



**SUPPLIER QUESTIONNAIRE AND
INVITATION TO TENDER**

**FOR THE SUPPLY AND IMPLEMENTATION OF A BUSINESS OBJECTS
DASHBOARD TOOL AND RELATED SERVICES**

**SUBMISSION DATE
NOON ON
7 JULY 2011**

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The University of Liverpool

Invitation to Tender for the Supply and Implementation of a Business Objects Dashboard Tool and the Provision of Related Services

1. Purpose of Tender:

The University wishes to improve the quality and availability of management information in order to support the development of performance measurement processes and inform decision making. To achieve this objective, the University has decided to purchase software products and tools which will complement its existing investment in Business Objects products. The primary strategic product for all reporting is currently Business Objects and a migration from Version 5 to BOXI Release 2 is nearing completion. This will be followed by Release 3 by the end of June 2011. The University is in the process of acquiring the SAP Business Objects "Data Integrator" tool to underpin the development of a robust data warehouse and perform the extraction, transformation and loading of data into the reporting mechanism.

The University now wishes to acquire a Business Objects tool to support a comprehensive management information self service portal and dashboard tool.

It is anticipated that the following additional services will be required as part of the implementation:

- Implementation consultancy and support
- User training
- Ongoing support and maintenance

The requirements are described in the Outline Functional Specification which accompanies this Invitation to Tender.

2. Tender Process:

This Invitation to Tender is accompanied by an Outline Functional Specification. Suppliers are requested to complete and simultaneously return both documents.

2.1 Approximate Timetable:

The following timetable is indicative only and may be subject to change according to circumstances.

| | |
|-------------------------|--|
| 10/05/2011 | Invitations to Tender available to download |
| 07/06/2011 | Closing date for receipt of Tenders |
| 07/06/2011 | Tenders opened |
| 07/06/2011 – 30/06/2011 | Tender evaluation, supplier presentations, site visits and the taking up of references |
| 01/07/2011 | Preferred supplier nominated |
| 15/07/2011 | Chosen supplier approved |
| 22/07/2011 | Contract signature |

2.2 Acceptance

The University does not undertake to accept the lowest tender, or part, or all of any tender, and the acknowledgement of receipt of any submitted tender shall not constitute any actual or implied agreement between the University and the Tenderer. The University reserves the right to accept any part, or all, of any tender or tenders at its sole discretion.

2.3 Award Criteria: *(percentages in brackets are the approximate weighting factors which we intend to apply at evaluation and are included for guidance only)*

- Proposed services and training (40%)
- Presentation of a “proof of concept” on a supplied data set (40%)
- Cost (10%)
- Implementation timetable and plan (10%)

2.4 Accompanying documents:

Please include with your Tender the following documents:

- CVs of your employees who will be assigned to the project, stating their precise role and their previous experience in similar roles for other Higher Education clients
- A proposed implementation programme and resourcing plan, indicating the resource requirements for both the Supplier and the University
- An escrow guarantee

2.5 Submission of Tender:

Your tender must be uploaded to the University of Liverpool e-tendering system no later than noon on 7th June 2011.

2.6 Visits:

Suppliers are invited to visit the University before submitting their Tenders in order to clarify requirements. Requests for visits must be directed to the Project Manager, using the contact details in this Invitation to Tender.

2.7 Queries:

Any queries about this tender should be directed by email to:
barry.graham@liverpool.ac.uk

3. Instructions to Tenderers

- 3.1 In preparing your tender please adhere to the above and the following instructions. Non-compliant tenders may not be considered.
- 3.2 Your tender must include a point-by-point response to each requirement stated in the Functional Specification and completion of the Pricing Schedules in Section 5, Form of Tender.
- 3.3 You should complete, sign and return the Form of Tender in Section 5.
- 3.4 Your Tender shall be a bona fide Tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.
- 3.5 You shall not, before the date and time specified for the return of the Tender, communicate to any person the amount or approximate amount of the Tender or proposed Tender except where disclosure in confidence of the approximate amount of the Tender is necessary to obtain insurance or tender bonds for the purpose of the Tender.
- 3.6 You shall not enter into any agreement or arrangement with any other person with the intent that such other person shall refrain from Tendering or between the two of you agree to the amount of any other Tender submitted.
- 3.7 You shall not offer or pay or give or agree to pay 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 the to the Tender any act of a nature described in the preceding conditions.

3.8 Commercial Requirements

3.8.1 Price: We require a FIXED price in UK Pounds Sterling, including delivery, installation, commissioning, training and warranty. Prices should exclude VAT.

Your tendered price(s) must remain valid for acceptance up to 90 days from the tender closing date.

3.8.2 Alternative Specifications/Proposals: If you wish to offer better/alternative specifications than those set out in the Outline Functional Specification, to provide increased value for money or improved functionality, this must be clearly stated and any effect on the prices offered should be made clear and appropriately detailed.

