

Transport Systems Catapult Ltd

Invitation to Tender
For Station Innovation 2 Pedestrian Tracking

October 2016

**REFERENCE TSC02-G&S-16/17-001**

[1. SECTION 1 - INTRODUCTION & BACKGROUND 3](#_Toc422836072)

[**1.1.** **Company background & information** 3](#_Toc422836073)

[**1.2.** **Approach** 3](#_Toc422836074)

[**1.3.** **Scope** 4](#_Toc422836075)

[2. SECTION 2 - TENDER PROCESS & INSTRUCTIONS 4](#_Toc422836076)

[**2.1.** **Due date and confirmation of compliance and bidding** 4](#_Toc422836077)

[**2.2.** **Tender submission** 4](#_Toc422836078)

[**2.3.** **Tender process** 5](#_Toc422836079)

[**2.4.** **Respondent enquiries and clarification** 5](#_Toc422836080)

 [6](#_Toc422836081)

[**2.6.** **Respondent responses** 6](#_Toc422836083)

 [6](#_Toc422836084)

[**2.8.** **Selection** 7](#_Toc422836085)

[**2.9.** **Evaluation criteria** 7](#_Toc422836086)

[**2.10.** **Suitability as a business partner** 8](#_Toc422836088)

[**2.10.1.** **Capability to deliver requirements** 8](#_Toc422836089)

[**2.10.2.** **Strategic direction and innovation** 8](#_Toc422836090)

[**2.10.3.** **Cultural fit** 8](#_Toc422836091)

[**2.11.** **Commercial & contractual considerations** 8](#_Toc422836092)

[**2.12.** **Costs and expenses** 8](#_Toc422836093)

[**2.13.** **Right to cancel** 9](#_Toc422836094)

**[2.14.](#_Toc422836095)****[Right not to award contract](#_Toc422836095)** [9](#_Toc422836095)

**[2.15.](#_Toc422836096)****[Confidentiality](#_Toc422836096)** [9](#_Toc422836096)

[**2.16.** **Adherence to tender process** 9](#_Toc422836097)

[3. Appendix 1 – Acknowledgement letter 10](#_Toc422836098)

[4. Appendix 2 – Respondent response template 11](#_Toc422836099)

[5. Appendix 3 – TSC Terms and Conditions 12](#_Toc422836100)

[5.1. Contract Non-compliance Form 13](#_Toc422836102)

# SECTION 1 - INTRODUCTION & BACKGROUND

## **Company background & information**

The Transport Systems Catapult forms part of an elite network of eleven technology and innovation centres established and overseen by Innovate UK. Together, they represent a £1billion public and private sector investment over the next five years.

Efficient transport systems are essential to the health and wealth of the UK, its businesses, its economy and its people. The Transport Systems Catapult will support UK industry in exploiting the massive global market for new products and services that will drive the integration of transport and its systems.

**The key challenge is how to increase mobility: the efficient and cost effective movement of people and goods.**

The Transport Systems Catapult will enable UK industry to generate economic growth, playing a transformational role in transport systems technology and innovation.

Building this centre of excellence will enable the UK to become globally recognised as the first place to find expertise when exploiting opportunities or managing risk in a transport systems environment.

**Vision**

The Transport Systems Catapult’s integrated approach will generate substantial and long term economic benefit to the UK. It will position the UK as the leading provider of innovative and integrated transport solutions to the rest of the world, exploiting a market estimated to be worth around £900bn by 2025.

**Mission**

To help UK businesses to create products and services that meet the needs of the world’s transport systems as they respond to ever stretching demands. It will help sell UK capability on the global stage, using the UK as a test bed. It will bring together organisations in a way that has not happened before, breaking down barriers and providing a unique capability to develop innovative transport systems.

