Invitation to Quote:

Specification

**0AR – Logistics Support- Courier Delivery & Collection Service**

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| **Background and Introduction** |
| NECS has an increasing requirement to deliver IT equipment between corporate and clinical NHS sites and to staff homes. There is also a requirement to collect parcels from similar sites and return these to a NECS facility. It is estimated that an average 1,000 parcels per month would be shipped in either direction, however this volume is subject to change based evolving NHS working practice and through short term project activity. NECS has a need for a reliable courier who can provide safe and efficient deliveries and collections across the whole of the UK to both residential and business addresses by a customer friendly portal.  |

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| **SThe Standards and Service Specifications** |
| NECS requires a range of options for delivery and collection of packages largely containing IT equipment (including Laptops, Monitors and Mobile phones) to residential addresses and NHS sites. The service needs to be able to provide the following:* Collection and Delivery of parcels weighing up to 10Kg averaging approximately 5KG.
* Next day delivery of Parcels (including a pre noon delivery option).
* Text and/or email notfications and updates around estimated delivery times and an ability for recipients to reschedule via SMS/web (without needing to call)
* Ability for parcel tracking by both the end recipient and authorised NECS staff.
* Online portal for booking the collection of parcels from offices or private UK home addresses including attributing a NECS reference number to each request.
* Doorstep parcel exchange with recipient at private UK home addresses.
* An ability for NECS to charge shipments to multiple accounts/cost centres for ease of billing and cost management
* A self-service or routinely (minimum weekly) provided full download of all shipment requests as a CSV/XML file that can be analysed offline by NECS. This must include all details of the request and delivery information.
* A customer portal featuring elective collection and delivery dates. To enable auto integration between call logging software an application programme interface would be required.
* A minimum period of 15 working days in which to raise a claim for a parcel lost in transit.
* At least 98% of parcels delivered/collected in line with service levels including periods of peak demand measured on a daily basis.

Pricing (and evaluation of this tender) should be based on the following forecasts however actual usage will dictate the billable charges. 1,000 parcels per month on a next day basis split as:* 600 individual parcels (upto 10KG) collected from NECS business addresses
* 300 individual parcels (upto 10KG) collected from home addresses
* 100 parcels (upto 10KG) collected from NECS business address with doorstep exchange at a home address and returned to NECS business address

Parcel sizes will vary but it is unlikely any regular parcel would be larger than 60x60x100cms with the majority under 50x50x60cm.Given that parcels will contain IT equipment they should not be left with neighbours or in "Safe Places" unless specified in special instructions or the recepient has requested so. Signiture/proof of acceptance of the parcel is required.The start date of the contract will be a soon as is practically possible subject to validation checks and any mobilisation processes that need to be implemented.Service levels and credits – It is expected that any failed deliveries due the fault of the supplier or any deliveriess not made within the timescale for the service specified will result in a financial credit/refund. For example if a parcel send on next day delivery is not received the next working day the cost of that service will be refunded. The supplier will provide regular updates as to theit current performance against SLAs.Account management - NECS will undertake a quarterly service review meeting with the service provider who would be expected to nominate an invidual would to act as an account manager whereby any issues can be raised as an escalation point. Payment Terms - Services paid for on a consumption basis with weekly or monthly billing with minimum 30 day payment terms Business ContinuityThe Supplier will be required to use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside North of England Commissioning Support Unit’ Business Continuity Plan where relevant to the provision of the services in line with the Business Continuity requirements in the contract terms and conditions.  |

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| **Essential Skills** |
| Safe, reliable, and on-time transportation of IT equipment to residential and business addresses within theUK. |

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| **Contract Terms**  |
| ***Service and route to market:-****Open tender – advertised on contracts finder****Terms and Conditions to be applied to the Contract:-****NHS Terms and Conditions**NECS reserve the right to use other delivery companies where parcel delivery location, type, speed or* *volume dictates.****Duration/Term of the Requirement:-****Commencing following successful award of contract and supplier setup NECS would look to continue to* *utilise the services provided in this agreement for a minimum of 12 months.****Option to extend the contract:-****NECS would like to continue to utilise the services provided in this agreement* *until budget volumetrics fully utilised, if this is not within 12 months.* |

Suppliers of products or services should have the following accreditations or be able to demonstrate that their company operates systems/processes equivalent to such standards. Bidders should supply copies of their accreditation certificates or evidence of their equivalent operating systems.

* BS EN ISO 9001
* BS EN ISO 13485
* ISO 14001

Suppliers must also demonstrate their training programme and their ability to implement these products or services within an NHS organisation as appropriate. This must be detailed in your response.

**Social Value**

In line with The Social Value Model set out by Government a minimum weighting of 10% will be allocated to the ITQ relating to a Social Value theme which will be relevant to the project.

Three key aspects of social value are:

● economic (e.g., employment or apprenticeship/training opportunities),

● social (e.g., activities that promote cohesive communities) and

● environmental (e.g., efforts in reducing carbon emissions)

Please note Corporate Social Responsibility (CSR) statements, policies and/or case studies as proof of how a bidder intends to deliver the social value policy outcomes are not deemed as acceptable responses to meet Social Values. CSR refers to how the organisation performs corporately and is not contract-specific and therefore will not adequately address the social value evaluation criteria.

**Evaluation Criteria**

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

NHS Shared Business Services on behalf of North of England Commissioning Support Unit, at its sole discretion, reserves the right to accept or reject all or any part of the quotation or if you have failed to provide the information requested in this quotation or submitted any modification or any qualification to the terms and conditions of contract. This includes the Bidders details section of the response document that needs to be complete in full by all bidders to allow the response to be accepted. Any responses not correctly completed in accordance with the requirements of this ITQ and/or containing omissions may be rejected at this point. Where a response is rejected at this point it will automatically be disqualified and will not be further evaluated. Where full detail is not provided by a bidder NHS Shared Business Services may look to seek further clarity on the response to allow the bidder response to be progressed, however this may potentially still exclude a bidder’s response if evidence provided does not comply with the requirements of North of England CSU. NHS Shared Business Services on behalf of North of England Commissioning Support Unit does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation. NHS Shared Business Services on behalf of North of England Commissioning Support Unit will check each quotation for completeness and compliance with the requirements in this Invitation to Quote document, thus you should ensure that you carefully examine this document in full and raise any clarification questions before the close of this quotation process and in line with the timescales for this procurement.

Quotes will be evaluated on the basis on cost and quality.

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

**Price**

Price will be evaluated based upon the value for money proposal within the budget, and the total cost of service. Your score will be based on the relativity of your price based on the overall lowest bid.

**Example of cost evaluation**

Bidder A submits a total price of £10,000.

Bidder B submits a total price of £12,500.

The score for Bidder A would be 100% as it is the lowest price. The score for Bidder B would be 75% as the price is 25% greater than the lowest price.

**Total Scoring Criteria (100%)**

**Example of evaluation scoring table;**

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| Description | % Awarded on each section | Weighting of question | Overall percentage score |
| Quality | 80% | 50% | (50/10)\*8 = 40% |
| Price | 100% | 20% | (20/10)\*10 = 20% |
| **Total** |  | **79%** | **60%** |

**Phases of the Project:**

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| Project Start Date:  | 21/11/2022 |
| Date of RFQ launch: | 07/12/2022 |
| End date of clarification questions: | 14/12/2022, 12pm |
| Date of close of RFQ:  | 21/12/2022, 4pm |
| Award Date:  | TBA |