



INVITATION TO TENDER (ITT)

RSSB1976 – Developing of a Sustainable Stations
Framework (T1074-01)

Issue 1

Section A - Tender Documents

- 1.1 Tenders shall be submitted in accordance with the following instructions. It is important that all the information requested is provided in the format and order specified. If the Tenderer does not provide all of the information RSSB has requested within the tender pack, RSSB may reject the tender as non-compliant.
- 1.2 Tenderers must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their tender. Tenderers are solely responsible for any costs and expenses in connection with the preparation and submission of their Tender, and all other stages of the selection and evaluation process. Under no circumstances will RSSB, or its advisors, be liable for any costs or expenses Tenderers, their sub-contractors, suppliers or advisors incur in this process, including if this tendering process is terminated or amended by RSSB.
- 1.3 Tenderers are solely responsible for obtaining the information that they consider is necessary in order to prepare the content of their tender and to undertake any investigations they consider necessary in order to verify any information RSSB provides during the procurement process.
- 1.4 All pages of the tender submission must be sequentially numbered (including any forms to be completed and returned).
- 1.5 All specifications, plans, drawings, samples and patterns and anything else that RSSB issues in connection with this ITT, remains the property of RSSB and are to be used solely for the purpose of tendering.
- 1.6 At any time prior to the deadline for receipt of questions, RSSB may modify the tender documents by amendments in writing.
- 1.7 RSSB (at its sole discretion) may extend the deadline for receipt of Tenders.
RSSB reserves the right to modify or to discontinue the whole of, or any part of, this tendering process at any time and accepts no obligation whatsoever to award a contract.

2.0 General, Legal & Compliance

- 2.1 RSSB will check each tender for completeness and compliance with the tender instructions. RSSB reserves the right to reject any tenders it considers substantially incomplete, or non-compliant (each tender will be assessed on its own merit, according to the level/importance of omitted or non-compliant content).

3.0 TENDER REQUIREMENTS

- 3.1 “RSSB” means the contracting authority, seeking to invite suppliers to participate in the procurement process.

“You” or “Supplier” means the legal entity completing these questions, seeking to be invited to the next step of the procurement process Invitation to Tender (ITT)

- 3.2 Please ensure all questions are completed in full and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply you need to clearly state N/A.

- 3.3 If it is necessary for you to provide additional information this should be provided as an appendix and clearly referenced as part of your declaration.

3.4 BACKGROUND INTRODUCTION

RSSB was established in April 2003. The Company’s primary objective is to facilitate the railway industry’s work to achieve continuous improvement in the health and safety performance of the railways in Great Britain, and thus to facilitate the reduction of risk to passengers, employees and the affected public. The railway is a complex system with multiple interfaces delivered by many different organisations. At RSSB we bring these different organisations together to make collective decisions. We help the rail industry carry out research, understand risk, set standards and improve performance. We provide a constant point of reference in a changing environment.

We support rail in the areas of safety standards, knowledge and innovation and a wide range of cross-industry schemes requiring our knowledge and independence. Our work involves close collaboration, but as technical experts we also appoint suppliers in the wider market to provide an informed view.

Key elements of the company’s remit are to:

- Manage Railway Group Standards on behalf of the industry
- Lead the development of long-term safety strategy for the industry, including the publication of annual Railway Strategic Safety Plans
- Propose change through facilitation of the research and development programme, education and awareness
- Measure, report and inform on health and safety performance, safety intelligence, trends, data and risk
- Support cross-industry groups in national programmes which address major areas of safety concern
- Facilitate the effective representation of the UK rail industry in the development of European legislation and standards that impact on the rail system

RSSB is a not-for-profit company owned by major industry stakeholders. The company is limited by guarantee and is governed by its members, a board and an advisory committee. It is independent of any single railway company and of their commercial interests.