3.8.3 Language of the Tender: The Tender must be in the English language.

3.8.4 Costs of tendering: The University shall not be responsible for costs incurred by the Tenderer in preparation of their Tender.

3.8.5 Reference sites: Tenderers should provide contact details of an existing customer in the Higher Education sector to whom similar products and services have been provided and who may be contacted for references.

3.8.6 Freedom of Information Act 2002: Tenderers should note that any information submitted may be subject to the Freedom of Information Act 2002. If a Tenderer wishes that a specified piece of information should not be released or published under the Act, this must be explicitly stated with reasons. The University cannot guarantee that it will not be obliged to release information of this kind, but it will not do so without prior notification to the Tenderer.

- 3.8.7 Contract Conditions:** Tenderers must include their draft Terms & Conditions of Contract with their tender response. The preferred Tenderer will be required to negotiate the terms of their contract before any award is made.
- 3.8.8 Subcontracts:** The University wishes to enter into a single contract for the supply of all goods and services which are the subject of this Invitation to Tender. If the Tenderer proposes to engage a third party to supply any of the goods or services, this arrangement must be covered by a formal subcontract agreement between the Tenderer and the third party(ies). The Tenderer will be required to indemnify the University from and against all loss, damage or liability up to a total of the full contract value (plus legal fees and costs).

The breakdown of costs between goods and services to be supplied directly by the Tenderer and those which would be supplied by third parties must be clearly identified in the Form of Tender (Section 6). Any costs associated with managing subcontracts must also be clearly identified in the Form of Tender.

4. Functional Specification:

4.1 Operational Requirements: The University's Outline Functional Specification for a Business Objects Dashboard tool accompanies this Invitation to Tender. The document is set out in such a way as to allow Tenderers to record their response against each stated requirement. You are therefore requested to record against each requirement stated in the Outline Functional Specification confirmation that your proposed solution meets the requirement, including a description of how the requirement will be met, whether the requisite functionality would be provided directly by the standard product or if modification is required and details of any limitations.

Where the proposed solution does not meet a stated requirement, you are invited to put forward an alternative approach.

4.2 Implementation: Please provide a proposed schedule covering all activities associated with implementing the proposed solution. The schedule should include a detailed chronology of events, supported by a Microsoft Project plan. It should include as minimum, the following activities in relation to each software product or tool:

- Delivery to site
- Installation in a test environment
- The testing process leading to user acceptance
- Commissioning
- Training
- Availability for live use

For the purpose of the project plan, it should be assumed that contracts will be signed on 22 July 2011.

The proposed schedule should also include a statement of the Supplier's resources and an estimate of the University of Liverpool resources that will be required to work with the supplier in support of the implementation activities.

5. SUPPLIER QUESTIONNAIRE

5.1 Corporate Information

5.1.1 Company Name

5.1.2 Contact details

- Postal address
- Telephone No.
- Fax No.
- E-mail address

5.1.3 Website address

5.1.4 Contact Name and title of the person who will be the University's key point of contact on all aspects of this procurement.

5.1.5 Date Company Established

5.1.6 Type of Business e.g. Limited Liability Company, PLC, Partnership, etc.

5.1.7 Please list your principal types of business with percentages of turnover (e.g. supply and implementation of Business Objects products, other software products for the Higher Education sector, etc.)

5.1.8 Please provide full details of ownership of the Business, including the name and address of any parent company.

5.1.9 What are the principal areas of business of the parent company?

5.1.10 Please list all associated companies and their principal areas of business.

5.1.11 Please describe your relationship with the SAP Business Objects organisation including the level of partnership and length of the relationship.

5.2 Personnel

5.2.1 Please list Directors/Partners as appropriate

5.2.2 Please provide approximate numbers of employees by function.

5.2.3 Please identify by name and job title the individual who would be responsible for managing the supply and implementation of the dashboard tool.

5.2.4 Please give details of your equal opportunities policy if applicable.

5.3. Expertise and Experience

5.3.1 Please provide a **brief** description of the software products and tools that you would propose to meet our requirements.

5.3.2 Please provide details of **three** projects which you have undertaken within the last 5 years which are **similar in scope and nature** to this project, stating the date of the project, value and scope of works.

1.

2.

3.

5.3.3 Please provide a full list of clients within the UK Higher Education Sector for whom you have provided similar products and services. Please also submit any relevant case studies.

5.3.4 Please indicate your ability and experience in providing ancillary services, including:

- Implementation consultancy
 - Training
 - Ongoing support and maintenance

5.3.5 Please provide details of your experience in providing project management support for clients in the Higher Education sector, including methodologies employed:

5.4. Health and Safety

Please answer the following questions and supply relevant information as requested, providing supporting details and documentation separately:

5.4.1 Does your organisation have a safety policy, as required by s.2 (3) of the Health and Safety at Work Act etc., 1974?

