



**Invitation to Tender
for Chamber Website Redevelopment Partner**

Date: 6 August 2021

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1 INTRODUCTION

1.1 Who we are

East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) is a membership organisation with a current membership of approximately 4,100 organisations.

We are the leading business representation organisation in the East Midlands region and employ 175 staff who are based at four main sites in Chesterfield, Nottingham, Derby and Leicester, in addition to, managed workspaces in Derby and Leicester and smaller satellite offices in Glossop and Mansfield.

Chamber members pay an annual subscription fee based on the size of their company (currently by employee headcount) and benefit from a range of services and discounts as a result.

Key services offered by the Chamber include:

- Lobbying, campaigning and representation
- Information and research
- Business advice and support
- International documentation, customs declarations, training and advice
- Virtual office and managed workspace in Friars Mill, Leicester Food Park and Brian Clough Business Centre
- Commercial business training
- Annual Chamber business awards
- Networking and social events
- Business growth events, workshops and forums: HR, manufacturing, sustainability, construction, logistics and transport, and digital
- Annual conferences for manufacturing, skills, digital and cyber security
- Employment services – Better Working Futures and Way2Work
- Enterprising Women and Generation Next networks

The following European Structural Investment Fund projects are part-funded and co-delivered by the Chamber, in partnership with a range of public and private sector partners including:

- D2N2 Growth Hub
- LLEP Business Gateway
- LLEP Digital Growth Programme
- Digital UpScaler

For more information about us, including our 2019/2020 Annual Report and 2021/24 Business Plan visit the [About Us](#) page on our website.

1.2 Our websites

We currently own and content manage several websites, which are hosted and supported by different providers:

www.emc-dnl.co.uk
www.generationnextemc.co.uk
www.friarsmill.com
www.ebusinessclub.biz
www.d2n2growthhub.co.uk
www.leicesterfoodpark.co.uk
www.pushthebuttontoday.com

2 TENDER SCOPE

2.1 Rationale

We would like to redevelop our current website: www.emc-dnl.co.uk.

The main driver for the change is to simplify the architecture and therefore user experience, to aesthetically modernise the website and to integrate with our Microsoft Dynamics CRM system.

The challenge is that we are a multi-faceted organisation. As well as offering membership services and international documentation, we deliver a variety of projects and initiatives with several partners to different geographic audiences to both members and non-members.

We often receive feedback that information is difficult to find or, due to the volume of it and the number of editors, is out of date. The search function does not always bring up the most recent or relevant content, which again can inhibit users.

As part of this project, we will be examining our current content and looking to rationalise it wherever possible to aid this simplification process.

Our website is currently structured around our seven core value propositions, which impedes flow. We often have to allocate pages into more than one area as it falls under more than one proposition – e.g. international training is featured in 'Skills' and 'International' with categories and sub-categories which aren't always intuitive to the user.

Our current bespoke CMS platform does not provide us with a great deal of flexibility either when creating project or campaign pages, which again can inhibit what we can achieve.

The pandemic has also changed the landscape we operate in. Like many organisations we have adapted our events and training to deliver them virtually via various platforms such as Zoom, GoToWebinar, GoToTraining and Microsoft Teams. However, we believe we can develop this further in engaging our members virtually.

Over the coming months we have an opportunity to add new services and projects to the Chamber offer. Therefore we need a website that has a flexible CMS that can allow us to expand and contract our website with our offer, as well as accommodate campaign pages or micro sites within the CMS system, with their own look and feel when required.

Finally, we are in the process of developing a portal with our CRM partner, which will help automate processes in a number of areas, and we want our website to 'host' these within its structure, providing the user with a consistent experience.

2.2 Website aims and objectives

2.2.1 Marketing goals

2.2.1.1 Increase awareness and build brand

Position the Chamber as the "go to" place for business services, support and advice in the East Midlands region (Derbyshire, Nottinghamshire, Leicestershire) through a fully optimised website showcasing our services, projects, partnerships, campaigns and commercial activities in a slick, professional way.