RSSB REPRESENTATIVE

Your main point of contact is: Hazel Fernandes: hazel.fernandes@rssb.co.uk

RSSB OVERVIEW

If you wish to find out more about RSSB, please visit our website at www.rssb.co.uk

TIMELINE

The expected milestones are set out below:

Project Objective	Start Date	End Date
ITT issued	09/09/2015	
Supplier clarification questions 1 st deadline	09/09/2015	15/09/2015
Suppliers Day	16/09/2015 11:00 – 13:00 hours	
Supplier clarification questions 2 nd deadline	16/09/2015	30/09/2015
Revised Deadline for Submitting Tenders	12 pm on Monday 12/10/2015	
Post Tender Clarification	19/10/2015	23/10/2015
Estimated notification of award decision	30/10/2015	
Target contract commencement date	November 2015	

Note: RSSB reserves the right to amend these dates as business requirements demand and will communicate any changes to tenderers.

3.5 SUPPLIERS DAY

Tenderers are invited to attend a supplier's day meeting to seek clarification on the specification of the ITT issued. We expect the supplier day to be a two way dialogue, on the day we will give a brief presentation on the requirements and will open up the floor to general Q&A. If required, RSSB will use the feedback to tweak the specification. All questions arising from the session will be anonymised and shared with all bidders. Commercial information will not be shared. The Supplier day will take place on Wednesday 16 September 2015 at RSSB offices The Helicon, 1 South Place, London EC2M 2UP 11:00 am and 1:00 pm.

Any questions should be prepared in advance of the Supplier day and sent by email to hazel.fernandes@rssb.co.uk to ensure their questions can be answered on the day.

Tenderers must notify RSSB of their intention to attend in the ITT Acknowledgement, please note that the Tenderer will be restricted to a maximum of two representatives.

- 3.6 Should you have any questions relating to the project, please email these six days before the deadline detailed in the project timeline above to ensure that these questions can be addressed. To ensure equal and fair treatment to all suppliers who are submitting a bid, RSSB will circulate all questions and responses anonymously.

Questions should be emailed to: Hazel Fernandes hazel.fernandes@rssb.co.uk

4.0 Tender Evaluation

4.1 EVALUATION METHODOLOGY

In the interests of an open, fair and transparent assessment, this document sets out how RSSB intends to evaluate tender responses. It outlines the evaluation criteria and respective weightings, as well as the evaluation methodology to be applied.

4.2 EVALUATION PROCESS

The process that will be used to select an appropriate tenderer and award the contract for this procurement is available in the Evaluation Criteria. There are mandatory questions to check the suitability of the submission before tenders are marked in full. It should be noted that pricing is only taken into consideration should the technical / quality evaluation result achieve the threshold. The minimum score is 40 % out of 70%.

The maximum score is 100%. The breakdown is Quality 70% and the price score 30%.

An evaluation panel consisting of representatives of key stakeholders within RSSB will carry out the evaluation. The procurement team will only act as moderator during the suitability and proposal assessment phases of the evaluation.

4.3 TENDER EVALUATION CRITERIA AND MINIMUM REQUIREMENTS

In evaluating tenders, the most economically advantageous tender(s) will be sought. This will be using the evaluation criteria and weightings detailed in the Evaluation Criteria Matrix.

The evaluation criteria specified relates to the attached specification which detail the minimum requirements. Therefore, any tender which cannot demonstrate that it meets any of the minimum requirements will not be marked and will automatically score zero.

Tenderers are advised to carefully consider the attached specifications, ask clarification questions to ensure these are understood.

Scoring Table

Grade	Definition of grade
5	<p>A wholly excellent Tender Response that (where applicable):</p> <ul style="list-style-type: none"> a) Addresses all aspects of the question in an informed and comprehensive manner; b) Demonstrates a thorough understanding of what is being asked for; c) Provides evidence of how that understanding can be applied in practice; d) Offers full confidence that the Tenderer will deliver the service in full; e) Addresses the majority of areas of doubt and uncertainty; and <p>provides certain, unambiguous commitments or statements of intent that permit reliance through translation into contractual terms</p>
4	<p>A good Tender Response that (where applicable):</p> <ul style="list-style-type: none"> a) Addresses all aspects of the question and is generally of a good standard; b) Demonstrates a good understanding of what is being asked for; c) Provides a worked-up methodical approach; d) Offers confidence that the Tenderer will deliver the service in full with limited areas of doubt or uncertainty; e) Addresses key areas of doubt and uncertainty; and f) Provides commitments that can be translated well into contractual terms
3	<p>A satisfactory Tender Response that (where applicable):</p> <ul style="list-style-type: none"> a) Addresses the majority of the question and is generally of a good standard but lacks substance or detail in some areas; b) Demonstrates an understanding of what is being asked for; c) Provides a satisfactory approach; d) Offers a general level of confidence that the Tenderer will deliver the service (but with room for doubt in some areas); e) Address some areas of doubt and uncertainty; and f) Provides some commitments that can be translated well into contractual terms.
2	<p>A Tender Response that (where applicable):</p> <ul style="list-style-type: none"> a) Addresses some of the question but <i>either</i> lacks relevant information and detail <i>or</i> lacks substance in a manner that would suggest the response is a “model answer”; b) Demonstrates some understanding but with a lack of clarity in key areas; c) Provides an approach which is not wholly appropriate or viable or lacks evidence; d) Shows that the level of confidence that the supplier can deliver does not outweigh the doubt; e) Does not address many areas of doubt and uncertainty; and

