reserves the right to reject that tender and continue to assess the other tenders as appropriate.



4.1.4 Tenders who pass this initial screening process will thereafter be subject to further assessment as detailed below.

4.1.5 The evaluation process will be systematic, thorough and fair.

## 4.2 Evaluation of Tenders (Selection)

4.2.1 The Selection stage will evaluate Tenderers on the following aspects of their responses to the questionnaire in Section 7 of the Tender document.

7.1	General Information	Not assessed – for information only
7.2	Consortia Information	Not assessed – for information only
7.3	Insolvency and Criminal Proceedings	Pass / Fail
7.4	Financial Information	Pass / Fail
7.5	Technical and Professional Capability	Pass / Fail
7.6	Equalities	Pass / Fail
7.7	Health and Safety	Pass / Fail
7.8	Information Security Policy	Pass / Fail

4.2.2 Only information provided as a direct response to the questionnaires will be evaluated. Information and details which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process.

4.2.3 All questions will be answered.

4.2.4 Please note that the NMRN may require clarification of the answers provided or ask for additional information.

4.2.5 The response should be submitted by an individual of the organisation, company or partnership who has the authority to answer on behalf of that organisation, company or partnership.

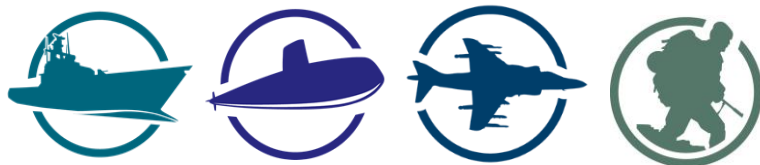
4.2.6 Should the response be found to be erroneous or in any other way incorrect, the NMRN reserves the right to disqualify the candidate from the tender.

4.2.7 Each of the above Selection stage aspects will be evaluated separately, with a mark of Pass or Fail. Tenderers will be required to pass all aspects in order to achieve an overall Pass for the Selection stage and therefore have their tender further assessed in the final evaluation phase which covers price.

## 4.3 Evaluation of Tenders (Award)

### 4.3.1 Quality – 70%

The **Qualitative** assessment will be made by reviewing the tender against the requirements of this ITT. Any tender responses not meeting mandatory requirements will be rejected in full at this point and will not be



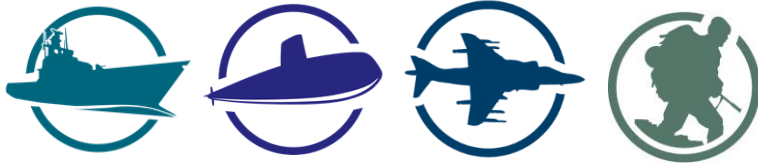
assessed or scored further. Tender responses not rejected will be scored by an evaluation panel appointed by the National Museum for all criteria other than commercial using the following scoring model:

4.3.2 Each reply will be scored according to the assessment given in the table below:

Points	Interpretation
<b>0</b>	Very Poor (does not meet any of the requirement) or Very High/Extreme Risk The response is significantly below what would be expected because of one or all of the following: <ul style="list-style-type: none"> <li>• The response indicates a significant lack of understanding</li> <li>• The response fails to meet the requirement</li> </ul>
<b>1</b>	Poor (meets some of the requirement) or Above Average/High Risk The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following: <ul style="list-style-type: none"> <li>• There is at least one significant issue needing considerable attention</li> <li>• There is insufficient evidence to demonstrate competence or understanding</li> <li>• The response is light and unconvincing</li> </ul>
<b>4</b>	Fair (meets most, but not all the requirement) or Average Risk The response meets most of the requirement, but there is a least one significant issue of concern or several smaller issues. These would require some further clarification or attention later in the procurement process and may arise through lack of demonstrated capability and/or appropriate evidence. The response therefore shows: <ul style="list-style-type: none"> <li>• Basic understanding of the requirements</li> <li>• Sufficient competence demonstrated through relevant experience</li> <li>• Some areas of concern that require attention</li> </ul>
<b>7</b>	Good (meets the requirement) or Low Risk The response broadly meets what is expected for the criteria. There are no significant areas of concern, although there might be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows: <ul style="list-style-type: none"> <li>• Good understanding of the requirements</li> <li>• Sufficient competence demonstrated through relevant experience</li> <li>• Some insight demonstrated into the relevant issues.</li> </ul>
<b>9</b>	Very Good (exceeds the requirement) or Very Low Risk The response exceeds what is expected for the criteria. Leave no doubt as to the capability and commitment to deliver what is required. The response therefore shows: <ul style="list-style-type: none"> <li>• Very good understanding of the requirement</li> <li>• Considerable competence demonstrated through relevant experience</li> <li>• Considerable insight into the relevant issues</li> </ul> <p>The response is also likely to propose additional value in several respects above that expected</p>