2.2.1.2 Increase member and user engagement

Educate our members and website users on the various products and services we offer in a user-friendly, accessible way. Encouraging them to maximise use of their membership benefits and/or the products and services we provide. Also to showcase our members, help them celebrate good news stories and foster member-to-member relations.

2.2.1.3 Lead generation

Generate qualified leads for users to join as a member or product/service user.

2.2.2 Operational goals

2.2.2.1 Reduce time spent on maintaining content

Save time of the marketing team and web editors in creating and updating content on the website with a more user-friendly CMS and preview functionality. Also review and reduce the number of websites we currently manage by incorporating these back into the Chamber website where possible.

2.2.2.2 Optimise workflow automation

Automate a number of processes on our website by integrating our CRM system Microsoft Dynamics 365 into our website. This includes membership and event registrations, booking training and enquiry management. Also streamline processes such as member directory management.

2.3 Target audience and users

- Member and non-member businesses located in Derbyshire, Nottingham and Leicestershire
- Delivery Partners (local authorities, funders, universities, colleges)
- Press and media partners, outlets and channels
- Government, MPs, ministers and civil servants

2.4 Requirements

We want to appoint a delivery partner who will collaborate with us and our CRM partner to create the new website sitemap and wireframes to ensure we create a simple, user-centric structure.

We want to reduce the amount of text on our website, make it more engaging with visual and video content with a simple, intuitive navigation and a robust search function is a must.

Our website is the 'shop-front' not only for web users but also our CRM system with which we need it to seamlessly integrate. A lot of functionality such as event bookings and a variety of forms, will be designed by our CRM partner to integrate into the website, rather than the other way around.

Our requirements include, but are not limited to:

- Administration – ability to create users with various editorial control levels to manage content
- Forms – integration of CRM forms into the website so data will flow directly into our system
- Preview page functionality before publication

- SEO optimisation support – whether tools within the CMS and/or copy-writing support to ensure all web content is optimised

2.4.1 Microsites and sections

The umbrella site will have a unique url: www.emc-dnl.co.uk. All microsites will have their unique URLs pointing to their respective sections that may require alternative branding/logo. We will be seeking to consolidate some of our existing websites into our main Chamber website.

Key sections of the website include but are not limited to:

2.4.1.1 Membership

2.4.1.1.1 Main page

The main page for this section will list our membership categories, their associated offering and benefits as well as prices. A clear *Become a Member* link will be required pointing to an application form and online payment option. The form will feed directly and securely into our CRM system via an API to be provided by our CRM partner. Processing of the application, including email notifications and where appropriate user authentication, will be automated within the CRM system by our partner.

2.4.1.1.2 Member-to-member offers

In this section, special offers of products and services will be listed. These offers are from members to members and will appear in a set format to be advised by us. Offers will be submitted by members via a form on this section which requires a simple authentication/verification against the member's unique membership number. The form, once completed, will feed directly and securely into our CRM system via an API to be provided by our CRM partner. Publication of submitted offers on the website will be subject to internal approval via the CRM system. However, all listings will be time-bound; i.e. an offer will automatically disappear from the listing on its expiry date, a process managed by the CMS without manual intervention.

2.4.1.1.3 Member directory

A searchable (by name, sector etc.) listing of our current members to be displayed in an elegant format (to be advised) showing key member information. Data will be provided from our CRM system via an API. However, in order to ensure speed of response (page speed), considerations should be given to storing the data in a separate database (e.g. SQL in Azure) and refreshing on a regular basis (e.g. nightly).

Through this section, members will be able to amend their details once authenticated against their unique membership number. Amended data will feed into our CRM system via a secure API for processing and approval.

2.4.1.2 Events and training pages

2.4.1.2.1 Main pages

These sections will contain searchable listings and a calendar of our events, workshops and training sessions. Data fields for all events, workshops and training sessions will be fed from our CRM system via an API. The ability to publish these either immediately or on a schedule is required (see CMS section below).

Considerations should be given to storing our events and training listing on a separate database (e.g. SQL in Azure) for improved responsiveness. Refreshing the listing should be triggered on publishing new events, workshops and training sessions or on modifying existing ones.