## **Approach**

This Invitation to Tender (ITT) is being issued as part of the procurement of Station Innovation 2 Pedestrian Tracking (referred to hereafter as the products and services) to be provided to Transport Systems Catapult Ltd (TSC)

The objective of this ITT is to provide sufficient information for Respondents to:

* Understand TSC requirements and proposed procurement approach
* Understand the scope and nature of the products and service that they will contract to provide
* Assess and confirm their ability and interest in bidding to provide this service
* Provide agreement and/or feedback on proposed approach to the management and governance of this service
* Provide agreement and/or feedback on proposed contractual terms and commercial approach
* Develop a proposed solution based on currently available information in the format specified

Respondents’ compliance with the requirements and submission in the required format will enable TSC to carry out a fair and thorough evaluation of the responses. Please see section 2 for details of the instructions. Failure to comply with these instructions will invalidate the Respondents submission.

Prior to reading this ITT the Respondents attention is drawn to the principles and terms set out in Appendix 3 and the acknowledgement letter in Appendix 1. Appendix 1 requires written approval by a suitably authorised member of the Respondents organisation and returned to TSC in accordance with the instructions for acknowledgement of bidding set out in Section 2.

Each Respondent must perform its own appraisal of all information and data provided by TSC in this ITT. The products and service that form the basis of this document have been documented to the best of TSC’s knowledge and are not warranted.

## **Scope**

The Transport Systems Catapult is seeking industry partners who are able and willing to demonstrate cost-effective, scalable solutions for better understanding the movement of pedestrians within train stations. The Transport Systems Catapult is undertaking a project on behalf of the Department for Transport to investigate ways in which customer experience and station capacities can be increased through innovation and understanding pedestrian movement is an important aspect of this work. In addition to the Department for Transport, other organisations involved in this discussion include Network Rail, the Association of Train Operating Companies and a number of individual Train Operating Companies. The findings of this project will be presented to senior industry stakeholders and this project therefore offers technology providers with an opportunity to demonstrate that their solutions should be considered for commercial deployment at scale across the network.

The demonstrations that will be undertaken as part of this project will be structured as follows:

1. A demonstration in the controlled environment of the Transport Systems Catapult offices located in Milton Keynes. Participants for this demonstration will be selected from responses to this Open Call according to the evaluation criteria detailed below. This trial will commence on or after 30th October 2016 and be concluded before 31st January 2017.
2. A demonstration in the live environment of Milton Keynes Central train station. Participants for this demonstration will be selected directly from technology providers that were chosen for the first demonstration. This selection will be based upon the evaluation criteria detailed below in combination with an assessment of the effectiveness of the solution in the first demonstrator. This trial will commence on or after 14th February 2017 and be concluded by 31st May 2017.

The priorities of these technology demonstrations are:

* To identify the benefits and dis-benefits of particular types of pedestrian tracking technology that are commercially available or close to market readiness and to identify potential suppliers of these technologies.
* To evaluate the alignment of particular technology solutions to industry stakeholders‘ needs for information to support operational decision making.
* To determine whether combinations of technologies can provide better information to support decision making.
* To compare relative costs, functionality, deployment complexity and tracking accuracies between types of technologies and suppliers.

**Demonstrator Details**

The data gathering priorities are similar for both phases of the demonstrator. It is understood that not all technologies will be capable of producing all of the requested deliverables and applicants should detail which deliverables their solutions may be able to address or assist with addressing. In the event that there are additional benefits that would be of benefit to the industry that applicants believe that their technologies are capable of delivering that have not been explicitly requested, these should be explained and this will be taken into account in the evaluation. The primary deliverables that we are seeking to determine are:

* Counts of pedestrians within regions and sub-regions
* Ingress and egress counts at region boundaries
* Movement traces of pedestrians within regions and, where possible, spanning multiple regions
* Origin-destination analysis
* Movement statistics, including travel times
* Dwell times in regions and sub-regions

**Attachment A contains a floorplan of the Transport Systems Catapult offices for use in the first demonstration phase. Ceiling** heights for the office should be regarded as being 2.7m high throughout. For optically-based technologies, we are aware that this may require sensors to be used at very oblique angles. As this is a physical characteristic of many ‘difficult’ station areas, it has been identified as an important testing requirement. Alterations to the layout of moveable objects within the office to facilitate the trial will be considered where required.