4.3.3 The Qualitative Method of Approach will consider:

- Relevant skills and experience in providing audio guide systems to historic sites.
- Audio guide system is capable of performing within the environmental and visitor conditions exhibited on HMS Victory.
- Understanding of the brief



- Quality of the method statement and approach
- Environmental Sustainability

#### 4.3.4 Commercial evaluation – 30%

The **Commercial** evaluation will be based on your “Overall Price” as calculated in accordance with requirements of the Pricing Schedule and evaluated by the evaluation panel. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the National Museum. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the National Museum as part of the pricing approach, the National Museum may reject the full tender response at this point. The National Museum may also reject any tender response where the Overall Price for the services is considered to be abnormally low following the relevant processes set out under EU procurement rules. A maximum offer score will be awarded to the tender response offering the lowest “Overall Price”.

4.3.5 If further clarifications are required after the scoring the NMRN may contact shortlisted tenderers to arrange for further clarifications to be provided. This may be in the form of an interview, conference call or via email.

#### 4.3.5 Clarifications: Demonstrations

4.3.6 After the quality and commercial scoring takes place, the NMRN will develop a shortlist of tenderers. This shortlist will be invited to NMRN Portsmouth to provide a demonstration of their systems. This demonstration will be used to provide clarifications to the submissions.

4.3.7 Further details on the requirements of the demonstration will be released with the invitation to attend after the commercial and quality scoring has taken place.

## 4.4 Variant Bids

4.4.1 Subject to the submission of a compliant tender, bidders may also submit an alternative price and method for provision of the services or goods which NMRN, at its sole discretion, may or may not pursue.

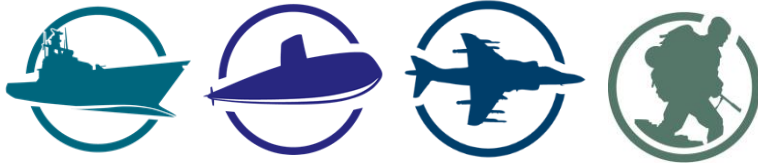
## 4.5 Confidentiality

4.5.1 NMRN will not disclose to any third party information that is supplied in tenders that is marked as confidential. All other information supplied by bidders to NMRN will similarly be treated in confidence except that references may be sought from banks, existing or past clients, or other referees submitted by the Bidders.

## 4.6 Conflict of Interest

4.6.1 Bidders are required to confirm that they are not aware of any conflict of interest or any circumstances that could give rise to a conflict of interest in the performance of the proposed Contract.

## 4.7 Consortia



- 4.7.1 Bids from multi-disciplinary organisations and specially formed consortia are encouraged, but all organisations in specially formed consortia must be identified in the response to the ITT. Each group or consortium will be required to nominate a lead person with whom NMRN can contract or form themselves into a single legal entity before contract award. In the case of group bidders or consortia, each service provider will be required to become jointly and severally responsible for the contract before acceptance.
- 4.7.2 If the tenderer is a group bidder or consortium, each member of the consortium must be identified separately as part of the response to this ITT.
- 4.7.3 If the tenderer is a member of a group of companies they should provide information only about themselves and not the Group as a whole (except where Group information is specifically requested by the question).