Grade	Definition of grade
	f) Does not offer sufficient commitment (with doubt as to the extent to which would translate into contractual terms)
1	<p>A generally unsatisfactory Tenderer response that (where applicable):</p> <ul style="list-style-type: none"> a) Does not address the question or has omissions; b) Lacks understanding in significant areas; c) Provides an approach which has gaps or creates concerns; d) Shows that the level of confidence that the supplier can deliver is low; e) Creates uncertainty; and f) Displays significant lack of commitment (with doubt as to the extent to which would translate into contractual terms)
0	<p>A wholly unsatisfactory Tenderer response that (where applicable):</p> <ul style="list-style-type: none"> a) Provides no response or omissions/oversights that prevent scoring; b) Refuses to deliver the requirement; and c) Creates concerns so significant that the response would be detrimental to the interests of the RSSB

5.0 Evaluation Criteria Matrix

Selection Criteria

Evaluation Matrix Suitability	Evaluation Question	Evaluation Criteria	Weight
S1 Experience of the Organisation	<p>The tenderer should explain the organisations experience of delivering similar projects relating to the Specification within the rail industry, to include:</p> <ul style="list-style-type: none">• Station performance or policy• Benchmarking across industry• Sustainable development	Pass/Fail	0
S.2 Availability to perform the work within the timescales	<p>Confirm availability of key resources to start the project and provide realistic timescales for all phases of the project (including any revisions to reports within the timescales proposed)</p> <p>RSSB's expects the work to be mobilised within 2 weeks on award of contract.</p> <p>RSSB expects the tenderer to understand the timescales for the work, however, would welcome shorter or longer timescales depending on the proposed methodology for the work.</p>	Pass/Fail	0
S.3 Dependences or Conflict of interest (if any)	<p>The tendered should outline and explain any dependencies and potential conflicts of interest and how these will be managed.</p>	Pass/Fail	0

Award Criteria

Evaluation Matrix Technical/Quality	Evaluation Question	Evaluation Criteria	Weight
A1. Summary of the proposal	Tenderers must provide a concise summary highlighting the key aspects of the proposal. The summary is not evaluated and is used to contextualise the Tenderer's proposal.	-	-
A2. Method Statement Ability to Meet Deliverables	<p>Tenderers must provide a method statement detailing how it is proposed to fulfil RSSB requirements (as described in the Specification).</p> <p>This should include a description of how it is intended to obtain, deliver and sustain the services for all aspects of the requirement</p> <p>Tenderers should demonstrate:</p> <ul style="list-style-type: none"> i. How it will apply expertise to meet the specification including how you will conduct the study ii. Understanding of the objectives and provide a coherent and systematic approach to meeting these objectives iii. Understanding of the current requirements for station management across the industry, including relevant ISO and other standards 	<p>The Tenderer's response shows that it:</p> <ul style="list-style-type: none"> Has understood the requirements Has proposed a credible and sound methodology for the research Has proposed a credible and robust approach to data collection Has described how the outcomes will be successfully delivered Has understood risks to delivering the project and how these can be mitigated Understand current requirements on Network Rail and operators and how these may inform the framework 	30%

