OPEN TENDER

RSSB INVITATION TO TENDER FOR THE PROVISION OF: RSSB2552 - Development of an NTS interactive eLearning package to supplement learning delivery media for the RSSB Train Driver Training Course

Deadline: Friday 7th April 2017

ITT Reference: RSSB2552 - Development of an NTS interactive eLearning package to supplement learning delivery media for the RSSB Train Driver Training Course

# 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.

# 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).

2.2The Tenderer will be excluded should any of the grounds for mandatory rejection or discretionary rejection be triggered. Mandatory requirements can be viewed at <http://www.rssb.co.uk/about-rssb/working-with-us/supplier-opportunities/mandatory-and-discretionary-requirements>

2.3 Tenderers are required to confirm in their tender response, they are able to meet all mandatory and discretionary requirements.

2.4 The Tenderer will be excluded should it be assessed that it has a high risk of:

* + Insolvency over the lifetime of the contract; e.g. the Tenderer may be excluded if its current assets to current liabilities ratio is less than 1;
  + Insufficient financial capacity to deliver the services effectively; or
  + Over-dependence on RSSB (e.g. the Tenderer may be excluded if its turnover is less than £ [no more than2x the contract value]

# 3.0 TENDER INSTRUCTIONS

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 **RSSB REPRESENTATIVE**

Your main point of contact is: [shareditt@rssb.co.uk](mailto:shareditt@rssb.co.uk)

**RSSB OVERVIEW**

If you wish to find out more about RSSB, please visit our website at [www.rssb.co.uk](http://www.rssb.co.uk)

**Timetable**

The timetable for this procurement follows. This is intended as a guide and whilst RSSB does not intend to depart from the timetable, it reserves the right to do so at any stage.

The expected milestones are set out below:

|  |  |  |
| --- | --- | --- |
| **Project Objective** | **Date** | **Time** |
| Invitation to Tender issued | 14 March 2017 |  |
| Supplier clarification questions deadline | 31 March 2017 | 5pm |
| **Deadline for Submitting Tenders** | **7 April 2017** | **5pm** |
| Tender Evaluation & Post Tender Clarification | W/C 10 April 2017 | |
| Estimated notification of award decision | W/C  17 April 2017 |  |
| Target contract commencement date  Middle of April 2017 | | |
| Target Contract Delivery Date  31st of August 2017 | | |

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

3.5 **QUESTIONS**

Should you have any questions relating to the project, please email these before the deadlines detailed in the project timeline above to ensure that these questions can be effectively addressed? To ensure equal and fair treatment to all potential suppliers, RSSB will circulate all questions and responses anonymously.

Questions should be emailed to: [shareditt@rssb.co.uk](mailto:shareditt@rssb.co.uk)

# 4.0 Evaluation Information

4.1 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 **Verification of Information Provided**

Whilst reserving the right to request information at any time throughout the procurement process. RSSB may enable the Supplier to self- certify that there are no mandatory/ discretionary grounds for excluding their organisation. When requesting evidence that the supplier can meet the specified questions relating to Technical and Professional Ability RSSB may only obtain such evidence after the final tender evaluation decision and only from the winning Supplier only.

4.3 **Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:**

* Employer’s (Compulsory) Liability Insurance = £2M
* Public Liability Insurance = £1M
* Professional Indemnity Insurance = £1M

4.4 **Sub- contracting Arrangements**

Where the Supplier proposes to use one or more sub- contractors to deliver some or all of the contract requirements, a separate Appendix should be used to provide details of the proposed delivery model that includes members of the supply chain and percentage of work being delivered by each sub -contractor and the key deliverables that each sub- contractor will be responsible for.

RSSB recognises that sub- contracting arrangements may be subject to change and not finalised until a later date. However, Suppliers should be aware that where information provided to RSSB indicates that sub- contractors are to play a significant role in delivering the key requirements and any changes to those sub- contracting arrangements significantly affect the ability of the supplier to deliver key requirements the Supplier should notify RSSB immediately of any changes in the proposed supplier sub-contractor arrangements. RSSB reserves the right to deselect the Supplier prior to any award of contract based on an assessment of the updated information.