## Section 5

### Structure and Format of Response

#### 5.1 Introduction

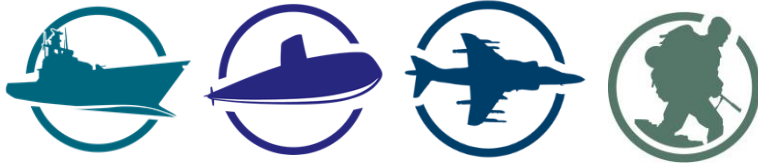
5.1.1 Your response to this tender document should follow the defined structure as outlined. Your response will be used to evaluate and score the different sections of each proposal received. All parts of this section are deemed **Essential** and require response:

- 1) Pricing Proposals
- 2) Supplier Questionnaire
- 3) Consortia Information Insolvency & Criminal Proceedings
- 4) Financial Information
- 5) Technical or Professional
- 6) Capability
- 7) Equalities
- 8) Health & Safety
- 9) Information Security Policy
- 10) Form of Tender
- 11) Certificate of Non-Collusion
- 12) Sample

Please make reference to your guidance materials, service level agreements and standard documentation where applicable in your answers to this ITT. Please supply relevant documentation with your submission. You are asked to answer questions fully and where indicated in the format required. This is to allow easy comparison between the responses of different suppliers in making the assessment.

Any tender not conforming to this requirement is likely to be disqualified.

5.1.2 The response should be presented in A4 format with an easily readable font style and size.



## 5.2 Approach to the Contract (Quality Control)

5.2.1 Contractors should describe how they will approach the implementation and performance of this contract with particular regard to the requirements outlined in the Schedule of Requirements / Services (section 3.2). Contractors should outline their proposals for on-going quality control during the project and how they will remedy any failures.

## 5.3 Project Resourcing

5.3.1 Contractors should describe the resources that they will be deploying on this contract if they are successful, stating whether any staff resources are currently in place or will require to be recruited. They should also give indications as to the background and knowledge of key personnel who will be deployed in the delivery of this contract.

5.3.2 Explain any sub-contract arrangements that you will depend on to deliver the contract and explaining how you will manage this/these relationships with other stakeholders (if any).

Any Lead Times between award of Contract and start of Services should be highlighted.

## Section 6

### Pricing Proposals

#### 6.1. Cost Breakdown

6.1.1. Please provide the fixed sum (Excl. VAT) for a three year maintenance agreement, with the options for further two one year extensions. Please include the invoicing rate (eg. monthly, quarterly) and the associated information for loss or repair of units.

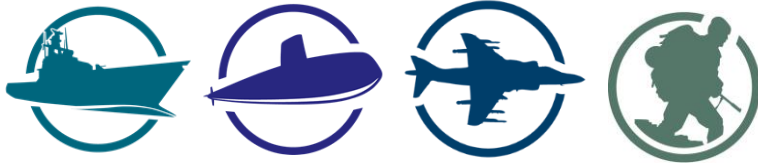
## Section 7

### Supplier Questionnaire

#### 7.1 General Information

7.1.1 Full legal name, address and website of the Potential Provider in whose name the tender will be submitted (the Prime or Single contractor):

<b>Company Name</b>	
<b>Address from which the contract will be delivered</b>	
<b>Town/City</b>	



<b>Postcode</b>	
<b>Country</b>	
<b>Website</b>	

7.1.2 Name, position, telephone number and email address of the main contact for this project:

<b>Name</b>	
<b>Position</b>	
<b>Telephone Number</b>	
<b>Fax Number</b>	
<b>Email Address</b>	

7.1.3 Current legal status of Potential Provider (e.g. partnership, private limited company, etc.)

	<b>Please tick one box</b>
<b>Sole Trader</b>	
<b>Partnership</b>	
<b>Public Limited Company</b>	
<b>Private Limited Company</b>	
<b>Public Sector (including Registered Charities, NDPBs, Housing Associations)</b>	
<b>Other (<i>please state</i>)</b>	

7.1.4 Date and place of formation of the Potential Provider and, if applicable, registration under the Companies Act 2006<sup>1</sup>. Please provide copies of Certificates of Incorporation (where appropriate) and any changes of name, registered office and principal place of business.

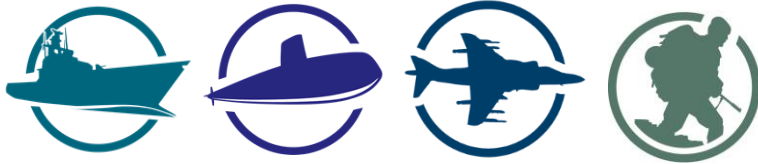
<b>Date of Formation</b>	
<b>Place of Formation</b>	
<b>Date of Registration</b>	
<b>Company Registration Number</b>	
<b>Certificates enclosed</b>	
<b>Registered VAT Number</b>	
<b>Registered Office</b>	
<b>Principal Place of business</b>	

### Ownership Structure

7.1.5 If the Organisation is a member of a group of companies, give the full legal name and address of the Parent/ Holding Company, if applicable:

<b>Company Name</b>	
---------------------	--

<sup>1</sup> Potential Providers established outside the United Kingdom may provide equivalent information. For a list of acceptable equivalent information, please refer to Regulation 23(7) of the Public Contracts Regulations 2006.