2.4.1.2.2 Booking form

An online booking form for events, workshops and training sessions is required. The form will be tailored for each of these and requires a simple authentication/verification against a unique membership number (for members' rates). Once a booking form is submitted, its content will feed into our CRM system via an API (provided by our CRM partner) for processing. Processing of the booking, including email notifications (internal and to the delegate/booker), will be made within the CRM system following a process designed by our partner.

2.4.1.2.3 Online payment

Some of our events, workshops and training sessions require payment in advance and at the time of making a booking. It is therefore important that a payment request is made as part of the booking process. Payments are to be made by credit/debit card and processed via our online payment gateway provider. Once a payment is made, certain fields (not credit/debit card details) will feed into our CRM system via a secure API, and data will then be fed through to our Finance system via existing connections between our CRM and Finance systems. Invoicing and confirmation of payment as well as customer notification will be processed by our CRM and Finance systems.

Note: the online payment process must be tailored to be used wherever required on our website. In addition, our charges for the same product/service may vary for members and non-members. It is therefore important that our listings are able to display and process multiple price rates (including FOC) and VAT calculations. Our master product catalogue, including price lists is maintained in our CRM system.

2.4.1.3 Funded programmes

This section will provide information about all our projects that are part-funded and co-delivered by us in partnership with public and private sector organisations. It will also act as a signpost to a secure portal (provided by our CRM partner) where users can login and securely engage in any specific project.

2.4.1.4 News

This section will contain headlines, brief description and links to news stories, providing the ability to filter and categorise news stories for easy search, embargo and archive pages.

A clear *Subscribe* to our email communications button and form is to be included. Submitted subscriptions will feed into our CRM system (into preferences) via an API. Processing of subscriptions will be made on our CRM system following our marketing and comms process.

2.4.1.5 Blogs and articles

This section is for longer opinion pieces lifted from our Business Network magazine and blogs, either written or video, again with the ability to filter and categorise.

2.4.1.6 Awards

In this section we would like to publicise our regional [Annual Business Awards](#) and our annual Enterprising Women Awards to showcase sponsors, encourage entries and sell tickets. This can be published using the events section but treated as a major event with improved graphics/video content.

The ability to invite candidates and sponsors to apply is required with a process similar to the events booking process.

The ability for post-event publication of content/photos/videos to celebrate winners is also required.

2.4.1.7 Campaigns

2.4.1.7.1 Landing page

A page for short-term marketing campaigns to generate leads or engagement with new or existing users is required. Content will be driven by our marketing module in the CRM system and any data captured will feed into our CRM system via an API.

2.4.1.7.2 Microsite

Longer term, complex campaigns or projects delivered over 12 months a campaign/project microsite may be required. These pages need to be more flexible, offer the functionality of a microsite within the website with its own navigation and visual identity. We want the ability to build these microsite pages ourselves within our CMS.

2.4.1.8 Contact us

A standard page with addresses and contact details for our chambers offices is required. A link to Google maps for each of our office locations is also required. All enquiries via this section will feed into our CRM system via a secure API.

2.4.1.9 Other features

2.4.1.9.1 Search facility

A comprehensive search function that appears on all pages is required. The function offers the ability to search for titles, headings and content delivering the results in order of relevance or date.

2.4.1.9.2 Patrons and Strategic Partners

A scrolling banner showcasing logos (with links) of our patrons and strategic partners is required on the home page.

2.4.1.9.3 Banners

We would like a dynamic banner display to be provided that is easily updatable through a banner manager tool. This can be used for sponsored advertising or showcasing key events.

2.5 Design and visuals

We would like our website to have a more contemporary look and feel and be easy for users to navigate. A website that we can develop visually as our identity transforms. We therefore require a minimum of three alternative designs to be provided for our consideration and approval.

Visually we believe the imagery we use will be important and would require strong photographic imagery and graphics.

