Tender proposal for

**Financial Reporting Council**

**Levy Collection Services**

FRC2023-034

|  |  |
| --- | --- |
| Supplier Name |  |
| Registered Address |  |
| Registered company number |  |
| VAT number (if applicable) |  |
| Please state if your company is a SME or VCSE |

|  |  |  |
| --- | --- | --- |
|  | Classification | Yes / No |
| SME | Small Medium Enterprise“SME” means an enterprise falling within the category of micro, small and medium-sizedenterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises  |  |
| VCSE | Voluntary, Community & Social Enterprise“VCSE” means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives. |  |

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| Please state if your organisation or supply chain have risks associated with the current Russia / Ukraine conflict |

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| --- | --- | --- |
|  | Question | Your response |
| 1 | We have identified no known risk to our organisation or supply chain associated with the current Russia / Ukraine conflict. | Yes / No |
| 2 | We have identified the following risk(s) to our organisation and/or supply chain associated with the current Russia / Ukraine conflict. | *Please state* |
| 3 | What action are being taking to address /managed the above? | *Please state* |

 |
| Contact: |
| Name  |  |
| Position |  |
| Email |  |
| Telephone |  |
| Date |  |

*This must be printed on your letterhead and signed.*

## Form of tender

**FRC2023-034 Levy Collection Services**

To: Financial Reporting Council (FRC)

1. I/we have read the ITT documentation (including all associated annexes) and, subject to and upon the terms and conditions contained in the said documents, I/we offer to deliver the contract, at the rates or prices quoted by me/us as shown below.
2. I/we agree that any contract that may result from my/our tender shall be based upon the ITT documentation (including all relevant associated annexes) and my/our Form of Tender inclusive of pricing information.
3. I/we agree that any other terms or conditions or any reservations that may be printed on any correspondence or document from me/us either in connection with this tender, or any contract resulting from this tender, shall not be applicable to the contract.
4. I/we have abided by the requirements set out in the ITT Notices and Instructions of the ITT.
5. The rates and prices quoted in the tender are valid for a period of 90 days from the tender closing date and the tender shall remain binding and open for acceptance at any time prior to the expiration of that period.
6. The date of my/our tender is the date of this Form of Tender.
7. I/we understand that FRC is not bound to accept any tender it may receive and that FRC has no liability to me/us in respect of any expenses incurred by me/us in preparing and submitting my/our tender.
8. I/we agree that the FRC may disclose the Contractor's information/documentation (submitted to FRC during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.
9. I/we tenderer represents and warrant that a conflict of interest check has been carried out and that check revealed no conflicts of interest / the following conflict exists and the proposal to manage / mitigate this conflict of interest it. ***(delete as appropriate)***
10. I/we confirm there are no known issues relating to our organisation’s financial position and financial strength nor any specific issues that could impact on operations over the course of the proposed contract.
11. I/we confirm that our organisation is not subject to any current or impending legal action, either formal proceedings or notification of legal action, which could impact on the financial viability of our organisation to deliver of the services.
12. I/we confirm that we have observed the delivery deadline date (where applicable) and our organisation can meet this /these dates.
13. I/we confirm that this is a bona fide competitive tender and our organisation has not

communicate to a person, other than a member of FRC; entered into any agreement or arrangements with any other person, that they shall refrain from tendering, or regarding the amount of any tender to be submitted not offered to pay or give, or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any person in relation to this /any tender or proposed tender.

1. I/we confirm that we do not condone any activity which constitutes modern slavery or human trafficking under the Modern Slavery Act (MSA) 2015, we expect our suppliers (and supply chain) to maintain the same approach and to have policies and procedures in place to minimise the risk of modern slavery occurring.
2. I/we understand that FRC reserves the right to take up references if our proposal is successful.