Address	
Town/City	
Postcode	
Country	
Company Registration Number <sup>2</sup>	

7.1.6 Full legal name and address of (ultimate) Parent/Holding Company, if applicable:

Company Name	
Address	
Town/City	
Postcode	
Country	
Company Registration Number <sup>3</sup>	

7.1.7 If the Potential Provider is a division or subsidiary, what is the relationship with the Parent Company (e.g. 100% owned subsidiary)

Relationship	
--------------	--

7.1.8 Please provide a one-page chart illustrating the ownership of the Potential Provider including relations to any parent or other group or holding companies.

Ownership structure enclosed (please tick ✓)	
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7.1.9 Please provide a brief history of the Potential Provider's organisation.

<p><b>Brief history of the Potential Provider's organisation, no more than 400 words, including details of any parent and associated companies and any changes of ownership over the last 5 years including details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc. which are currently in the public domain.</b></p>	
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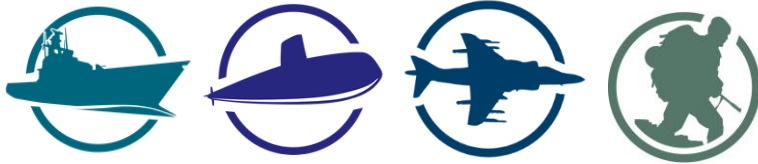
7.1.10 Is the Potential Provider a consortium joint venture or other arrangement? If so, and if it is available, please provide details of the constitution and percentage shareholdings.

Consortium	
<i>If yes, please complete the table below:</i>	

<sup>2</sup> Or, for parent companies established outside the United Kingdom, equivalent information as set out in Regulation 23(7) of the Public Contracts Regulations 2006.

<sup>3</sup> Or, for parent companies established outside the United Kingdom, equivalent information as set out in Regulation 23(7) of the Public Contracts Regulations 2006.





Organisation	Percentage Shareholding

7.1.11 Registration with a professional body.

Where applicable, is the Potential Provider registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annex IX B of Directive 2004/18/EC) under the conditions laid down by that member state<sup>4</sup>).

<b>Evidence of Registration with appropriate professional/trade body</b> <i>Either insert required details or state 'None'</i>

7.1.12 VAT registration number

<b>VAT Registration Number</b>	
--------------------------------	--

7.1.13 I am able to confirm the following insurances are in place and provide a copy of said copy certificates upon commencement of any contract.

<b>Public Liability (min 5 mil - please tick ✓ )</b> <b>Company: -</b>	<b>Policy Number: -</b>
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<b>Employers Liability Insurance (please tick ✓ )</b> <b>Company: -</b>	<b>Policy Number: -</b>
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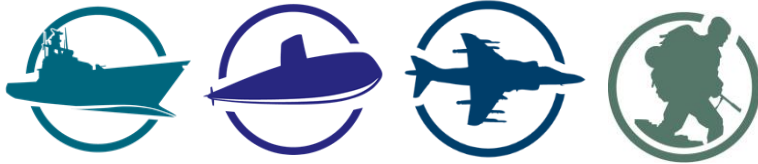
## 7.2 Consortia Information

**All Potential Providers should answer question 7.2.1.** Where a Potential Provider at this stage of the process intends to sub-contract they should answer questions 7.2.2 and 7.2.3 below. Where a Potential Provider becomes aware of the intention to sub-contract at later stages in the procurement they are required to notify NMRN of this and provide the information requested below at that time. Where a Potential Provider is a consortium, they should indicate which members are proposing to deliver the services.

7.2.1 Please tick the box below which applies:

(a) Your organisation is bidding to provide all the services required itself (if ticked, go to Section 3)	
(b) Your organisation is bidding in the role of Prime Contractor and intends to use the third parties to provide some services	
(c) The Potential Provider is a consortium	

<sup>4</sup> In the UK this condition is satisfied by registration with Companies House or a declaration on oath that the candidate is carrying on business in the trade in question in the UK at a specific place of business and under a specific trading name.