Competition is low for us as part of a global network of Chambers, however the following could be seen to be competition along with any trade association organisations:

- Federation of Small Businesses (FSB): <https://www.fsb.org.uk/>
- Sheffield Chamber of Commerce: <https://www.scci.org.uk/> (geographical area overlap)

Websites we like:

- Staffordshire Chamber: <https://staffordshirechambers.co.uk/>
We like the video banner and puts search at the heart of the user experience
- North East Chamber: <https://www.neechamber.co.uk/>
Clean, modern design and navigation
- Federation of Small Businesses (FSB): <https://www.fsb.org.uk/>
Visually appealing, simple and intuitive to use
- AnyJunk: <https://www.anyjunk.co.uk/>
Visually engaging, easy to navigate

Note: the Chamber employs a junior graphic designer who we would be happy to second to this project to become part of your team to support the visual design aspect of the project.

2.6 Technical specifications

2.6.1 Coding and data storage

Our preference is to use Microsoft technology for building the website and associated databases. This will facilitate the integration with our CRM system, secure portal and other business applications if required.

2.6.2 Security

We require a robust and secure platform with SSL certificate, with multi-site hosting and hosted on UK based servers.

A seamless and secure integration between the website and CRM system must be ensured in collaboration with our CRM partner.

A pen test is required to be carried out as part of the site testing to check for exploitable vulnerabilities. All identified vulnerabilities must be addressed prior to launch.

2.6.3 SEO

The website must be optimised for all popular search engines. Optimisation prerequisites including keywords and tags must be built into the site and updated regularly. Verification of excellent search engine ranking of the site must be demonstrated prior to acceptance of final delivery.

2.6.4 Analytics

The site must have Google analytics embedded to provide regular and on demand analytics on site accessibility, unique hits, downloads, service requests, bookings etc.

2.6.5 Compatibility and compliance

The website needs to be responsive for mobile and tablet users and compatible with the latest widely used browsers. It must comply with the latest Web Content Accessibility Guidelines (WCAG) Level AA standards and conform to the Disability Discrimination Act. Compliance with WCAG AA must be demonstrated prior to site launch.

2.6.6 Content management system (CMS)

The main website and all associated micro sites will be editable through an advanced (preferably Microsoft centric) CMS which will allow editors to easily create and amend menu items, sections and pages (text and images) and to upload documents, videos and audio files.

The CMS application will provide multi-level dynamic menu creation for the entire website. Editors will be able to add new menu items, change the order in which they appear on the site and archive single pages or entire sections. Editors can create new sub-sections of the website which will appear as clickable items on the navigation menu. Within each subsection, web pages can be created (and automatically added to the navigation menu) and content added into these pages.

The CMS should allow for immediate, scheduled and time-bound publications which can be useful for items such as events.

2.6.6.1 Editors

Certain sections and each micro site will have their own unique list of editors to manage their content. Further to this, each section and micro site must be able to pull in certain data from other sections and where content is shared or co-managed.

The CMS should offer a comprehensive user marketing master administration function to allow for the addition and removal of site editors and for granting them appropriate user privileges with various permission levels.

Content managed pages will be editable using a simple, online, Microsoft Word type interface and features (including spelling and grammar). A preview option for all edits must be available for checking changes prior to publication.

2.7 Working Arrangements

We would like to work with a forward-thinking partner who will put the user at the heart of this project. A supplier who will challenge and support us to ensure we get the best possible outcomes to meet our objectives and work in collaboration with our ensconced CRM partner.

This project will be managed by the Chamber's head of marketing and digital marketing executive.

Once launched, the website content will be administered by the Chamber marketing team.

2.7.1 Service level agreement

We require your SLA confirming your response times to urgent and standard requests, outlining your uptime guarantee, software and security updates, backups, auditing, tests and bug fixing.

2.7.1.1 Maintenance

As part of this project, the contractor will provide complete maintenance of the site (not limited to fixes) for a period of 3 months post going live.

Further maintenance will be subject to a separate agreement based on a quote for ongoing support and essential maintenance of the website.

2.7.2 Hosting

We would like you to organise a secure and cost-effective hosting platform for our site in advance of going live. Quotes for various hosting providers are to be submitted for our review and approval well in advance of the site launch.

2.7.3 Testing

A prototype and testing site must be made available via a URL at an early stage of the development (within first two weeks). This will help us monitor progress with our project.

2.7.4 User training

The contractor will provide user training and appropriate user guides for our staff, it is envisaged that this will operate in a 'train the trainer' format.