4.5 **Consortia Arrangement**

If the Supplier completing this tender submission is doing so as part of a proposed consortium the following information must be provided:

* Names of all consortium members;
* The lead member of the consortium who will be contractually responsible for delivery of the contract (if a separate legal entity is not being created); and
* If the consortium is proposing to form a legal entity, full details of the proposal should be submitted as an Appendix with this Tender.
* RSSB may require the consortium to assume a specific legal form if awarded the contract. If it is deemed that a legal incorporation is necessary for the satisfactory performance of the contract.
* All members of the consortium will be required to provide the information required in all sections of the Tender as part of a single composite response to RSSB i.e. each member of the consortium is required to contribute to completing the response document.

4.6 **Confidentiality**

RSSB reserves the right to contact the named customer contact and the nominated customer does not owe RSSB any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

RSSB confirms that it will keep confidential and will not disclose to any third parties for any information obtained from the named customer contact, other than to the Crown Commercial Services and or contracting authorities defined by the Public Contract Regulations.

# 5.0 Evaluation Process

5.1 The process that will be used to select an appropriate Tenderer and award the contract for this procurement is available in more detail in the Evaluation Criteria.

The open procedure is a single stage process.

5.2 **Marking for Award Criteria**

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 assessment phases of the evaluation.

Each evaluation area is weighted to show the relative importance significance of the criteria specific area’s for assessment.

# 6.0 PROCESS AND PREPARATION OF RESPONSES

6.1 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.

6.2 The Supplier shall not approach any Customer employee, the Customer’s Representative or its agents to discuss any aspects of the Tender. All communication should be conducted via the Customers Representative.

6.3 The Supplier shall not canvass support for the award of the contract by approaching any employee of RSSB, its Representative or its agents.

6.4 The documents as enclosed are to be accepted in their entirety. No alteration Representative 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.

6.5 The conditions of contract included in this Invitation to tender apply. The Suppliers standard terms of business or trade will not be accepted.

6.6 Any requested changes to the conditions of contract must be detailed on the Contract Issues Memo document included 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.

6.7 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.

6.8 All prices quoted to be GBP (unless otherwise requested in the Invitation to Tender) exclusive Value Added Tax and firm.

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.

6.9 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. Tenders received after the closing date and time will not be considered.

6.10 The Customers Representative reserves the right to correct any omissions or inaccuracies in the Invitation to Tender and to clarify and/or amend any of the Customers’ requirements, up to seven days before the return of tenders.

6.11 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.

6.12 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.

6.13 Tenders must remain open for acceptance for a period of 180 calendar days from the submission date.

6.14 The tenderer should include the following information as part of their tender response:

Legal entity name of Tenderer

|  |
| --- |
|  |

Contact person's name, email address, telephone number and postal address for enquiries relating to this procurement

|  |
| --- |
| Name: |
| Postal address: |
| Telephone number: |
| Email address: |

Tenderer’s registered address

|  |
| --- |
|  |

Tenderer’s website address (if available)

|  |
| --- |
|  |

Please tick the box for the legal form of the Tenderer

|  |
| --- |
| * Sole Trader * Partnership * Limited Liability Partnership * Private Limited Company * Public Limited Company * Local Council * Voluntary/ charitable/ not for profit organisation * Other (please specify below) |

If ‘Other’ has been selected from the question above please provide details.

|  |
| --- |
|  |

If your business is a registered company, charity or any other registered organisation (including limited, non-limited or Industrial and Provident Society), please state your registration number. This must be the registration number of the Tenderer, providing the country and date of incorporation / registration if other than the UK.

|  |
| --- |
|  |

Name of ultimate parent company (if this applies)

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| --- |
|  |

Companies House Registration number of ultimate parent company (if this applies)

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| --- |
|  |

**Additional Notes**

* Fully answer the question given and consider the weighting for the section
* Explain how you will meet the criteria and provide evidence to support your response.
* Further reading on how to complete the tender is available in section 10

# 7.0 TENDER EVALUATION (SELECTION CRITERIA)

| Reference | Qualitative Information for selection | Question | Evaluation Criteria |
| --- | --- | --- | --- |
| S1 | Suppliers must have demonstrated experience of creating and developing SCORM compliant eLearning programmes. | Please provide evidence demonstrating how you have created E-Learning to support the industry or company training programmes. | Evaluation Criteria  Pass/Fail  **Pass =** The tenderer has provided evidence demonstrated how they created E-Learning to support the industry or company training programmes.  **Fail =** The tenderer has not provided evidence demonstrating how they created E-Learning to support the industry or company training programmes..  Or  The evidence pertaining to the above provided by the tenderer does not provide the authority with a good degree of confidence in the tenderers ability. |
| S2 | Insurance | Please confirm whether you have the required insurance cover detailed below, or commit to obtaining this if you are successful in being awarded the contract.  £2 million Professional Indemnity (for the life of the contract plus 6 years)  £5 million Public Liability | Evaluation Criteria  Pass/Fail  Confirmation that the supplier has the required insurance or has committed to obtaining the required insurance if successful in being awarded the contract. |

