



## **REQUEST FOR PROPOSAL (RFP)**

### **THE PROVISION: LONDON.TICKETS PROJECT**

Date: 5<sup>th</sup> October 2021

# LONDON

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## **1 INTRODUCTION**

This Request for Proposal (RFP) has been prepared by London & Partners Ltd (L & P).

The purpose of this Request for Proposal is to seek offers to supply the provision of the london.tickets website.

Persons to whom this Request for Proposal has been sent are invited to submit such offers in accordance with Section 5 Statement of Requirements contained within this Request for Proposal.

This document:

- (a) States the conditions which govern the Request for Proposal process
- (b) Provides background information about London & Partners
- (c) Describes the services which London & Partners seeks
- (d) Supplier Questionnaire
- (e) Commercial responses

### Appendices:

APPENDIX 1 – Specification

APPENDIX 2 – Commercial Document

APPENDIX 3 – Company Information

APPENDIX 4 – RFP Questionnaire

APPENDIX 5 – Non Collusive Tendering Certificate & Form of Tender

## **2 SPECIAL CONDITIONS OF RFP**

### **2.1 Closing Date**

RFP Responses should be submitted by email on 5<sup>th</sup> November 2021 (Noon) London & Partners reserve the right to extend this deadline.

## **2.2 Information to be provided with Request for Proposal**

RFP Respondents shall ensure that all information requested in this document is supplied. Failure to provide all the information asked for may render the RFP invalid at the discretion of London & Partners.

## **2.3 Clarifications**

RFP respondents seeking clarifications regarding this Request for Proposal may do so in writing and must be submitted by 27<sup>th</sup> October 2021 (Noon). Clarification responses will be sent to all suppliers ensuring transparency and fairness.

All questions by respondents should be asked in a generic fashion, thus enabling London & Partners to provide a response that can be distributed to all RFP respondents.

The following email address will be the main contact source for all RFP respondents:

[procurement@londonandpartners.com](mailto:procurement@londonandpartners.com)

## **2.4 Notice of Intention / Request for Further Information**

You should notify L&P on the email-address above of your intention to make a submission by 5<sup>th</sup> November 2021. Failure to notify London & Partners will not eliminate you from submitting a response but may result in having inaccurate information throughout the process.

## **2.5 Late or Non-compliant Request for Proposal Responses**

London & Partners reserve the right to not consider non-compliant or late RFP responses.

## **2.6 Authority**

RFP submissions shall include a signed copy of the Form of Tender. If not provided you will be excluded from this procurement exercise.

**2.7 Collusion/ Joint Request for Proposal**

RFP submissions shall include a signed copy of the non-collusive certificate. If not provided you will be excluded from this procurement exercise.

**2.8 Corrections and Addenda to the Request for Proposal**

Corrections and addenda to this Request for Proposal will be provided to all RFP respondents and will form part of this Request for Proposal. RFP respondents must acknowledge in writing receipt of corrections and addenda to this Request for Proposal.

**2.9 Notification**

Each RFP respondent will be notified in writing from London & Partners of the success or failure of their response.

**2.10 Value Added Tax (VAT)**

All prices quoted should be excluding VAT and clearly stated as such. RFP respondents must provide their Business Registration Number (Companies House Registration number) or provide a reason as to why one cannot be supplied.

**2.11 Standard of Responses**

The specifications contained herein are indicative of London & Partners' requirements and any services offered should be of at least the same standard and potential.

**2.12 Amendment of Request for Proposal**

London & Partners reserves the right to amend this specification and/or any other document prior to the closing date and the amendments will form part of this RFP.

**2.13 Withdrawal of the Request for Proposal**

London & Partners reserves the right to withdraw this Request for Proposal, or any part or parts of this Request for Proposal, at any time without giving reasons.

**2.14 Confidentiality**

The RFP respondent and London & Partners (each a "Party") agrees that it will not at any time, either during or after the RFP process divulge any information in relation to all or any of the other party's affairs or businesses or any fact or matter relating to this RFP process and

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each of the parties shall use its best endeavours to prevent the publication or disclosure of any information concerning the business of the other party or any of their dealings, transactions or affairs.

### **2.15 General Conditions of Contract**

London & Partners Standard Terms & Conditions Apply (please visit our website [www.londonandpartners.com](http://www.londonandpartners.com) ).

### **2.16 No contract**

Neither this Request for Proposal nor any response is intended to constitute an offer to any party. There shall be no contract between London & Partners and any respondent to the RFP unless and until a separate written legally binding agreement is executed by both parties.

### **2.17 Request for Proposal Costs**

London & Partners shall not be responsible for any costs incurred by RFP respondents in complying with this Request for Proposal or in any subsequent discussions or negotiations.