The floorplan has been colour-coded to indicate the priority areas for the demonstrator. Areas coloured green are considered the highest priority for coverage. Areas coloured blue are the secondary priorities. Areas coloured orange are tertiary priorities. Uncoloured areas are not expected to be included in the trial, however if technologies also cover these areas as a by-product of covering the priority areas, it will not be an issue.

The first phase of the demonstrator is intended to be a collaborative experience between the TSC and successful applicants in order to refine outputs. It is requested that proposed trials last for at least 2 months, however shorter trials will be considered where this is not possible.

**Attachment B contains 2 floorplans of Milton Keynes Central station - a floorplan showing all levels and a separate plan to indicate the occluded areas of the platforms. These should used f**or the second demonstrator phase and to discuss commercial costs. The diagrams have been colour-coded to indicate ceiling heights. It should be noted that although this floorplan has been produced to a representative scale, it should only be used as an indication of the layout for the purpose of proposing a solution and a survey is recommended prior to detailed engineering planning of sensor installation.

Milton Keynes Central station receives approximately 7.5m passengers per year, with peak flows occurring on weekday evenings where 500 passengers may depart from a single train. The second demonstrator phase has the same fundamental deliverables as the first phase demonstrator, however applicants are advised to suggest metrics that will be of operational benefit to the station operator. Examples of these could include:

* Ingress and egress counts at the station entrance and exit
* Ingress and egress counts to retail areas
* Ingress and egress counts at trains on the platform
* Counts and passenger distribution along the platforms
* Counts, crowd densities and flow-rates at the head and foot of stairs
* Counts, crowd densities and flow-rates at the ticket gates
* Counts, crowd densities and flow-rates at the ticket machines and ticket offices
* Dwell times
* Journey times between station entrances, ticket vendors, ticket barriers, platforms and trains
* Percentage of visitors entering a retail area

In the event that expected accuracies may vary for these examples, an indication of the accuracies that the applicant would expect should be provided. In the event that applicants are also able to provide tools for predictive analysis of future behaviour, this should also be detailed.

It is requested that proposed trials last for 3 months, however shorter trials will be considered where this is not possible.

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# SECTION 2 - TENDER PROCESS & INSTRUCTIONS

You are invited to tender for the supply of Station Innovation 2 Open Call in line with the requirements stated in section 1 of this document. All information in this document is confidential and should not be transmitted in any form to third parties without the prior written consent of TSC. TSC will similarly regard the tender responses as commercial in confidence.

## **Due date and confirmation of compliance and bidding**

The tender response should be received by no later than 17.00 GMT on Monday 24th October 2016

Respondents should, within three (3) working days of receipt of the tender, acknowledge receipt of the ITT documents, confirm their intention to submit a bid and identify their contact person for all matters relating to the submission of their bid. This should be carried out by completing and sending the “Letter of Acknowledgement" in Appendix 1.

In the event that a Respondent does not wish, or is unable, to submit a bid it shall so notify TSC, by completing and sending the “Letter of Acknowledgement” in Appendix 2. Furthermore, the Respondent must destroy all paper copies of the ITT and erase all electronic copies in their entirety.

## **Tender submission**

An electronic copy of the Respondents’ proposal should be submitted to the individual(s) named below.

Lauren McDonald

Procurement & Contracts Manager

Responses will not be opened until the closing time and date for receipt of tenders. Tenders that are received late will not be considered.

Respondents must format their response using the structure and numbering sequences as documented in the tender with the appropriate responses to each item listed numerically by section and paragraph. Where it is necessary to refer to other documents such as brochures, charts/graphs etc, Respondents should collate this information into appendices and detail where this information may be found within their response.