7.2.2 If your answer to 7.2.1 is (b) or (c), please indicate in the table below (by inserting the relevant company/organisation name) the role your partner organisation(s) will undertake or potentially undertake as part of this service.

Requirement	Company/Organisation	How much of the requirement and what will they directly deliver (%)

7.2.3 If your answer to 7.2.1 is (b) and you are unable to confirm all partners (complete a supply chain) at this stage, you will need to demonstrate a satisfactory methodology and track record of delivering a supply chain. Please give a brief outline on policy regarding the use of partner organisations and, if applicable, the extent to which it is envisaged they may be used in any contract.

Methodology for procuring supply chain (no more than 300 words)

### 7.3 Insolvency and Criminal Proceedings

7.3.1 Has the organisation or any of the directors, partners or proprietors been in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors or subject to relevant proceedings?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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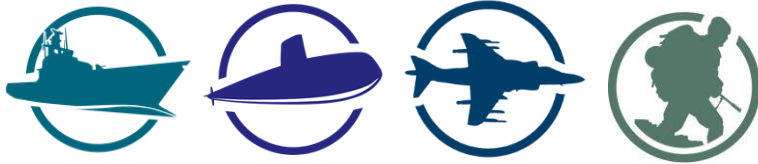
7.3.2 Has the organisation or any of the directors, partners or proprietors been convicted of a criminal offence related to business or professional conduct?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

If you are completing the questionnaire as a primary contractor, please confirm this in section 3 for all your proposed consortium members and any other third parties you are considering using to provide the service to the National Museum of the Royal Navy

### 7.4 Financial Information

7.4.1 Please provide the following financial information or an explanation as to why this information cannot be provided:



- (a) A copy of the most recent audited accounts for your organisation that cover the last three years of trading or for the period that is available if trading for less than three years.
- or
- (b) A statement of the organisation’s turnover, Profit & Loss and cash flow position for the most recent full year of trading (or part year if full year not applicable) and an end period balance sheet, where this information is not available in an audited form at (a).
- or
- (c) Where (a) and (b) cannot be provided, a statement of the organisation’s cash flow forecast for the current year and a bank letter or statement from the relevant Director or Accountant outlining the current cash and credit facility position.
- and
- (d) If the organisation is a subsidiary of a group, (a) or (c) are required for both the subsidiary and the ultimate parent company. Where a consortium or association is proposed the information is requested for each member company.
- and
- (e) Please provide a statement of the organisation’s turnover that relates directly to the supply of this service for the past three years, or for the period the organisation has been trading (if less than three years) in the boxes below:

Year Ended	XX/XX/XXXX	XX/XX/XXXX	XX/XX/XXXX
Turnover (£)	£.....	£.....	£.....

7.4.2 Parent company and/or other guarantees of performance and financial standing may be required if considered appropriate as well as confirmation of the organisation’s willingness to arrange for a guarantee or a performance bond.

Where the potential provider is dependent financially on a parent company to support its application for this procurement, it must indicate in the box below whether a Parent Guarantee is available if requested.

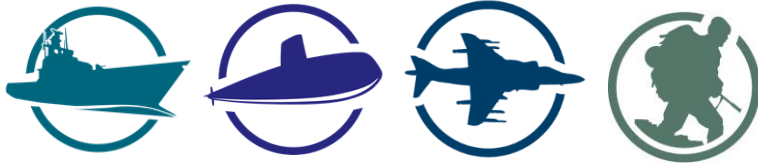
Where required, Parent Guarantee available?	YES / NO (please delete)
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7.4.3 Name and address of principal banker:

Bank Name	
Address	
Town/City	
Postcode	
Telephone	
Email Address	

If requested, would you be willing to provide a Banker’s reference?	YES / NO (please delete)
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7.4.4 Has your business met the terms of its banking contracts or any loan arrangements or mortgages during the past year?



Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

<b>If the answer is no, please provide reasons and state what action has been taken by you to rectify the situation?</b>	
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7.4.5 Has your business met all its obligations to make payments as they fall due to its suppliers, staff and/or landlord/licensor during the past year?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

<b>If the answer is no, please provide reasons and state what action has been taken by you to rectify the situation?</b>	
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## 7.5 Technical or Professional Capability

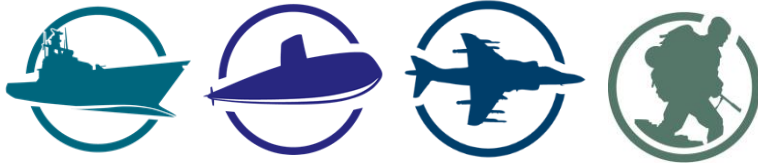
Bidders are required to provide evidence of having the necessary capacity and capability to deliver the requirements of the contract.

