



CRICK Request for Proposal Internal Logistics & Portage Services



Version: 1.0

Date: 13th December 2017

COMMERCIAL IN CONFIDENCE



Imperial College
London



wellcome trust



Contents

1	Introduction to the Crick.....	3
2	Requirement Overview.....	3
3	Requirements and Specification.....	3
3.1	Service Requirements.....	3
3.2	Service Provision	4
4	Evaluation and Selection Criteria	5
5	Cost Model and KPIs.....	6
6	Timelines and Milestones.....	6
7	Submission of Proposals	7
8	Contract Terms and Conditions	7

1 Introduction to the Crick

The Francis Crick Institute is a biomedical discovery institute dedicated to understanding the fundamental biology underlying health and disease. Its work is helping to understand why disease develops and to translate discoveries into new ways to prevent, diagnose and treat illnesses such as cancer, heart disease, strokes, infections, and neurodegenerative diseases.

An independent organisation, its founding partners are the Medical Research Council (MRC), Cancer Research UK, Wellcome, UCL (University College London), Imperial College London and King's College London.

The Francis Crick Institute will be world-class with a strong national role. Its distinctive vision for excellence includes commitments to novel partnership working; to developing young and emerging talent and exporting it the rest of the UK; to public engagement; and to helping turn discoveries into treatments as quickly as possible to improve lives and strengthen the economy.

2 Requirement Overview

The Francis Crick Institute is requesting proposals from suitably qualified organisations to fulfil the role of Service Partner for the provision of an internal logistics and portage services.

The Crick currently utilises a team of Full Time Employees (FTE) who undertake porter and internal logistics services within the Crick via a 3rd party provider. The Services primarily consist of (but are not limited to) a variety of activities relating to the receiving, processing and delivery of packages at the Crick as well as despatch of outgoing items, stock checks, waste processing, housekeeping and general stores tasks.

The internal logistics team support the entire institute which comprises 1250 researchers and 250 support staff.

The successful provider will be expected to manage all aspects of the internal logistics service within the Crick and should be able to demonstrate competencies in both the core service delivery and all other relevant aspects such as staff management, training, accreditation and health and safety and meet the Key Performance Indicators.

3 Requirements and Specification

3.1 Service Requirements

The core requirements of the Service as fulfilled by the Service Partner are as follows:

Provision of staffing resource for 245 core hours per week (inclusive of 45 hours for a 'lead operator'). The Lead Operator is currently responsible for the rota, recording of hours,

processing of pay and leave requests and compiling KPI data for the whole of the Service Partner element of the team

- Provision of staffing resource for up to 120 'ad hoc' hours per week as required, to cover absences of both Service Partner and Crick's internal Logistics Staff.
- Provision of external logistics training as required. This will include mandatory courses such as Fork Lift Truck training, Banksman training, practical manual handling etc.

Provision of uniforms and PPE approved by the Crick for both Service Partner and Crick's internal Logistics Staff. All screening and selection to be carried out by the Service Partner. The Crick reserves the right to reject candidates.

All staff employed are screened by Occupational Health (or equivalent) for any specialist tasks they are to undertake (e.g. fork lift truck use and handling/disposal of animal bedding waste)

3.2 Service Provision

The Service Provider will need to demonstrate that they have the necessary experience; knowledge and expertise to perform the services. Further they will exercise reasonable skill, care, and diligence and shall apply the professional standards expected of a company of its type and size. The services will include the receipting, distribution and stock counting associated with a wide range of materials including laboratory consumables, hazardous and temperature sensitive chemicals and delicate scientific instruments. The services will involve manual handling.

Specific tasks will include, but not be limited to:

- Receiving deliveries;
- Banksman duties directing vehicles within the loading bay;
- Goods receipting;
- Distributing goods / mail to agreed handover points (interaction with Science and non-Science groups);
- Transporting paper supplies and refilling of printers / copiers;
- Waste management and processing in Biological Research Facility (BRF) Waste Room, loading bay and Clinical Waste Room (including the use of an autoclave - training provided);
- Handling and transport of hazardous materials including replenishing dry ice supplies;
- Stock counting using Spirit Logistics system;
- Processing courier / mail deliveries using internal logistics system;
- Managing continuous supply in BRF Bedding Dispensary;
- Packing and dispatch of selected outgoing items;

- Operation of fork-lift truck & other manual handling (training will be provided);
- Maintaining the working environment through general housekeeping;
- Assist Porters from the housekeeping team as and when required and
- Perform any other tasks that may be required to maintain the quality of the internal logistics and portering service.