Tender responses must be submitted in English.

## **Tender process**

The expected approach and timetable for this project is set out in the table below and each section is then discussed in more detail below.

|  |  |
| --- | --- |
| **Activity**  | **Date**  |
| **ITT issue** ITT issued to Respondents  | 10th October 2016  |
| **Confirmation of compliance and bidding** Respondents statement of compliance and intent to bid returned to TSC (Appendix 1) | 13th October 2016 |
| **Questions** Final Date forRespondents questions to TSC. All questions submitted will be answered within 48 hours and distributed to all parties | 19th October 2016 |
| **Respondents proposals** TSC to receive responses to ITT by 17.00 GMT  | 24th October 2016 |
| **Evaluation of proposals** Review, score and evaluate proposals, including a credit check of potential suppliers  | 25th – 27th October 2016 |
| **Inform Successful 1st Phase Suppliers** | 28th October 2016 |
| **Contract negotiations and contract signatures**   | 28th October 2016 |
| **Contract commences** (with Respondents fully accountable for ongoing service)  | 31st October 2016 |
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**All Respondents will be advised of any alteration to the dates outlined above**.

## **Respondent enquiries and clarification**

The Respondents will be able to raise clarification questions. All questions concerning the tender must be made in writing via email and must reference the tender page number and section number. Questions should be concisely stated and be numbered in sequential order.

Questions must be submitted by email and addressed to Lauren McDonald at the following email address:- procurement@ts.catapult.org.uk Questions will be responded to within two days of receipt, by circulation of anonymised responses to all Respondents.

Any approaches to other members of staff, direct or otherwise in direct relation to this tender will result in exclusion from this process.

## **Respondent responses**

Respondents are invited to respond to this ITT by submitting a detailed bid that addresses all the requirements set out in the document and appendices. This includes a formal response (in the format requested in Appendix 2).

Each response should be submitted in the name of the Respondent who will be entering into any resultant contract with TSC. The bid must apply from the closing date for ITT bid submission and be valid for a period of twelve months. TSC may require the Respondent to extend the validity of its bid at any time prior to the contract award.

All proposals should use the same numbering system, structure and sequence set out in the Response Format in Appendix 2 of this ITT and follow the format of completion of responses in the space below the stated question / requirement.

Appendix 2 also details the minimum requirements of each section of the required ITT response. Additional data, explanation or clarifications can be included at the Respondents discretion, within the response to specific requests where relevant, or as further appendices to their proposal.

## **Selection**

All contact with TSC regarding this project during the period between the issue of the ITT and notification of selection should be via Lauren McDonald, Procurement & Contracts Manager Email is the preferred method of communication and the relevant email addresses is:- procurement@ts.catapult.org.uk

TSC will review Respondent proposals and raise any necessary clarification questions at this time and as appropriate provide feedback on areas of apparent misunderstanding, failure to meet requirements / expectations and at its discretion offer an opportunity for the Respondent to clarify / address these issues.

Selection will be based on the Respondents response to the information set out in this document and the evaluation criteria set out in the section 2. Respondents will be notified at the end of the selection period as to whether they have been selected and the next steps. An opportunity for feedback to unsuccessful Respondents on why they were not selected will be offered – however the timing of this debrief will be based on availability of TSC project team members and the timing of essential project activities.

Respondents should note that TSC reserve the right at their sole and absolute discretion to reject any or all proposals, with or without reason. The following reasons may lead TSC to consider automatic rejection of a bid:

1. Missed deadline for the response.
2. Failure to respond or, having responded, failure to clarify points raised by TSC.
3. Failure to submit a bid that complies with TSC requirements.
4. Any breach of confidentiality whatsoever.
5. Unless specified to the contrary channelling any communications with regard to this project to anyone not specified in the ITT.