Bidding organisations may demonstrate their experience in delivering goods, services and works similar to the current contract using examples from:

- Within their own organisation (bidders may rely on experience of personnel that they intend to use to carry out the current requirement, even if that experience was gained whilst working for a different organisation)
- Other consortium members (where a consortium bid is being proposed)
- Named sub-contractors (where sub-contractors are being used and their identity is known).

7.5.1 Please provide two examples below:

<p>Please provide your first relevant example that demonstrates your organisations, or, where relevant consortium members and/or named sub-contractors experience in delivering similar goods, services or works to the requirements of this procurement exercise.</p> <p>For goods and services contracts your examples must be from within the last three years and for works contracts your examples must be from within the last five years.</p> <p>The information you provide should cover the following areas:</p> <ul style="list-style-type: none"> <li>• A description of the goods, works or services delivered;</li> <li>• Contract value and dates;</li> <li>• Previous or current customer details;</li> </ul>	
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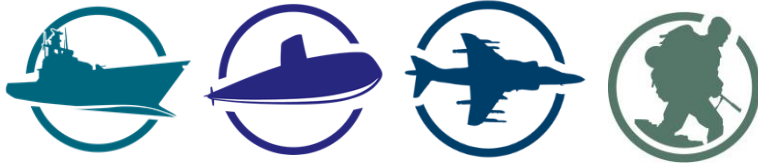
<ul style="list-style-type: none"> <li>• Details of the individuals involved in delivering the contract;</li> <li>• Details of where you have been able to demonstrate added value through the adoption of innovative solutions.</li> </ul> <p>Either use the space provided or attach a document to your response, which should be no longer than 2 pages of A4</p>	
<p>Please provide your second relevant example that demonstrates your organisations, or, where relevant consortium members and/or named sub-contractors experience in delivering similar goods, services or works to the requirements of this procurement exercise.</p> <p>For goods and services contracts your examples must be from within the last three years and for works contracts your examples must be from within the last five years.</p> <p>The information you provide should cover the following areas:</p> <ul style="list-style-type: none"> <li>• A description of the goods, works or services delivered;</li> <li>• Contract value and dates;</li> <li>• Previous or current customer details;</li> <li>• Details of the individuals involved in delivering the contract;</li> <li>• Details of where you have been able to demonstrate added value through the adoption of innovative solutions.</li> </ul> <p>Either use the space provided or attach a document to your response, which should be no longer than 2 pages of A4</p>	

7.5.2

<p>In relation to two examples above, please attach confirmation that the requirements were delivered successfully e.g. acceptance/completion certificates or customer written declaration (if available)</p>	
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7.5.3

<p>Please provide details on the methods you will use to undertake the work as specified in Specification in Section 3. This will include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Schedule</li> <li>• CVs</li> <li>• NMRN support</li> <li>• Heritage impact</li> <li>• Visitor impact</li> <li>• Install</li> <li>• Testing</li> <li>• Training</li> <li>• Maintenance.</li> </ul>	
<p>Please demonstrate how you will comply with H&amp;S requirements when:</p>	



<ul style="list-style-type: none"> <li>• Disposals policies and standards for this project</li> <li>• Tool Box talks</li> <li>• Qualifications of all staff, including sub-contractors</li> <li>• Compliance with NMRN’s H&amp;S procedures</li> <li>• RAMS</li> <li>• Review process of RAMS</li> <li>• Storage of materials</li> </ul> <p>Please specify how you intend to insure the carvings during transport and the work.</p>	
<p>Please confirm whether or not your organisation, consortium members have:</p> <ul style="list-style-type: none"> <li>• Defaulted on the delivery of a contract within the last 3 years (goods and services) or 5 years (works)</li> <li>• Had a contract cancelled, or not renewed, for failure to perform within the last 3 years (goods and services) or 5 years (works)</li> </ul> <p>If any of the above applies, please provide an explanation of the action you have taken to prevent a re-occurrence</p> <p><b>Guidance</b> – <i>The buyer will use the information to determine whether you have a successful record of delivery.</i></p>	

