CYCLE TO WORK SCHEME

**Invitation to tender**

**Organisation National Heritage Memorial Fund**

**Department** Business Services

**Title of procurement Cycle to Work Scheme**

**Brief description of supply** Management of the Cycle to Work Scheme for The Fund in the UK

**Estimated value of tender** £0.00

**Estimated duration** 3 Years Plus 1 Year

**Name of Contact** Joanne Robinson-Cheale

**Timetable** Response deadline: **8th July at NOON**

Clarification & Negotiation meetings: 12th July

Confirmation of contract: 16th July

Start Contract: 30th July

Completion: 29th July 2025

# 1. Overview

* 1. The Heritage Lottery Fund, now the National Lottery Heritage Fund (The Fund) was set up in 1994 under the National Lottery Act and distributes money raised by the National Lottery to support projects involving the national, regional and local heritage of the United Kingdom. We operate under the auspices of the National Heritage Memorial Fund (NHMF). Since January 2019 we have been operating under our current Strategic Framework and Corporate Strategy: ‘Inspiring, leading and resourcing the UK’s heritage to create positive and lasting change for people and communities, now and in the future’. See [The Fund's website](http://www.hlf.org.uk/aboutus/whatwedo/Pages/StrategicFramework2013to2018.aspx) for more details.

1. The Fund is looking to update its Cycle to Work provision, to promote access to active travel for all our employees. In line with our organisational value of inclusivity we are seeking a scheme supplier who provides access to a wide range of cycle types (including adapted and electric), from a broad range of suppliers across Great Britain and Northern Ireland. We want to provide best value to our employees and are looking for suppliers who will manage the hire agreements with our employees over a five or six year term (dependant on the value of the bike) at no additional cost.
2. **The Requirement**
   1. The Fund will require a Supplier that is able to operate a managed hire agreement scheme and one that offers adapted cycles. We shall require a dedicated account manager and a Supplier that has in place a wide variety of outlets, purchasing methods and brands of equipment.
   2. Key elements of the decision making process will be the lowest overall cost to employee (including end of hire), the smoothness of the process for our payroll team and our employees, and range of cycle suppliers.

# Contract management

* 1. We expect the scheme to begin on the 26th July 2021 and run for 3 years with the option to extend by a further year at the end that period.
  2. The anticipated budget is Zero in accordance with the Government Cycle to Work Scheme.
  3. The contract will be based on the The National Lottery Heritage Fund standard terms and conditions.
  4. The scheme will be managed on a day to day basis for The National Lottery Heritage Fund by Ema Fletcher.
  5. Timetable Response deadline: 8th July

Clarification & Negotiation meetings: w/c 12th July

Confirmation of contract: 16th July

` Start Contract: 30th July

Completion: 29th July 2025

# Award Criteria

* 1. A proposal for undertaking the work should include:
* a detailed method for introducing the scheme to the Fund, including ideas of how to communicate to our employees and how the employee may achieve the most from the scheme;
* details of your staff allocated to the project and experience of the dedicated account manager
* details of cycle availability including the outlet locations, and a list of the range of brands and equipment available.
* the suite of management information readily available to the Fund as a monthly report or a self-service dashboard, etc. This should include the take up rate and details of each staff member on the scheme and their equipment / cost commitment.
* A breakdown of how the costings are arranged to determine the total cost of the scheme and end-of-hire purchase to the individuals using the scheme.
* Please include an end to end process map for the management of the payment process and the cycle hire arrangements for both the employer and the employee

**For Information Criteria Scoring**

* Supplier managed hire agreement (pass/fail)
* Suppliers who provide adapted cycles (pass/fail)
* Dedicated account manager (pass/fail)
* Wide variety of outlets, purchasing methods and brands (score)
* Lowest overall cost to employee (including end of hire) (score)
* Smooth process for payroll team (score)
* Smooth process for employee (score)
  1. Your Bid will be scored out of 100%.

**50% of the marks will be awarded to Quality**

Each question will be scored using the methodology in the table below.

PLEASE ENSURE YOUR RESPONSE ADDRESSES THE ABOVE CRITERIA **AND ALSO** PLEASE ANSWER EACH OF THE FOLLOWING QUESTIONS:-

1. To what extent does the tender response demonstrate an understanding of the criteria above?
2. To what extent is the management of the scheme appropriate to the requirements set out in this brief?
3. To what extent does the supplier’s experience, locations and range of equipment / brands meet the needs outlined in Sections 2 and 3?
4. How well has the supplier structured the management information and the end to end processes?
5. How is supplier’s organisation limiting their impact on the environment? (Please include details of any net-zero carbon targets or sustainability policies you have.)
6. What processes does the supplier have in place to monitor the social and environmental impact of their supply chain?
7. How well are the supplier able to support clients in raising awareness of the Cycle to Work scheme, engaging our employees with the benefits, and promoting take up of the scheme?
8. Please list any standard Service Levels and Management Information that is included or applies to this contract.(e.g. monthly/quarterly reports take up rates and supplier performance against agreed SLAs).