## **Evaluation criteria**

**Initial Evaluation of Open Call**

In order to evaluate applications received to this Open Call, within a common context, representative floorplans of both the Transport System Catapult office and Milton Keynes Central station have been included as part of these application documents. Where applicable, these diagrams should be annotated and used to support the demonstration proposal to indicate where devices could be installed or to highlight any other important aspects of the trial. It should be noted that the floorplans are of a representative scale but should not be regarded as survey-grade. It is also noted that certain items of infrastructure such as power supply points and structural mounting points have not been represented on these plans and applicants are advised to assume that, within reason, these will be available where required when suggesting layouts. Successful applicants will be given the opportunity to carry out their own site surveys following the open call prior to installing technologies. In order to provide applicants with the best chance of success, it is recommended that ‘minimal’ and ‘recommended’ plans are produced and referred to within this application.

The following criteria and weightings will be used:

Quality of Data – 20%

The quality of data that can potentially be gathered by the technology solution is of critical importance when determining the suitability for supporting operational decision making. As a wide variety of technologies will be evaluated during this trial, it is understood that certain technologies may inherently be better at certain aspects of data quality than others and therefore this area will take into account many potential factors. As a minimum, applicants are suggested to discuss the following potential factors in addition to any others that they believe are relevant:

* Type of data gathered.
* Theoretical penetration rates, i.e., the percentage of pedestrians that it is likely to be possible to track using a particular type of technology, e.g., if a technology requires a user carrying a WiFi-enabled device, what percentage of pedestrians are likely to be carrying such a device.
* Expected accuracies. In situations where there is no clear answer as this depends on a number of variables, representative quantified examples should be provided where possible to assist with the explanation. Accuracy should be discussed where applicable in the context of margins of error in positioning individuals, detection rates of individuals (including false-positives, duplication and de-duplication techniques) and known environmental conditions affecting accuracy, along with any other subjects that the applicant believes to be relevant.
* Suggestions for how the data accuracy can be validated.
* Ability to track the movement of an individual through the space or the ability to reacquire an individual between different sensor zones.
* Latency for data to be available for operational use after capture.
* Time required for trusted data output. This point is mainly relevant for systems requiring detailed iterative configuration or a machine-learning algorithm to be ‘trained’ for an environment.

Scalability – 20%

Although the demonstrations forming part of this project are focused around a controlled environment and a modestly sized station, the ability for any selected technologies to be deployable at scale is important in evaluating suitability for use in larger stations and across multiple sites. Applicants are advised to discuss any known impediments to scalability and mitigations for these issues which could include (but are not limited to) technological limitations, commercial issues or potential supply risks. It is also recommended that applicants address physical installation requirements and configuration requirements for their technology as this may have a bearing on the adoption of technologies within certain stations.

Commercial Cost – 20%

The cost-effectiveness of any proposed solutions are an important factor in assessing their suitability for large-scale rollout. In order to make costs comparable, please use the ‘minimal’ and ‘recommended’ proposals for installing sensors at Milton Keynes Central station as the basis for discussions around commercial cost. In the event that sensors would be purchased for installation, please provide estimates for the upfront cost of the sensors and any recommended support contracts. In the event that the solution is provided as a service, please provide details of the costs and timescales of any relevant services required for ongoing operation.

Data Handling – 10%

Due to the sensitive nature of data relating to tracking the movement of individuals, it is important to take into account the ways in this data will be gathered, processed, stored and exploited. This is especially relevant if the data could be regarded as helping to identify an individual. Applicants should provide an overview of any details that they believe are relevant although it is expected that discussions should include subjects such as:

* The applicant’s registration status with the Information Commissioners Office.
* Details of how and where data processing and storage will occur (including any data sovereignty issues).
* Methods employed to protect data in transit.
* Any commercial exploitation or other usage of data by the applicant or external parties.
* Information about whether it is possible for an individual to ‘opt-out’ of being tracked and the applicant’s understanding of requirements under the Data Protection Act for the public to be informed about this type of technology being used in a public area.