## **2.18 General**

London & Partners is a private company limited by guarantee. It is a not-for-profit public private partnership, funded by the Mayor of London and a network of commercial partners.

We work in partnership with organisations in London and across the world to deliver our vision and mission.

Our remit is to drive leisure and business visitors to London as well as bidding to secure major events in the capital, attract new foreign businesses (Foreign Direct Investment) and help existing foreign owned companies expand.

London & Partners employs approximately 200 staff in total. For more information visit our website [www.londonandpartners.com](http://www.londonandpartners.com)

Potential respondents should be aware that London & Partners is subject to public accountability responsibilities in terms of annual reporting to Greater London Authority, which may apply to any contract resulting from this tender process.

## **3 Current Situation**

This contract has been renewed annually since 2015, and we are now re-tendering to ensure we continue to work with suppliers who will support our business objectives, boost our profitability, leverage the latest technology, offer a product range attractive to all of our audiences and which delivers the very best user experience.

### **3.1 RFP Timetable**

Request for Proposal Issued	5 <sup>th</sup> October 2021
Clarification Deadline	27 <sup>th</sup> November 2021 (12 Noon)
Response to Clarification	1 <sup>st</sup> November
Deadline for Proposal Responses	5 <sup>th</sup> November 2021 (12 Noon)
Evaluation	From 5 <sup>th</sup> November 2021 to 19 <sup>th</sup> November 2021
Clarification Presentations	W/C 22 <sup>nd</sup> November 2021
Contract Awarded	30 <sup>th</sup> November 2021

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Contract Signed	December 2021
Contract Implementation	January – March 2022
Contract Start Date	1 <sup>st</sup> April 2022

This procurement is intended to follow the timeline above but may be subject to change

### 3.2 Term and Termination

Contract will be for a period of 2 years with the option to extend for a further 12 months

### 3.3 Payment Arrangements

London & Partners payment terms are 30 days from the receipt of an invoice following receipt of goods or services.

All RFP respondents must agree to provide invoices in a format which is suitable for London & Partners. London & Partners preference is to pay its accounts by electronic funds transfer (EFT) direct to the nominated bank account of the supplier.

RFP respondents should state any discounts they offer for early settlement.

Prices provided by RFP Respondents are to be quoted in British Pounds and remain valid over three months. In addition, London & Partners reserves the right to purchase extra proposed options over time.

## 4 Technical Competence

Please see and complete the Technical Competence Questionnaire document (APPENDIX 4)

## 5 Commercial Submission

Please see and complete the Commercial Document (APPENDIX 2)



## **6 Evaluation criteria**

All responses will be assessed only against the criteria published below, arranged in no particular order of priority. Respondents are advised in their own interest to address the criteria suitably to enable an accurate assessment to be made of their submission.

Up to 3 of the highest scorers will be invited in to clarification meetings as per the timeline above. The purpose of these meetings will be to clarify the responses you provided in your written proposal.

The submissions will be evaluated against the following evaluation criteria:

Evaluation weighting

- Technical competence 50%
- Total Income Generated 50%

**Technical Competence Evaluation:**

Question No	Question Title	Weighting
1	Project Delivery Method Statement	20%
2	Conversion model and Performance Monitoring	15%
3	Customer purchasing process	30%
4	Technical Interface	15%
5	International Support	10%
6	London Product Range	10%

The Technical Competence questions will be evaluated using the table set out below.

Mark	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
1-3	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
4-6	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
7-9	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
10	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

If your organisation scores a 0 on 1 or more questions, or 4 or less on 2 or more questions this will give grounds for your tender submission to be excluded from the tender process.

**Commercial Evaluation:**

Commercial calculations will be as follows:

The maximum marks available for this part of the Tender will be 50% and will be awarded to the Highest Total Income Generated Tender submitted. The remaining Tenderers will receive marks on a pro rata basis from the most expensive total income generated to the cheapest.

The total income generated submitted by the Tenderer as part of the Commercial Document will be used for the purpose of this evaluation.

The calculation used is the following:

$$\text{Score} = \frac{\text{Total Income Generated Tender}}{\text{Highest Total Income Generated Tender}} \times 50 \text{ (Maximum available marks)}$$

For example, if three Tender Responses are received and Tenderer A has quoted £3,000 as their total income generated, Tenderer B has quoted £5,000 and Tenderer C has quoted £6,000 then the calculation will be as follows:

Tenderer A Score = £3000/£6000 x 50 (Maximum available marks) = 25%

Tenderer B Score = £5000/£6000 x 50 (Maximum available marks) = 41.67%

Tenderer C Score = £6000/£6000 x 50 (Maximum available marks) = 50%