2.7.5 IPR

All elements of the entire end product, including design, graphics, images, content, code, databases and CMS will be the property of East Midlands Chamber. EMC owns the copyright for the site and its contents.

The contractor will provide all necessary images and graphics work to be implemented upon our approval. All selected artwork will be the property of EMC on completion of the project.

2.8 Timescales

We are seeking to appoint a supplier by the beginning of October 2021 with a five-month delivery schedule, aiming to have the redeveloped website soft launched w/c 28 February 2022 for testing, with a full launch on 8 March 2022.

2.9 Budget and payment terms

We estimate the total cost for the design, build and launch of the new website will be c.£30,000 +VAT. However, we would be receptive to recommendations which may increase this budget if we believe the extra functionality would improve customer engagement or automation efficiencies for example.

Payments of formal invoices for key project stages will be made as follows:

- 30% of total cost on successful launch of test site
- 50% of total cost on successful launch of full site
- 20% on successful delivery of 3 months post-launch maintenance

3 TENDER PROCESS

3.1 Services required

The Chamber is looking to receive supplier recommendations for a comprehensive website solution that meets as many of the features and requirements outlined in Section 2.

3.2 Tender submission requirements

The written submissions should cover the following specific requirements:

- Company introduction - a brief description of your business, project portfolio and key clients
- Your understanding of our Chamber and our audience
- Project scope
 - Creative and technical consideration
 - Creative materials and a visual mock-up example of one homepage design and one content page
 - Sitemap
 - Programming language, DBs, forms, integration considerations
 - CMS
 - Security
 - Hosting options
- Two case studies (including visual examples) – that demonstrate your ability to meet customer requirements that were similar to ours including integration with a third-party system (either a CRM or another platform)
- Timescale and deliverables (milestones) along with the identification of any key issues and main risks associated with the project.
- Cost - please provide an itemised break-down of costs including design and development, hosting, training and ongoing maintenance. We also would like you to supply your hourly rates for those involved in the project delivery.
- Project team - a list of proposed project team members and their experience/competences or CVs.
- A copy of your SLA (as outlined in section 2.7.1)

3.3 Tender evaluation process

The tender evaluation process is in two stages:

- Stage 1: Written submission (80 points)
- Stage 2: Face-to-face presentation and interview (20 points)

Tender responses will be scored by a panel consisting of at least three senior Chamber representatives and one representative from our CRM Partner based on the following scoring principles:

Scoring Principles		
Scored (1 / 2 / 3 / 4)		
1	Poor	The information submitted has some omissions or demonstrates only limited technical, ability and/or capacity.
2	Satisfactory	The information submitted just meets the Chamber’s expectations in demonstrating technical experience, ability and/or capacity to deliver the services. There are significant reservations, but not sufficient to warrant rejection.

3	Good	The information submitted meets the Chamber's expectations in demonstrating technical experience, ability and/or capacity to deliver the services.
4	Excellent	The information submitted exceeds the Chamber's expectations and provides high-quality evidence of technical experience, ability and/or capacity to deliver a quality service.

Standard Details Questionnaire Data will be scored as pass or fail:

- Pass - the information has been assessed and judged to be acceptable
- Fail – no information has been provided and/or the standard of the information is unacceptable or does not comply with the minimum acceptable standard

To qualify to Stage 2 presentation and interview the proposals must:

- Satisfy the required data in the Standard Details Questionnaire & Proposal
- Score at least 40 points on Stage 1
- Be one of the three highest-scoring bids

The highest scoring three proposals from stage 1 will be invited to attend a face-to-face presentation and interview on 30 September 2021 at the Chamber's Commerce House office in Chesterfield.

At this interview, the Chamber requires each of the three shortlisted companies to provide a 30-minute presentation that showcases:

- A brief history of the company and why they are interested in this project
- The expertise they have in developing effective website solutions
- The project scope proposal and the rationale employed to devise it
- Details of the working processes and methodology to be used
- Details of the personnel that will be managing the project, and a summary of their relevant experience

We require at least one member of your technical team to attend the presentation to answer any technical questions that may have regarding your tender proposal and presentation.