Evaluation Matrix Technical/Quality	Evaluation Question	Evaluation Criteria	Weight
A3. Project Delivery, Performance, Budget and Resources Management	<p>The Tenderer must outline the processes and resources it proposes to use in order to fulfil RSSB requirements, to include:</p> <ul style="list-style-type: none"> I. Ensuring team has the right experience and expertise, including around management of stations, sustainable development and development of metrics and benchmarks II. How you will communicate and engage with relevant industry stakeholders and work with RSSB to ensure the quality and the content of the deliverables is fit for purpose III. How will you meet the critical success factors for this piece of research IV. Allocation of adequate and appropriate resources against specified deliverables V. Management of the project to ensure project milestones are met VI. How it will manage any unforeseen risks to delivering the project in accordance with the specification VII. Understanding of RSSB reporting requirements 	<p>The Tenderer's response shows that it</p> <ul style="list-style-type: none"> - Has provided sufficient resource and a credible plan for delivering successful outcomes - Has assigned suitably qualified and experienced key resource for delivery of project - Has identified appropriate management of these resources - Has identified and will manage any performance and budget/ project risks effectively 	30%
A4. Deliverables	<p>The Tenderer must provide detail on the project deliverables and their successful delivery, to include:</p> <ul style="list-style-type: none"> I. Clear understanding of and process plan for each deliverable 	<p>The Tenderer's response shows:</p> <p>List of key deliverables, with process plan, milestones and target due dates</p> <p>Robust review process and iterations</p>	10%

Evaluation Matrix Technical/Quality	Evaluation Question	Evaluation Criteria	Weight
	II. Process for review of deliverables and drafts		
A5. Total value of costs	Tenderers must complete the attached breakdown of cost spreadsheet published with the tender documents	<p>The tenderer's response shows the following:</p> <p>A detailed breakdown of costs by tasks, phases against named individuals</p> <p>Propose a payment schedule which is based on delivery of key milestones/deliverables. The schedule should not include upfront payment</p>	30%

6.0 SPECIFICATION

See attached Work package specification RSSB1976 Developing a sustainable stations framework (T1074-01)

6.13 Remedies

Remedies for below par performance:

Performance will be monitored as part of routine contact compliance and reviewed by RSSB. Remedial action will be followed through and monitored according to a plan agreed by the RSSB Contract Manager and the Contractor's Contract Manager.

6.15 Pricing schedule:

Please fill in the excel sheet Appendix A RSSB1976 Pricing Schedule and return with the Tender Response.

1. The rates contained with the pricing schedule are, unless otherwise expressly agreed between the parties, firm.
2. The rates entered shall be deemed to include complete provision for full compliance with the requirements of the Contract.
3. The rates exclude VAT.
4. The rates entered in the Pricing Schedule shall include all travel and subsistence costs.
5. Tenderers must include in the pricing schedules any discounts or any reduced pricing they are proposing to offer to RSSB in delivery of this requirement.
6. RSSB requires Tenderers to competitively tender against the requirements of the Specification. Payments to the Contractor for service delivery will be in accordance with the terms and conditions. There will be a milestones payment mechanism linked to satisfactory sign off for the work completed. The supplier should put appropriate milestones in their proposal.
7. KPIs and targets associated will be reviewed on a monthly basis.

7.0 PROCESS AND PREPARATION OF RESPONSES

- 7.1 The Supplier shall not enter in any agreement or arrangement with any third party which would in any way cause RSSB or its members to incur any financial obligations to the Supplier or any third party.
- 7.2 The Supplier shall not approach any RSSB employee, the RSSB representative or its agents to discuss any aspects of the Tender. All communication should be conducted via the nominated representative.
- 7.3 The Supplier shall not canvass support for the award of the contract by approaching any employee of RSSB, its representative or its agents.
- 7.4 The documents as enclosed are to be accepted in their entirety. No alteration will be allowed, unless notified and confirmed in writing by RSSB procurement before the date stated for the receipt of tenders. If any alteration is made or these instructions to Suppliers are not fully complied with the tender may be invalidated.
- 7.5 The conditions of contract included in this Invitation to Tender apply. The Suppliers standard terms of business or trade will not be accepted.
- 7.6 Any requested changes for minor amendments to the conditions of contract must be sent in as a qualification to the contract for consideration. If this is not completed, it is assumed that the Supplier has accepted all terms and conditions detailed and no further changes will be accepted.
- 7.7 The Supplier shall be deemed to have satisfied itself as to the nature, extent and the content of the goods, services or works to be provided, the extent of staff required and all other matters, which may affect the tender.
- 7.8 All prices quoted to be GBP (unless otherwise requested in the Invitation to Tender) exclusive Value Added Tax and firm.
- 7.9 It is the Suppliers responsibility to ensure the tender is correct at the time of submission. No amendment to the tender will be allowed after the due date.
- 7.10 Any questions must be emailed to the main point of contact no less than five days before the return date. Note: questions/responses will be circulated anonymously to all Suppliers invited to tender.
- 7.11 Tenders received after the closing date and time will not be considered.
- 7.12 RSSB reserves the right to correct any omissions or inaccuracies in the Invitation to Tender and to clarify and/or amend any of RSSBs' requirements, up to seven days before the return of tenders.