Yes No

5.4.2 Who in your organisation has day to day responsibility for Health and Safety matters?

Name:

.....

Address:

.....

Position:

.....

Telephone:

.....

Fax:

.....

5.4.3 Have any formal notices been issued or legal proceedings taken against your organisation by the Health and Safety Executive in the last three years?

Yes No

If so, please provide details separately.

5.5. Financial

5.5.1 Would you be prepared to authorise your bank to furnish an opinion as to your organisation's financial strength?

Yes No

Please provide your bank's name, address and your account details

5.5.2 Please provide details of your annual turnover for the most recent 3 years, both in total and specifically in regard to the types of service which are the subject of this procurement.

5.5.3 Do you have any outstanding litigation or do you have any Court Orders issued against you in connection with your business? If so please detail below

5.5.4 Please provide details as requested below of Employers Liability, Public Liability and Professional Indemnity Insurance. Please state **any restrictions or limitations.**

| |
|---|
| <p>EMPLOYERS LIABILITY INSURANCE</p> <p>Please indicate present indemnity limit: £</p> |
| <p>PUBLIC LIABILITY INSURANCE</p> <p>Please indicate present indemnity limits:</p> <p>Public Liability: £</p> <p>Products Liability: £</p> |
| <p>PROFESSIONAL INDEMNITY INSURANCE</p> <p>Please indicate present indemnity limit: £.....</p> |

5.6. Equality Data

5.6.1 Do you have policies and procedures in place to comply with the following legislation

a) The Race Relations Act 1976? Yes No

b) The Sex Discrimination Act 1975, as amended? Yes No

c) The Equal Pay Act 1970? Yes No

d) The Disability Discrimination Act 1995? Yes No

5.6.2 In the last three years, has any finding of unlawful racial or sexual or disability discrimination in the employment field or breaches of the Equal Pay Act been made against you by the Employment Tribunal, the Employment Appeal Tribunal or any court or in comparable proceedings in any other jurisdiction?

Yes No

If the answer to any of the above is yes, please provide details.

6. FORM OF TENDER

This Form of Tender comprises the following:

- Section A SOFTWARE SUPPLY AND IMPLEMENTATION
- Section B PROVISION OF ANCILLARY SERVICES
- Section C SUMMARY OF ACQUISITION COSTS
- Section D ANNUAL RECURRING COSTS

To: The University of Liverpool

We agree that this Tender shall remain valid to be accepted or not and shall not be withdrawn for a period of 90 days from the Invitation to Tender closing date.

We understand and accept that the University is not bound to accept the lowest or any tender.

Having examined the Invitation to Tender and any documents attached or referred to in it, we offer to supply the scope of work as set out by us in our response to the accompanying Outline Functional Specification.

| | |
|----------------------------------|--|
| Name of Tenderer | |
| Address of Tenderer | |
| | |
| | |
| Signed on behalf of Tenderer by: | |
| Name | |
| Designation | |
| Signature | |
| Email address | |
| Date | |
| Telephone No. | |

Section A: Form of Tender: Software supply and implementation

- **Cost of supplying and implementing a software solution to meet the requirements as set out in the Response Section of the Functional Specification, Appendix B, sections B3.1 and B3.2.**

| ITEM | £ |
|---|---|
| Application Software | |
| Cost Breakdown: (identify by name of product) | |
| • <i>Product A</i> | |
| • <i>Product B</i> | |
| • <i>Product C</i> | |
| • <i>etc</i> | |
| | |
| Total Cost of Software | |
| | |
| Less Discount(s): (Please express as a percentage of software cost) | |
| | |
| Net Cost of Application Software | |
| | |
| Installation costs (if not included in software acquisition cost) | |
| | |
| | |
| Total Cost of Software Supply and Installation | |

Appendix B: Form of Tender: Provision of ancillary services

- **Cost of meeting the University’s requirements for ancillary services as set out in the Response Section of the Outline Functional Specification (Appendix B, Section B3.3) in order to meet the proposed implementation programme**

| ITEM | Daily Rate (£) | Total Cost (£) |
|---|----------------|----------------|
| Training | | |
| | | |
| Implementation support and consultancy | | |
| | | |
| Ongoing support and maintenance | | |
| | | |
| Other (please specify) | | |
| | | |
| | | |
| Total cost for provision of ancillary services | | |

Appendix C: Form of Tender: Summary of acquisition costs

| ITEM | £ |
|----------------------------------|----------|
| Software supply and installation | |
| Ancillary services | |
| | |
| Total acquisition costs | |

Appendix D: Annual recurring costs

| ITEM | £ |
|---|----------|
| Ongoing support | |
| Updates and new releases | |
| Escrow licences | |
| Subcontract management | |
| Other recurring costs (<i>specify</i>): | |
| | |
| | |
| | |
| Total annual recurring costs | |