# 8.0 TENDER EVALUATION (AWARD CRITERIA)

8.1 **ITT Assessment**

**The Contract Award decision is solely based on the basis of Tenderer proposal and price offering.**

8.2 RSSB uses the following quality / price ratio to determine the outcome of the evaluation where quality (technical evaluation) and price are weighted and scored individually before being combined.

Quality 70%: Price 30%

8.3 Technical criteria are weighted and scored as a percentage of the maximum score available with a minimum quality threshold set.

**Technical Evaluation**

8.4 Tenders are assessed on how well they satisfy the technical evaluation criteria.

The relative importance of each criterion is established by giving it a percentage weighting so that all the weightings equal 100%. The Evaluation Matrix provides details of the weightings that RSSB will use in assessing Tenderer proposals.

The Technical Evaluation will be carried out using Tenderer responses to the tender specification using the scoring scheme (identified in Table below).

8.5 The scored responses are generally assessed out of a maximum of five (5). The Evaluation Panel will not be allowed to give partial scores (for example 3.5); however, once all scores are aggregated, the technical scores will be rounded to two decimal places prior to consolidating with the price evaluation.

8.6 The following shall constitute a failure to evidence satisfactory delivery of the requirement(s) of the procurement and will automatically disqualify the Tenderer:

1. A grade of zero (0) in any of the evaluated technical/quality questions in Section D of Schedule One (a) of Part B of the ITT before the weightings are applied; or
2. a grade of one (1) in more than one of the evaluated technical/quality questions in Section D of Schedule One (a) of Part B of the ITT before the weightings are applied

8.7 Those Tender Responses which fail to demonstrate satisfactory delivery of the requirement(s) of the procurement by reason of failing to achieve these minimum thresholds will be set aside and not considered further.

|  |  |
| --- | --- |
| **Grade** | **Definition of grade** |
| 5 | A wholly excellent Tender Response that (where applicable):   * Addresses all aspects of the question in an informed and comprehensive manner; * Demonstrates a thorough understanding of what is being asked for; * Provides evidence of how that understanding can be applied in practice; * Offers full confidence that the Tenderer will deliver the service in full; * Addresses the majority of areas of doubt and uncertainty; and * Provides certain, unambiguous commitments or statements of intent that permit reliance through translation into contractual terms |
| 4 | * A good Tender Response that (where applicable): * Addresses all aspects of the question and is generally of a good standard; * Demonstrates a good understanding of what is being asked for; * Provides a worked-up methodical approach; * Offers confidence that the Tenderer will deliver the service in full with limited areas of doubt or uncertainty; * Addresses key areas of doubt and uncertainty; and * Provides commitments that can be translated well into contractual terms |
| 3 | A satisfactory Tender Response that (where applicable):   * Addresses the majority of the question and is generally of a good standard but lacks substance or detail in some areas; * Demonstrates an understanding of what is being asked for; * Provides a satisfactory approach; * Offers a general level of confidence that the Tenderer will deliver the service (but with room for doubt in some areas); * Address some areas of doubt and uncertainty; and * Provides some commitments that can be translated well into contractual terms. |
| 2 | A Tender Response that (where applicable):   * Addresses some of the question but *either* lacks relevant information and detail *or* lacks substance in a manner that would suggest the response is a “model answer”; * Demonstrates some understanding but with a lack of clarity in key areas; * Provides an approach which is not wholly appropriate or viable orlacks evidence; * Shows that the level of confidence that the supplier can deliver does not outweigh the doubt; * Does not address many areas of doubt and uncertainty; and * Does not offer sufficient commitment (with doubt as to the extent to which would translate into contractual terms) |
| 1 | A generally unsatisfactory Tenderer response that (where applicable):   * Does not address the question or has omissions; * Lacks understanding in significant areas: * Provides an approach which has gaps or creates concerns; * Shows that the level of confidence that the supplier can deliver is low; * Creates uncertainty; and * Displays significant lack of commitment (with doubt as to the extent to which would translate into contractual terms) |
| 0 | A wholly unsatisfactory Tenderer response that (where applicable):   * Provides no response or omissions/oversights that prevent scoring; * Refuses to deliver the requirement; and * Creates concerns so significant that the response would be detrimental to the interests of RSSB |