## Quality Questions scoring methodology

| Score | Word descriptor | Description |
| --- | --- | --- |
| 0 | Poor | No response or partial response and poor evidence provided in support of it. Does not give the The Fund confidence in the ability of the Bidder to deliver the Contract. |
| 1 | Weak | Response is supported by a weak standard of evidence in several areas giving rise to concern about the ability of the Bidder to deliver the Contract. |
| 2 | Satisfactory | Response is supported by a satisfactory standard of evidence in most areas but a few areas lacking detail/evidence giving rise to some concerns about the ability of the Bidder to deliver the Contract. |
| 3 | Good | Response is comprehensive and supported by good standard of evidence. Gives the The Fund confidence in the ability of the Bidder to deliver the contract. Meets the The Fund’s requirements. |
| 4 | Very good | Response is comprehensive and supported by a high standard of evidence. Gives the The Fund a high level of confidence in the ability of the Bidder to deliver the contract. May exceed the The Fund’s requirements in some respects. |
| 5 | Excellent | Response is very comprehensive and supported by a very high standard of evidence. Gives the The Fund a very high level of confidence the ability of the Bidder to deliver the contract. May exceed the The Fund’s requirements in most respects. |

**50% of marks will be awarded for Price.**

The evaluation of price will be carried out on the Schedule of charges you provide in response to **Table A**

## Price Criterion at 50%

* 50 marks will be awarded to the lowest priced bid and the remaining bidders will be allocated scores based on their deviation from this figure. Your fixed and total costs figure in your schedule of charges table will be used to score this question.
* For example, if the lowest price is £100 and the second lowest price is £108 then the lowest priced bidder gets 50% (full marks) for price and the second placed bidder gets 46% and so on. (8/100 x 50 = 4 marks; 50-4 = 46 marks)
* The scores for quality and price will be added together to obtain the overall score for each Bidder.

## Table A - Schedule of Charges

Please show in your tender submission, the number of staff and the amount of time that will be scheduled to work on the contract with the daily charging rate.

Please complete the table below providing a detailed breakdown of costs against each capitalised description, detailing a total and full ‘Firm Fixed Cost’ for each element of the service provision for the total contract period. Bidders may extend the tables to detail additional elements/costs if required.

VAT is chargeable on the services to be provided and this will be taken into account in the overall cost of this contract.

As part of our wider approach to corporate social responsibility the National Heritage Memorial Fund/National Heritage Memorial Fund prefers our business partners to have similar values to our own. We pay all of our staff the living wage (in London and the rest of the UK) and we would like our suppliers and contractors to do likewise. Please highlight in your proposal/tender/bid whether you do pay your staff the living wage.

Bidders shall complete the schedule below, estimating the number of days, travel and subsistence costs associated with their tender submission.

**TABLE A: (firm and fixed costs)**

| **Cost** | **FIXED FEE** | **% FEE** |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Please Identify any costs associated with running of the Scheme to the Fund or to the Employee over and above the cost of the equipment |  |  |  |  |  |
| Please identify any costs to the Employee over and above the cost of the equipment |  |  |  |  |  |

\* (This must include all expenses as well as work costs; this figure will be used for the purposes of allocating your score for the price criterion and must cover the cost of meeting all our requirements set out in the ITT)

***Notes:* The National Lottery Heritage Fund reserves the right to clarify quality and prices and to reject tenders that demonstrate an abnormally low quality response. NLHF also reserves the right to amend the timetable of work where required.**

*You should not submit additional assumptions with your pricing submission. If you submit assumptions you will be asked to withdraw them. Failure to withdraw them will lead to your exclusion from further participation in this competition.*

# Procurement Process

* 1. The National Lottery Heritage Fund reserves the right to reject abnormally low scoring tenders. NLHF reserves the right not to appoint and to achieve the outcomes of the Scheme through other methods.
* \*The National Lottery Heritage Fund will upload response to clarification on our website, [here](https://www.hlf.org.uk/about-us/corporate-information/transparency/tenders).  Please note that we will make the anonymised questions, and our responses to them, available to everyone on the The National Lottery Heritage Fund website.
* \*\*We reserve the right to carry out clarifications if necessary; these may be carried out via email or by inviting bidders to attend a clarification meeting.  In order to ensure that both The National Lottery Heritage Fund’s and Bidder’s resources are used appropriately, we will only invite up to three (the ultimate number will depend on the closeness of the scores) highest scoring bidders to attend a clarification meeting.  Scores will be moderated based on any clarifications provided during this meeting.  You are responsible for all your expenses when attending such meetings.
  1. Your tender proposals must be sent electronically via e-mail before the tender return deadline of 8th July at Noon to the following contact:

Joanne Robinson-Cheale

National Lottery Heritage Fund

Joanne.Robinson.Cheale@heritagefund.org.uk

* 1. Please visit [The National Lottery Heritage Fund website](http://www.hlf.org.uk/Pages/Home.aspx) for further information about the organisation.