Trial Quality – 30%

A list of trial deliverables has been provided below. Applicants requesting a contribution to costs for participating in the demonstrators should provide details of these proposed contributions. As these demonstrations are not being requested on a commercial basis, in order to encourage a diverse range of applications the deliverables for the proposed demonstrations have been defined to allow potential applicants to offer a reduced-scope demonstrator if they are unable to fulfil all of the requested deliverables. Applicants should discuss how they propose to achieve the trial deliverables detailed below and it is suggested that the diagrams provided in the appendices are used to support this explanation. The TSC is keen to access the raw data that is captured as part of the trial and applicants are advised to suggest how this could be achieved. Reducing the scope of the demonstrator or requiring a contribution to costs will reduce the Trial Quality scoring element.

**Secondary Evaluation Following Completion Of Demonstrator Within TSC Offices**

Following the completion of the first demonstrator within the TSC offices, the effectiveness of the trials will be evaluated internally and successful applicants will be shortlisted to be offered the opportunity to progress to the second phase of the demonstrator.

This secondary evaluation will use the same evaluation headings as specified above. In addition consideration will also be given to the actual effectiveness of the 1st demonstration and this will be encompassed under trial quality.

## **Suitability as a business partner**

TSC wishes to assure itself that the Respondent has the resource, capability and substance to provide the requirements to a consistent high quality and cost effectiveness. The Respondents, corporate pedigree, stability, soundness and experience will be assessed in both financial and non-financial terms to determine suitability as a potential business partner to TSC.

The Respondents’ specific experience and demonstrated ability in providing the required services to organisations on a scale and / or complexity comparable to those described in this ITT will also be assessed.

### **Capability to deliver requirements**

Respondents will be assessed against their ability to deliver the core products and services. The ability to flex and change products and services and cost base as the business changes and grows.

### **Strategic direction and innovation**

The Services should deliver business value of which reducing cost is a key but not the only element. Respondents will be evaluated as to the appropriateness of their proposals to create business added value.

Respondents will also be evaluated as to the appropriateness of any innovations or other value creating proposals contained in their response and how they will ensure innovation is maintained.

### **Cultural fit**

The ability of the Respondent and TSC to work together throughout the term of the contract is an important consideration. TSC will evaluate a number of factors including:

* Client relationship management and commitment to working in the best interests of TSC.
* Openness.

It is recognised that this particular criteria is more readily evaluated once the number of potential Respondents has been further reduced and TSC is in the process of final selection however an early view will be taken based on the above factors.

## **Commercial & contractual considerations**

Commercial and contractual considerations will obviously play an important part in the overall evaluation. Key factors under consideration include:

* Pricing and costing proposed over the contract duration
* Flexibility and innovation
* Impact of change
* Problem / issue management across TSC business departments and other Respondents

## **Costs and expenses**

Respondents shall bear all costs associated with the preparation and submission of their tender and TSC shall not be responsible or liable for any costs or expenses regardless of the conduct or outcome of the procurement process.

## **Right to cancel**

TSC reserves the right to terminate the process. This ITT does not represent a commitment to enter into any contract.

## **Right not to award contract**

TSC reserves the right to reject all tenders if none, in its opinion, adequately satisfies the requirements, or if TSC’s circumstances change. In such circumstances TSC may subsequently issue another ITT.

## **Confidentiality**

All communications issued by TSC to Respondents must be treated as strictly confidential. Respondents shall not release details of such communications other than on an "In Confidence" basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing their tender. Under no circumstances may Respondents release any information concerning such communications for publication in the press or on radio, television, screen or any other medium. The content of the tenders and the details of the evaluation of the proposals will remain confidential to TSC and its advisors who will comply with all relevant legislation. Should Respondents wish that any information supplied by them as part of this process not be disclosed because of its commercial sensitivity or confidentiality or otherwise, they must, when providing this information, clearly identify the specific information they do not wish to be disclosed and clearly specify the reasons for its sensitivity.