# 9.0 ITT Evaluation Matrix (Award Criteria)

|  |  |  |  |
| --- | --- | --- | --- |
| Reference | Requirement | Question | Evaluation criteria |
| **Question A1** | **Question A1**:  RSSB need a supplier who can demonstrate detailed knowledge in defining and creating interactive electronic learning materials and media | **Question A1**:  Please explain your understanding of the requirements and experience providing the technical expertise required for this project. Further please provide your understanding of the required deliverables. | **Evaluation Criteria:**  **Weighting: 20%**   * The tenderer demonstrates their ability to provide specialist knowledge to each deliverable as required. * The approach and methodology stated for each deliverable is specific to that deliverable and appropriate. * The overall response provided by the tenderer for this question is of a high quality and gives RSSB  a very high degree of confidence in the tenderer to deliver each deliverable. * The approach, when taken in the round as a holistic approach, encompasses all of the deliverables and succinctly does so. * The supplier demonstrates a sound understanding of the Rail Industry * The supplier demonstrates a good understanding of Non-Technical Skills |
| **Question A2** | **Question A2:**  Suppliers will work with RSSB on the following tasks:  - defining the areas for eLearning development  - creating the media to work with the current VLE | **Question A2:**  Please provide an outline proposal, with methodology to achieve the project deliverables | **Evaluation Criteria:**  **Weighting: 30%**   * The tenderer proposes a specific methodology to each task * The tenderer demonstrates their understanding of each task * The tenderer provides a clear understanding of the risks and challenges that each task presents. * The approach and methodology stated for each deliverable is specific to that deliverable and appropriate. |
| **Question A3** | **Question A3:** Supplier needs to ensure that they have the appropriate team in place to be able to deliver. | **Question A3:** What is your proposed project team? Do they have relevant financial experience/qualifications?” | **Evaluation Criteria:  Weighting: 10%**   * The tenderer proposes a high-quality project team. * The proposed project team has a good balance of seniority allocated to the relevant tasks. * The project team put forward by the tenderer has specialist knowledge that is required. * The proposed project team has experience of delivering comparable and similar projects. * The proposed project team has a wealth of experience and relevant qualifications. * The qualifications of the project team are specific to each of the deliverables outlined in the specification. * The response of the tenderer overall is of a high quality and provides RSSB a high degree of confidence in the ability of the proposed project team to deliver the specification. |
| **Question A3** | **Question 3:**  Supplier needs to demonstrate that it has identified potential risks and challenges and has a plan to mitigate these. | **Question 3:**  “What risks and challenges do you foresee in this project? What mitigating actions will you take in relations to these risks?” | **Evaluation Criteria:  Weighting:5%**   * The tenderer provides a detailed and succinct Risk Register. * The tenderer identifies appropriate risks for this project. * The tenderer identifies appropriate challenges for this project. * The tenderer provides an in-depth statement of what mitigating actions will be taken by the tenderer in relation and with specific regard to each risk. * The tenderer demonstrates how they will overcome the challenges that have been identified for this project. |
| **Question A4** | **Question A4:**  Supplier will need to keep RSSB fully informed of progress. | **Question A4:**  “How will you ensure effective communication with both yourself & RSSB? Additionally, how do you propose to communicate with key stakeholders? | **Evaluation Criteria:**  **Weighting:5%**   * The tenderer provides a well thought out and appropriate communication plan for communication between the tenderer and RSSB. * The tenderer communication plan is effective in it’s ability. * The tenderer provides a robust statement for communicating with key stakeholders. |
| **Question 5** | Total cost of ownership | Please provide a firm price for providing the resource, expertise and deliverables to meet the project requirements. | 30% weighting  The quote with the lowest total cost of ownership for the duration of the contract will receive 100% of the available weighted score. |

# 10.0 PRICE EVALUATION

10.1 All prices quoted shall be in sterling (unless otherwise requested in the Tender Documents), exclusive of Value Added Tax and shall be firm.

10.2 A full and comprehensive breakdown of all costs and expenses to provide the goods, services or works requested in this invitation to tender must be provided and all assumptions must be clearly stated.