**Appendix: Accessibility and formatting guidance**

All documents in all formats and languages (e.g. word, Indesign, PDF) that are published on our website or intranet need to adhere to WCAG 2.0 standards: [https://www.w3.org/TR/WCAG20/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.w3.org%2FTR%2FWCAG20%2F&data=04%7C01%7Cjim.crisp%40heritagefund.org.uk%7C62c04e2b891b4623447808d8d411a594%7C242ef33def184a01b2940da2d8fc58e3%7C0%7C0%7C637492519546835857%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=vMjB0%2FQl1pJpB%2FqMs4dwxxpFEs98CJ4i2jHiRYpG2gM%3D&reserved=0).

See also: How to meet WCAG 2 quick reference: [https://www.w3.org/WAI/WCAG21/quickref/?versions=2.0](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.w3.org%2FWAI%2FWCAG21%2Fquickref%2F%3Fversions%3D2.0&data=04%7C01%7Cjim.crisp%40heritagefund.org.uk%7C62c04e2b891b4623447808d8d411a594%7C242ef33def184a01b2940da2d8fc58e3%7C0%7C0%7C637492519546845852%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=jDgWMSphM9lqAI2EhGwtHD0ccN%2FQMhhggPDp3cD%2FRbo%3D&reserved=0)

If you are not able to produce an accessible document that adheres to these guidelines you will need to outsource this to a web accessibility contractor – you will need to allow for this in your budget and timeline.

The National Lottery Heritage Fund is committed to providing a website that is accessible to the widest possible audience. Our site is annually tested by accessibility auditors and we must meet a AA compliance level. Our accessibility testing encompasses not just site functionality and design but all of our content, including downloadable documents.

Reports and other documents created for The National Lottery Heritage Fund (**including the tender submissions**) need to be clear, straightforward to use and ready to circulate internally, externally and online, as well as suitable for use by screen reading software. Best practice in accessibility is summarised below:

**Readability**

In the final report, and all other documents that may be published online including the tender application consultants should ensure that:

* The size of the font is at least 11pt;
* There is a strong contrast between the background colour and the colour of the text. Black text on a white background provides the best contrast. This also applies to any shading used in tables and/or diagrams;
* Italics are only used when quoting book titles for citations and items on the reference list should be arranged alphabetically by author
* Colour formatting and use of photos should be of a resolution size that is easily printable and does not compromise the printability of the document.

For further guidance on ensuring readability of printed materials, please refer to the RNIB Clear Print guidelines. These can be found on the [RNIB website](http://www.rnib.org.uk/Pages/Home.aspx).

**Accessibility**

Reports should adhere to the following guidelines:

**Formatting**

Headings and content in your document should be clearly identified and consistently formatted to allow easy navigation for users. Heading Styles should be used to convey both the structure of the document and the relationship between sections and sub-sections of the content. Heading styles should follow on from each other i.e. Heading 1 then Heading 2.

**Spacing**

Screen readers audibly represent spaces, tabs and paragraph breaks within copy, so it is best practice to avoid the repetitive use of manually inserted spaces. Instead, indenting and formatting should be used to create whitespace (e.g., use a page break to start a new page, as opposed to multiple paragraph breaks).

**Alternative text**

Alt text is additional information for images and tables. This extra information is essential for both document accessibility (screen reading software reads the Alt text aloud) and for the web. Alt text should be concise and descriptive, and should not begin with ‘Image of’ or ‘Picture of’.

**Images**

These should be formatted in-line with text, to support screen readers. Crediting pictures may be necessary, usually in response to a direct request from a third party.

**Tables**

These should be for used for presenting data and not for layout or design. They should be simple and include a descriptive title. The header row should be identified and there shouldn’t be more than one title row in a table. There should be no merged or blank cells.

**Additional documents**

Any additional information, separate to the report, for example proformas and transcripts which may be used as standalone documents must be fully referenced to the piece of work being submitting and therefore dated, formatted and numbered appropriately.

**Acknowledgement**

All reports should acknowledge The National Lottery Heritage Fund . Our logo can be found on [The National Lottery Heritage Fund’s website](http://www.hlf.org.uk/grantholders/acknowledgement/Pages/Logosandacknowledgement.aspx).

**Further resources**

Please refer to the WCAG 2.0 article on [PDF techniques](https://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html) for further information.

**Submitting your report to The National Lottery Heritage Fund**

Please check the accessibility of your document using the Word accessibility checker before submitting: File – Info – Check for Issues – Check Accessibility.

Please submit your document as a Word file.

The National Lottery Heritage Fund retains the right to amend documents in order to create accessible versions for publishing.

When you submit your final document(s) to The National Lottery Heritage Fund, they will be checked for accessibility before being uploaded to our website/intranet. If they do not adhere to WCAG 2.0 and pass the Word/Adobe accessibility checker (including manual checks) then you will be required to make amends to bring the document(s) in line with this guidance.

You will be required to cover any additional costs needed to make your document fully accessible in line with WCAG 2.0.