Please note that it is not sufficient to include a statement of confidentiality encompassing all the information provided in the response.

## **Adherence to tender process**

The tender process must be strictly adhered to as outlined in this document. Any deviation may render a tender ineligible.

**Appendices**

Appendix 1 - Acknowledgement Letter

Appendix 2 - Respondent Response Template

Appendix 3 - Terms & Conditions

# Appendix 1 – Acknowledgement letter

To: Transport Systems Catapult Ltd

Attn: [enter contact name]

From (Company who will bid):

**Invitation to Tender –** [Enter Tender Name]

We acknowledge receipt of your Invitation to Tender for the above work and are in receipt of all documents listed in the contents.

1. We agree to comply with the requirements of the Instructions to Respondents and confirm that we will respond to your request and submit our bid no later than the date required.
2. We shall not submit a bid. We confirm that all paper copies have been destroyed, that all electronic copies have been erased in their entirety from our systems
3. (Respondent to delete item I. or II. as applicable).

Our primary point of contact in connection with this bid is:-

Regards

(Signature & Title):……………………………………………………..

(Printed Name):……………………………………………………..

(Company):……………………………………………………..

# Appendix 2 – Respondent response template

Requirements and Response Format.

Respondents are required to submit a proposal based on the information and response format contained in this document.

The Respondents response must be provided in the format set out below with responses required against each point listed below. Respondents are requested to follow the numbering scheme in their response. Detailed documents may be referred to in appendices where appropriate.

Respondents should note that all responses should be constructed based on the proposed contract duration.

Format of responses:

A front cover sheet should be attached, including:

* Name and contact details of key Respondent contact(s) for this proposal.
* A table of contents indexing the response should also be included.

Specific sections are detailed below.

An executive summary of no more than two pages covering the key points of the proposal containing:

1. Confirmation of Service being bid for and an overview of the proposed solution
2. Assessment of key risks and how they will be managed/mitigated.
3. A cost and benefits summary.
4. Company organisation chart showing full details of parent subsidiary and associate companies (as applicable).
5. Ownership details of the company including when it was established and how long it has been involved in the supply of the Services as described in this ITT. Additionally details of any material acquisitions / mergers relevant to the Services in the past two years.
6. The proposed contracting entity, its financial standing (if not clear from overall company financial statements or IV, and relationship to parent (if applicable).
7. A summary of annual turnover (revenue), profit and employee numbers and turnover for last 2 years.
8. A summary of pertinent quality standards, awards, or other accreditation achieved in the UK in the last two years that are relevant to this ITT.
9. Proposed key team (or equivalent) for the term of the agreement.
10. Please provide two client references covering the services described in this ITT including the size, nature and duration of the relationship with these customers.
11. Please also provide for each of these references the following details.

|  |  |
| --- | --- |
| * Name
 | * Phone
 |
| * Position
 | * Email
 |
| * Company
 | * Role during initial engagement
 |
| * Address
 |  |

Please note that the above named contacts will NOT be approached without your prior knowledge.

1. If the Respondent is responding to this ITT on the basis of another Respondent being a material sub-contractor then the information requested in response to questions 2.1 to 2.13 should be repeated for the second Respondent and the nature of the relationship with the second Respondent should be fully explained.

# Appendix 3 – TSC Terms and Conditions ( see attachment 2 within contracts finder documents)

##

## Contract Non-compliance Form

Transport Systems Catapult Ltd requires all suppliers to accept the above terms and conditions. Where a supplier wishes to amend a particular clause, please complete the attached form.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Clause Heading** | **Clause Number** | **Current Wording**  | **Rationale for Non-Compliance** | **Propose re-wording** |
|  |  |  |  |  |
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