10.3 Failure to provide adequate detail may cause your tender to be judged non-compliant.

10.4 The construction of the price must be clear and easy to understand. Where appropriate the use of tables to show pricing is preferred. We require the following information:

* + - A breakdown by grade and named individual, indicating the number of days to be worked on each task and the daily rate to be charged.
    - A list of sub-contracts with prices and copies of quotations where available (a similar breakdown by grade, named individuals and rates, as above, is required where the sub-contract is for manpower).
    - Details of any other costs, such as hire charges for equipment.
    - Details of travel and subsistence and all expenses to be incurred. Mileage reclaim will be linked to maximum levels set by HMRC.
    - The above breakdowns should be further broken down into individual work packages.

# 11.0 TENDER EVALUATION CRITERIA AND MINIMUM REQUIREMENTS

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

11.2 The evaluation criteria 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.

# 12.0 CONDITIONS OF CONTRACT

The terms and conditions of the contract are contained with a separate document.

**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 writing to **shareditt@rssb.co.uk** as soon as possible, and in any case no later than 10 days prior to the deadline for submission of tenders.  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 to all Tenderers.  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.

## 13.0 RSSB Company Information

***Insert Work Package Title*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.

# Background

## RSSB Overview

*RSSB* is a membership organisation in the railway that helps industry by understanding risk, guiding standards and managing research. The rail industry in Britain is made up of many different organisations, but they all form a system and share a common purpose, to move people and freight safely and efficiently by rail. *RSSB* brings all parts of this system together to make collective decisions, products and services, to help industry drive out unnecessary cost, improve business performance and develop long-term strategies.

*RSSB’s* activities include:

* **Understanding risk –** Using safety intelligence from across the rail industry and elsewhere with the latest risk modelling to inform members and support safe decision making.
* **Guiding standards** – Creating, reviewing and simplifying GB standards to align with European requirements; managing the *Rule Book* and making it easier for the railway to deliver efficiently and safely.
* **Managing research, development and innovation** – Undertaking, commissioning and managing research and innovation programmes to address current needs, provide knowledge for decision making now and for the future, and promoting step changes to deliver the *Rail Technical Strategy*.
* **Collaborating to improve** – As an independent cross-industry body with a critical mass of technical expertise, supporting activities which require collaboration. These range from supplier assurance schemes (*RISQS, RISAS*) to confidential reporting (*CIRAS*), from health and wellbeing strategies to sustainability principles.
  1. **Specification**
  2. Introduction to the requirements

RSSB has recently delivered a project on behalf of the Rail Delivery Group (RDG), which has resulted in the development of a blended learning, fully interactive train driver learning programme. This course has been piloted with a number of railway undertakings. Following the initial course feedback, a number of eLearning resources have been developed to support the course and an additional eLearning resource for NTS has been requested and this document specifies the requirements for this.

Currently, the Non-Technical Skills (NTS) content is delivered on two separate days and it is envisioned that some of this learning can be delivered through an eLearning solution, allowing the two classroom days to focus on the contextualising of this NTS learning in an operational environment. While this new eLearning resource will initially be used in conjunction with the train driver training programme it must also be developed so it can be utilised by other safety critical roles. The eLearning package needs to applicable to a number of audiences and these include;

* RSSB Train Driver Programme delegates
* Attendees of the RSSB NTS course
* Trainers or briefers, prior to using RSSB T1064 material
  1. Project objective

Key objectives for the project are to:

* Develop an interactive self-paced eLearning package to support the current Human Factors (HF) and NTS elements of the Driver Training programme.
* Provide delegates with an off-course, self-paced learning opportunity to allow them to maximise the two day NTS classroom time most effectively.
* Align the new module with regards its overall design and usability to the eLearning modules already developed and tested.
* Develop a resource that can also be utilised by attendees of RSSB’s NTS course and trainers and briefers using T1064 NTS materials.
  1. Scope

It is proposed that this project will commence in early 2017. RSSB will make a technical specialist available on sufficient notice to the selected supplier who will work with, agree to the development stages, sign off each element as being sufficient and complete and provide technical content support as required.

The learning should contain a range of suitable interactive media learning options. The eLearning solution should look (in accordance with RSSB branding guidelines), feel and operate like the current modules already in use within the programme; although it is recognised that as these modules were created some time ago, technology has moved forward so there may be advantageous advances available that can be incorporated into the new modules.

The technical approach used to deliver the content shouldn’t be bound to specific devices or proprietary technology, for example Adobe Flash imagery and animation is not supported within Apple devices. HTML5 is a recognised open standard for delivering web based content, and should form the basis for web browser delivery and encapsulated delivery within a mobile app if required.