4 Evaluation and Selection Criteria

As part of the Crick’s internal decision making and selection process, a number of key criteria for assessment and evaluation of bids have been identified and these are outlined in the questions below. Bidders are asked to provide evidence and supporting documentation outlining their competence and suitability for the role of Logistics Service Partner. Responses to these questions will be reviewed and evaluated by the bid evaluation panel, in conjunction with the submitted cost model (see Section 5).

Responses should be provided in word, excel, PowerPoint or other suitable format and each response should be clearly labelled/marked to show which criteria it is addressing.

No	Question/Selection Criteria	Competencies to be Demonstrated
1	<p>Please outline and evidence your track record and past performance in the provision of Logistics and Porter services.</p> <p>This should include customer references for organisations and institutes operating in the Charity, Research or Academic sector.</p>	<p>Provision of 3rd Party Managed Services</p> <p>Working at Client sites</p> <p>Knowledge and understanding of Operational working within charity/research institutes with a high volume of end users</p>
2	<p>Please provide a mobilisation and implementation plan for your Logistics and Porter Services role at the Crick.</p> <p>This should include, timelines, milestones, risk management/contingency planning and transition management (from the current provider)</p>	<p>Planning</p> <p>Risk Management</p> <p>Problem Solving</p> <p>Staff and Stakeholder Management</p>
3	<p>Please provide details of your plans for staff management, training and support whilst fulfilling the role of Crick Service Partner for Logistics and Porter Services.</p>	<p>Knowledge of Health and Safety standards</p> <p>Staff support and development</p>

5 Cost Model and KPIs

Bidders should complete the attached document 'Logistics Service Partner Cost Model v2.xlsx' and include this within their RFP response.

Bidders should ensure that they have understood the requirements of the service and that this is fully costed within their bid. Once the service is implemented, amendments to the cost model will not be accepted unless agreed in writing by the Crick's Chief Financial Officer.

The contract term for this cost model will be 2 years, commencing April 2018.

This agreement will be monitored using a set of agreed Key Performance Indicators (KPIs). Included for reference is the document 'KPI Monitoring.pdf' which details the KPI proposed for use in monitoring supplier and contract performance. Bidders should ensure that they have read and understood the KPI requirements and raise any questions/clarifications prior to submission of their RFP.

6 Timelines and Milestones

The table below outlines the key milestones and timeline for the selection of the nominated service partner. These dates are intended as a guide for bidders and are subject to amendment/change dependent upon the Crick's requirements.

Milestone	Date
RFP Issued to invited bidders	Dec 2017
Bidders complete and return RFP	End Jan 2018
Crick selection panel reviews RFP returns (including clarifications) and selects Service Partner	Feb 2018
Contract finalisation and sign off	Feb/Mar 2018
Mobilisation and implementation	Mar 2018
Service Go Live	1 st Apr 2018

7 Submission of Proposals

Your proposal should address all of the points outlined in Sections 3, 4 and 5 of this document.

Suppliers should provide detailed information on how they will meet the requirement; their approach to filling the role of Service Partner within the Crick and the cost model for provision of the Services.

Submissions should be in electronic format only - hard copy documents will not be accepted.

The Francis Crick Institute's Procurement team will carry out any financial checks deemed necessary against the successful bidder and reserve the right to reject any bid on the grounds of financial/credit risk, financial misconduct, fraud or breaches of Corporate Governance guidelines and regulations.

Completed proposals must be emailed to tenders@crick.ac.uk by 17:00 on Wednesday 31st January 2018. Submissions received after this time will not be considered.

8 Contract Terms and Conditions

A finalised agreement with the successful bidder will be drawn up under the Crick's standard Terms and Conditions for provision of services. These are included within the document 'Internal Logistics Services - Services Agreement v2.0.pdf'.

----END----