## 7.6 Equalities

7.6.1 Does your organisation comply with your statutory obligations under the Equality Act 2010?

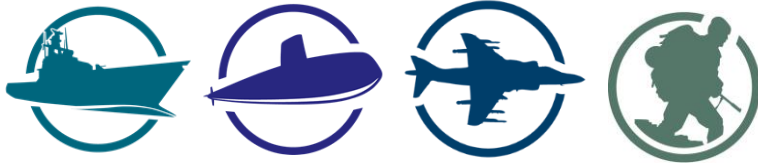
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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7.6.2 If relevant to the status of your organisation, i.e. if you have more than 5 staff, please attach a copy of your Equality and Diversity policy and/or equal opportunities policy with your response

7.6.3 In the last three years has any finding of unlawful discrimination been made against your business or organisation by any court or employment tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in jurisdiction other than the UK)?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

<p>If you answered ‘yes’ to the above question, provide a summary of the finding or judgement and explain what action you have taken to prevent similar unlawful discrimination from reoccurring.</p> <p><b>Guidance</b> – <i>Buyer may not be able to select a bidder to tender if it has been found to have unlawfully discriminated in the last three years unless it has provided compelling</i></p>	<p>+</p>
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*evidence that it has taken robust and appropriate action to prevent similar unlawful discrimination reoccurring*

7.6.4 In the last three years, has your organisation had a complaint upheld following a formal investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in the jurisdiction other than the UK), on grounds of alleged unlawful discrimination?

Yes  No

If you answered 'yes', provide a summary of the nature of the investigation and an explanation of the outcome (so far) of the investigation. If the investigation upheld the complaint against your organisation, provide an explanation of what action (if any) you have taken to prevent unlawful discrimination from re-occurring.

**Guidance** – Buyer may not be able to select a bidder if a complaint is upheld following investigation, unless robust and appropriate action has been taken to prevent similar unlawful discrimination from reoccurring

## 7.7 Health and Safety

7.7.1 Does your organisation have a written Health and Safety Policy?

Yes  No

7.7.2 Does your organisation ensure compliance with the Health and Safety at Work Act 1974?

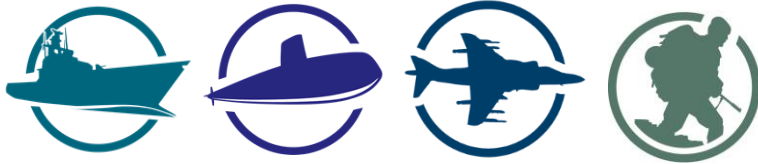
Yes  No

7.7.3 Does your organisation train staff in Health and Safety?

Yes  No

7.7.4 Please provide the name of the person in the business specifically responsible for health and safety matters:

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## 7.8 Information Security Policy

7.8.1 Does your firm have a policy on the protection of client data with respect to the statutory requirements on Data Protection, Freedom of Information and Environmental Information Regulations and confidentiality?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

Please provide details

7.8.2 Please provide any further information you think might be relevant to the provision of this service such as: any additional skills or processes your organisation possesses which you consider would lead to additional value/ benefit for the NMRN

Please provide details

## Section 8

### Form of Tender

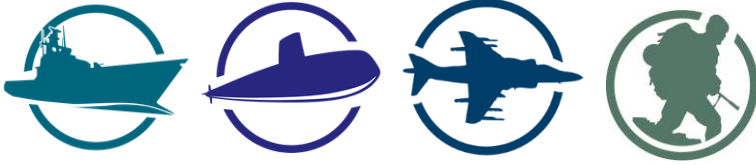
To: NMRN

Dear Sir/Madam

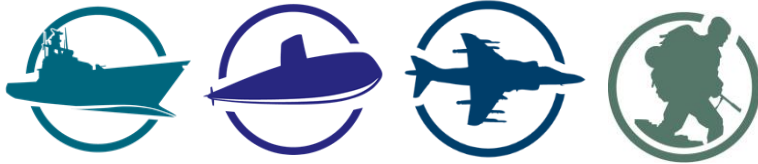
**TENDER FOR:**

1. I/We\* the undersigned DO HEREBY UNDERTAKE on the acceptance by the NMRN of my/our\* tender to supply and/or deliver the goods and/or services on such terms and conditions and in accordance with such specifications as are contained or incorporated in the invitation to tender.
2. Any prices, rates or discounts quoted in this tender are valid for 90 days after the tender return date and we confirm that the terms of the tender will remain binding upon us and may be accepted by you at any time before the expiry of that period.