The format of the presentation can either be handouts or a slide show. We will require you to email a copy of your presentation procurement@emc-dnl.co.uk by 5pm on 28 September 2021. Each tenderer will have the opportunity to ask questions to the interview panel.

3.4 Selection of provider

The highest scoring tender will be selected based on the combined scores at stage 1 and stage 2.

If none of the responses are deemed satisfactory, the Chamber reserves the right to consider alternative procurement options.

The provision of false information will disqualify organisations from further consideration. Successful and non-successful providers will be notified in accordance with the Timetable for Submission.

Potential bidders should note that if a bid is fundamentally unacceptable on a key issue, regardless of its other merits, the bid will be rejected.

3.5 Terms and conditions

The tenderer is responsible for all costs, expenses and liabilities incurred in the preparation of the tender submission.

4 **SUBMITTING YOUR PROPOSAL**

Please ensure that all the required documentation is completed along with any supporting documentation.

Tenders submitted after the stipulated time and date will be rejected.

To register your interest in this tender, request any further clarification and receive any updates please email procurement@emc-dnl.co.uk

Email a copy of your written submission, completed Standard Details Questionnaire and any supplementary information to procurement@emc-dnl.co.uk with the subject line **'Tender – Website Partner 2021'**.

4.1 **Timetable for submission**

Issue of formal ITT to selected suppliers:	6 August 2021
Tender return deadline:	Noon 13 September 2021
Stage 1 feedback to stage 1 applicants:	20 September 2021
Stage 2 Presentations:	30 September 2021
Stage 2 evaluation/feedback:	1 October 2021
Contract initiation meetings:	w/c 4 October 2021

4.2 **Tender questions**

If you require further information about the requirements of the project or the tendering procedures, please email procurement@emc-dnl.co.uk. No questions will be answered that provide a competitive advantage to any party tendering.

Should questions arise during the tendering period which in our judgement are significant, we will inform all providers to explain the nature of the question, and our formal reply. Providers should take that reply into consideration when preparing their own proposals, and we will evaluate proposals on the assumption that they have done so.

5 TENDERS EXCLUDED

It must be recognised that the Chamber reserves the right to withdraw this tender document without notice:

- No tender will be considered for acceptance if the potential provider has indulged or attempted to indulge in any corrupt practice or canvassed the tender with a member of staff employed by the Chamber
- If the successful provider has indulged or attempted to indulge in such practices and the tender is accepted, then grounds shall exist for the termination of the contract and the claiming of damages from the successful provider
- It is unlikely that any tender will be accepted which (a) is incomplete or inaccurately or inadequately completed or which purports to impose conditions other than those provided in the contract documents and (b) is delivered out of time or in a manner other than specified in the specification

In submitting a tender against this contract, the potential provider confirms that they have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

The potential provider also certifies that at no time, before or following the submission of the tender, has the tenderer carried out any of the following acts:

- Entering into any agreement or arrangement with any person that he shall refrain from tendering or as to the amount of any tender to be submitted
- Offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. The context of this clause the word 'person' includes any persons and anybody or association, corporate or unincorporated, and 'any agreement' includes any such transaction, formal or informal, and whether legally binding or not

6 FREEDOM OF INFORMATION

Information in relation to this tender may be made available on demand in accordance with requirements of the [Freedom of Information Act 2000](#).

Potential providers should state if any of the information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the Act. Potential providers should state why they consider the information to be confidential or commercially sensitive. This will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions provided in the Act.

It is important to note that information may be commercially sensitive for a time (e.g. during a tender process) but afterwards, it may not be. The timing of any request for information may be extremely important in determining whether the information is exempt. However, providers should note that no information is likely to be regarded as exempt forever.

ANNEX A - STANDARD DETAILS QUESTIONNAIRE

Please complete the following standard details questionnaire. If the question does not apply, please write **N/A**; if you don't know the answer please write **N/K**.

Completing and returning this documentation does not in any way guarantee any work.