- 7.13 All information supplied by RSSB must be treated in confidence and not disclosed to third parties except insofar as this is necessary to obtain sureties or tenders required during the preparation of the Tender. All information provided by Suppliers will be treated in confidence except in stances where references may be sought.
- 7.14 RSSB reserves the right to cancel this Tender at any point and any cost incurred in the preparation of this Tender is at the Bidder's expense.
- 7.15 Tenders must remain open for acceptance for a period of 180 calendar days from the submission date.

8.0 CONDITIONS OF CONTRACT

Attached in Appendix B is the terms and conditions in relation to the proposed contract award.

Qualification of the Contract

Where Tenderers have any queries or concerns with any specific condition of the terms and conditions of the contract, these should be submitted in the template provided in Appendix C – RSSB1976 Contract Issues Memo. Please ensure the specific condition(s) and proposed amendment(s) are provided. These will be reviewed by RSSB on a case by case basis, and, if accepted, revised terms and conditions will be issued. Failure to accept the terms and conditions of the contract or to qualify the tender in any way, may result in the tender being rejected by RSSB.

Tender Declaration

This section outlines how the offer from the Tenderer is to be constructed. Please return this Tender Declaration along with your Tender and retain a copy for your records.

Having examined the ITT email, the Instructions to Tenderers, the Information Required From Tenderers, the Conditions of Contract, the Specification and this Form of Tender (the "Tender Documents"), we offer to supply all/part of (delete as applicable) the goods, services or works specified in these Tender Documents.

We undertake if selected, to perform the contract in accordance with the Tender Documents, including the Conditions of Contract contained herein.

We agree that this tender shall remain open for acceptance by RSSB for 180 days from the date stipulated for the return of tenders.

We understand that you are not bound to accept the lowest, or any tender you may receive.

We certify that this is a bona fide tender, and that we 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. We also certify that we have not done and we undertake that we will not do, at any time before the hour and date specified for the return of this tender, any of the following acts:

- Communicate to a person, other than the person calling for the tenders, the amount or approximate amount of the proposed tender. Except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender.
- Enter into an agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted.
- Offer or pay or give or agree to pay or 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 goods, services or works, any act or thing of the sort described herein.

We recognise that RSSB reserves the right to clarify details of our offer prior to the award of any contract.

We hereby undertake that the period during which this tender remains open for acceptance not to divulge to any persons, other than the persons to whom the tender is to be submitted, any information relating to the submission of this tender or the details contained therein except where such is necessary for the purpose of submission of this tender.

We have included the following in our response:

1. Completed response to the specification of requirement in the format requested.
2. Completed pricing schedule including separate breakdown of costs
3. Completed tender declaration (this form)



4. In the unlikely event that any amendments are requested to the proposed terms and conditions, a completed template detailing requested amendments

Tenderer's authorised representative signature.....

Legal name of organisation:

Company registration number:

Full business address:

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Conflicts of Interest

Tenderers have a continuing duty to disclose actual or potential conflicts of interest in respect of itself, its named sub-contractors and / or consortia members.

Please describe any (potential) conflicts of interest that the Tenderer has identified and how these will be managed*:

If you **DO NOT** have any conflicts to declare, please tick this box: ☐

Tenderers are reminded that failure to identify material conflicts of interest may lead to rejection of its tender response.

Guidance to Tenderers:

Tenderers should describe in the detail the perceived conflict (how it could be perceived in the context of this procurement) and the measures it will take to mitigate the conflict through the procurement life-cycle and service delivery.