Signed	
Name	
Position in Organisation	
Duly authorised to sign tenders for and on behalf of [Name]	
Registered Address	
Nationality of Company	
Date	



## Section 9

### Certificate of Non-Collusion

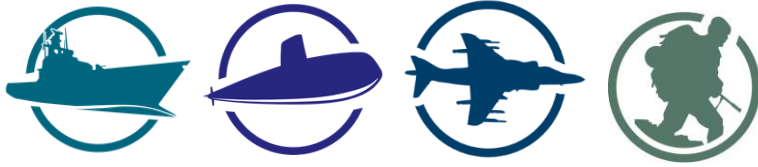
**TO: NMRN**

**RE:**

The essence of the public procurement process is that the NMRN shall receive bona fide competitive tenders from all Tenderers. We, the undersigned, hereby certify that this is a bona fide bid and (except as authorised in the Invitation to Tender) we have not, and insofar as we are aware neither has any of our (or any of our proposed sub-contractors) officers, employees, servants or agents:

- (a) Entered into any agreement with any other person with the aim of preventing bids being made or as to the fixing or adjusting of the amount of any bid or the conditions on which any bid is made; or
- (b) Informed any other person, other than the person calling for this bid, of the amount or the approximate amount of the bid, except where the disclosure, in confidence, of the amount of the bid was necessary to obtain quotations necessary for the preparation of the bid for insurance, for performance bonds and/or contract guarantee bonds or for professional advice required for the preparation of the bid; or
- (c) Caused or induced any person to enter into such an agreement as is mentioned in paragraph (a) above or to inform us of the amount or the approximate amount of any rival bid for the Contract; or
- (d) Committed an offence under any applicable laws, statutes, regulations and codes relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010; or
- (e) Offered or agreed to pay or give 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 Bid or proposed Bid for the works any act or omission; or
- (f) Canvassed any other persons referred to in paragraph (a) above in connection with the Contract; or
- (g) Contacted any officer of NMRN or their agents about any aspect of the contract including (but without limitation) for the purposes of discussing the possible transfer to the employment of the Tenderer of such officer or agent for the purposes of the Framework Contract or for soliciting information in connection with the Contract.

We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 7 above before the hour or date specified for the return of the bid nor (in the event of the bid being



accepted) shall we do so while the resulting contract(s) continue in force between us (or our successors in title) and NMRN.

In this certificate, the word 'person' includes any person, body or association, corporate or incorporate and 'agreement' includes any arrangement whether formal or informal and whether legally binding or not

Signed	
Name	
Position in Organisation	
For and behalf of	
Date	



## Section 10

### Sample

10.1. As part of the tender submission, the supplier is invited to send a sample of their audio guide to the NMRN. This is not mandatory but purely an option to accompany the tenderer's digital submission.

10.2. If a sample is sent, it will need to arrive before the deadline: **08/10/2019 at 12:00 (Midday)**.

10.3. Samples should be sent to the following address:

**Governance Manager  
Storehouse 11  
The National Museum of the Royal Navy  
Portsmouth Historic Dockyard  
HM Naval Base (PP66)  
Portsmouth  
PO1 3NH**

10.4. Please ensure you clearly mark on the outside of the package the following:

**Historic Ships – Audio Guide System Sample, HMS Victory**

10.5. A letter inside should specify the company name and the units. For the sake of anonymity please ensure there is no labelling of your organisation on the outside of the package.

10.7. Delivery to the Portsmouth Historic Dockyard can sometimes be complex. Please be sure that the delivery service does not enter through the adjacent naval base as the NMRN are not prepared to escort each parcel on delivery. The tenderer must ensure the parcel is delivered through the pedestrian Victory Gate to the Portsmouth Historic Dockyard.

10.8. Please note that due to the naval base operations, the deliveries can only be taken when the museum reception is open from 09:00 to 16:00.

10.9. The parcels will only be opened by the NMRN after the tender deadline.

10.10. Please state below if you have or have not sent through a sample. This will then be paired up with the delivered sample package.

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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