Section 1: BASIC DETAILS OF YOUR ORGANISATION			
1.1	Name of the organisation:		
1.2	Contact name:		
1.3	Job Title:		
1.5	Company address and post code:		
1.6	Telephone number:		
1.7	E-Mail address:		
1.9	Website address:		
1.10	Company Registration number (if applicable):		
1.10	Charities or Housing Association or other Registration number (if applicable):		
1.11	Date of Incorporation or Registration:		
1.12	Registered address if different from the above		
1.13	VAT Registration number:		
1.14	Is your organisation:	i) A public limited company?	Yes / No
		ii) A limited company?	Yes / No
		iii) a partnership	Yes / No
		iv) a sole trader	Yes / No
		v) other (please specify)	Yes / No
1.15	Name of (ultimate) parent company (if this applies):		
1.16	Companies House Registration number of parent company (if applicable):		
1.17	How many staff does your organisation employ? (If you are a sole trader, please say so)		
Section 2: FINANCIAL INFORMATION			
2.1	Please provide details of your turnover and net profit for the last two financial years:		
	Year:	Turnover:	Net profit:
	Year:	Turnover:	Net profit:
2.2	Can you provide copies of your audited annual accounts for the last two years		Yes/No
2.3	Has your organisation met the terms of its banking facilities/loan agreements (if any)		Yes/No
2.4	If 'No' what were the reasons, and what has been done to put things right?		
2.5	Has your organisation met all its obligations to pay its creditors and staff during the past year?		Yes/No
2.6	If 'No' please explain why not.		

Section 3: REFERENCES		
Please provide details of two recent contracts that are relevant to this tender.		
	Reference 1	Reference 2
3.1	Name of customer:	
3.2	Contact name and phone number:	
3.3	Contract dates:	
3.4	Contract value:	
3.5	Website address	
3.6	Brief details about the service you provided:	
3.7	Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contractor?	Yes / No
3.8	If 'Yes', please give details:	
Section 4: INSURANCE		
Please provide details of your current insurance cover:		Value
5.1	Employer's Liability:	£
5.2	Public Liability:	£
5.3	Professional Indemnity:	£
5.4	Other (please provide details):	£
Section 5: POLICIES		
5.1	Does your organisation have a written health and safety at work policy?	Yes / No
5.2	Does your organisation have a health and safety at work system*?	Yes / No
5.3	Does your organisation have a written equal opportunities policy covering Race, Sexual Orientation, Religion and Belief, Disability and Age, to avoid discrimination?	Yes / No
5.4	If 'No', to either of the above please explain why:	
5.5	Does your organisation hold a recognised quality management certification for example BS/EN/ISO 9000 or equivalent?	Yes / No
5.6	If not, do you/your organisation have a quality management system?	Yes / No
5.7	Does your organisation have an environmental management system?	Yes/No
5.8	If 'No', to the above quality systems please explain why:	
Section 6: PROFESSIONAL AND BUSINESS STANDING		
Do any of the following apply to you/your organisation, or to any director(s) / partners / proprietor(s)?		
6.1	Is in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings	Yes / No
6.2	Has been convicted of a criminal offence related to business or professional conduct	Yes / No
6.3	Has committed an act of grave misconduct, in the course, of business	Yes / No

6.4	Has not fulfilled obligations related to payment of social security contributions	Yes / No
6.5	Has not fulfilled obligations related to payment of taxes	Yes / No
6.6	Is guilty of serious misrepresentation in supplying information	Yes / No
6.7	Is not in possession of relevant licences or membership of an appropriate organisation where required by law	Yes / No
6.8	If the answer to any of these is 'Yes' please give brief details below, including what has been done to put things right.	
Section 7: DECLARATIONS OF INTEREST		
7.1	Please identify if any of your staff personnel has been employed by the Chamber and/or related to any member of staff employed by the Chamber? If so, please provide further details?	
Section 8: SIGNED DECLARATION		
I declare that to the best of my knowledge the answers submitted in this document (and any supporting information) are correct. I understand that the information will be used in the evaluation process to assess my suitability to provide the services described. (Electronic signatures or typed names are acceptable. In the event that your organisation is successful you will be required to resign this form with an original signature)		
FORM COMPLETED BY:		
8.1	Name:	
8.2	Position:	
8.3	Date:	
8.4	Tel number:	
8.5	Signature:	