The target equipment for running the eLearning will be tablets. The eLearning will be accessed through a web-based Virtual Learning Environment (VLE) that we currently have in place, using any tablet, laptop, smartphone or PC. The eLearning will also need to be accessible directly from the RSSB extranet. Both the VLE and extranet will require initial registration and specific username and password in order to gain access to the material.

The modules must include background recording to log the learner progress; include online access times and time spent online for the learning. The assessments must be fully interactive and offer a range of different opportunities and methods for answering them. They should be designed to measure knowledge against all the key learning points identified and agreed with the RSSB technical specialist in the first stage of this project and record all attempts and results of whether the assessment has been passed or failed with all data being retained as part of an electronic portfolio stored on the VLE.

* 1. Deliverables, tasks and functional requirements

Deliverables

The key deliverable of this project is:

* To create and develop an NTS interactive eLearning module with associated assessment; to be held and accessed through the current VLE and RSSB extranet as a complete self-paced learning package.

The key project tasks are:

1. With RSSB agree learning objectives for the eLearning module
2. Work with RSSB technical specialists to define the structure and content for the NTS eLearning module
3. Manage the development and selection of content for authoring and filming
4. Create storyboards from the key learning points for the module
5. Design and create the assessment techniques appropriate to the content and learning objectives along
6. Specify data storage arrangements
7. If required professionally film agreed video content. This is expected to last no longer than one day of filming

## 1.4.1 Functional requirements

1. The eLearning package should cover the basics of HF, Human information processing, human error and introduce NTS. Potential topics and modular structure could be:

* Module 1 - What is HF and why do people need to consider human performance?
* Module 2 - How do people process information, make decisions and act – the OUDA model?
* Module 3 – What affects our processing, decision making and action, and how can this lead to human error or violations?
* Module 4: - What are the different types of human errors and violation?
* Module 5 – What are non-technical skills and how they can help reduce errors and violations?
* Module 6: What do non-technical skills look like? – positive and negative demonstrations

1. The eLearning package should provide links to additional reading and resources.
2. The content must be meaningful to all key rail safety critical roles.
3. The duration of the whole package should be around two hours.
4. The package should be structured in a modular fashion, with each module lasting about 15-20 minutes.
5. The tool must be able to save progress so that the user does not need to complete the package in one go.
6. Post completion of the package, there should be the option for users to revisit individual modules.
7. Users should be able to revisit content in previously completed modules and to be able to replay content in the module they are currently viewing.
8. A learning log should be included so that the user can continually access to reflect on the NTS they have demonstrated in the recent past, the benefit this brought and on-going areas for development.
9. Each module needs to be interactive, utilising animations, quizzes and activities to foster learning and understanding.
10. Each module should have some form of test at the end, such as an interactive drop and drag matching test.
11. Instant feedback could be provided on each test, which helps people understand their strengths and where they need further development – additional reading and advice could be signposted.
12. Videos should be used to demonstrate good and poor NTS, with the user required to correctly identify the NTS being exhibited or not, using multiple choice questions. A variety of industry videos currently exist however there may be the need to develop new ones.
13. NTS should be illustrated using work and non-work examples as well as those from other industries.
14. Create bespoke online assessments with a variation of data gathering methodologies to check for competency against all key learning points developed within the eLearning modules.
15. Link the outcome of the eLearning usage, learner progress and overall assessment results to the current virtual learning environment (VLE) administration section that was used for the pilot course. This will enable the recording, tracking and monitoring of delegate progress and store all results as part of an electronic portfolio.
16. Learning output must link seamlessly to current VLE administration requirements for monitoring and the storing of competency compliance data.

**Appendix X Form of Tender**

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 the Customer 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:

1. 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.
2. 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.
3. 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 the Customer 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.

**Appendix X Subcontractors**

All suppliers to RSSB are asked to provide details of all sub-contractors that will be used to perform the contract.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name & Address of Sub-Contractor | | Service performed for Contractor | Provide details of staff numbers[[1]](#footnote-1) | Provide latest year’s turnover |
| Name: |  |  |  |  |
| Address: |  |
| Name: |  |  |  |  |
| Address: |  |
| Name: |  |  |  |  |
| Address: |  |

**Appendix X 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

1. This is the average annual numbers of both staff and managerial staff employed over the last trading year [↑](#footnote-ref-1)