Yours sincerely

## Name

## Title

**Date**

|  |
| --- |
| **Tender Response****Please refer to the requirements in the Invitation to Tender**Please ensure your response addresses how you will meet the FRC’s Requirements.Your response should not exceed 12 pages. Please supply relevant information only. |
| **QUESTION – CONFLICT OF INTEREST** The FRC observes the highest standards of impartiality, integrity and objectivity in relation to undertaking our business activities.Please note:  The FRC reserves the right decline (i.e not progress the proposals of suppliers) that fail this section.  |
| *Your response**We* represents and warrant that a conflict of interest check has been carried out and that check revealed no conflicts of interest     OR   the following conflict exists ………..and the proposal to manage / mitigate this conflict of interest is……..     |
| **QUESTION 1 – Levy Collection policy**The FRC seeks to collect the levy payments promptly and to collect the maximum levy payment (i.e. all payee / the full amount). Please respond below demonstrating how your organisation will devise and implement a Levy Collections policy that will facilitate the achievement of the FRC’s aims (considering necessary workflows, industry standards, Managing Public Money and professional practices).   |
| *Your response* |
| **QUESTION 1a – Levy Collection rate**Whilst the FRC aims for 100% levy collection we acknowledge this is an ambition target. The successful suppliers should evidence commitment ~~to~~ achieving a high level of the annual collection amount Please respond below demonstrating how your organisation will seek to ensure that at least the minimum levy is collected.  Your response may include any proposed approaches to prioritization collections based on the level of risk associated with a customer/collection and legacy collection. |
| *Your response* |
| **QUESTION 2 – Transferrable experience / proposed process(es)**The FRC’s expectation is the successful supplier will utilise transferrable skills, knowledge and experience to undertake efficient processes to deliver the requirement.  Please respond below demonstrating how using no more than a 7-step process what the proposed levy collection process(es) will look like, and the key benefits of each element of the process. Your response should make clear whether the processes are manual or automated.   |
| *Your response* |
| **QUESTION 3 – Relationship Management**The FRC’s expectation is the successful supplier will utilise transferrable skills, knowledge and experience to undertake efficient processes to deliver the requirement. Please respond below demonstrating how you will manage the FRC Account including managing the relationship / liaison arrangements.  Your response should include    * key personnel / continuity of resource(s)
* escalation arrangements
* sample of Management Information (MI) report
* Portal service / key benefits / functions
 |
| *Your response* |
| **QUESTION 4 – Bank reconciliation, duplicate payments, and refunds**.The management of the monies collected is critically important, the FRC expect a highly controlled quality approach in this area. Please respond below outlining the approach/methodology proposed relating to bank reconciliation, duplicate payments, and refunds. |
| *Your response* |
| **QUESTION 5** – Continuous improvementsThe FRC have stated that SLAs would be :- *all levy payers are invoiced once per year for the appropriate amount with a minimum of 3 emails and 2 attempted phone calls made to all non-payers.*Please respond below demonstrating how you have used and will use Key Performance Indicators and Service Level Agreement to provide additional benefit to the FRC.  Your response should include the proposed approach to continuous improvement, identifying opportunities to further improve the efficiency, effectiveness and performance.  |
| *Your response* |
| **QUESTION 6** – Pricing*The FRC expects the pricing to represent good value and be fixed for the duration of the contract including any extended period.*Please insert Pricing & Pricing Breakdown |
| Our complete pricing to deliver the FRC’s requirements is shown below:-

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| --- |
| **Levy Collection Services** |
|  YEAR |   SERVICES  | **Costs for Services (excluding VAT)**  |
| MONTHLY £ | QUARTERLY £ |  ANNUALLY £ |
|  1 |  Complete package of Levy Administration Collection Services to deliver the FRC’s requirement as per the requirements outline in the FRC’s Invitation to Tender (February 2024). |    |  |  |
|  2 |    |  |  |
|  3 |    |  |  |
|  **Total cost of contract (excluding VAT)**  |   |  |  |
|  4  |  |  |  |

*Please insert Pricing Breakdown / Any additional information.* |
| **QUESTION 7 -** Terms & Conditions |
|  *Amend as appropriate**Your attention is drawn to the ITT - The Terms and Conditions that will apply to this proposed Agreement are attached. Suppliers should accept the T&C’s with no material changes.*I/we confirm that we;* accept the proposed Terms & Conditions with no changes.
* have an issue / concern with the following clause(s):

|  |  |  |
| --- | --- | --- |
| Clause No. | Concern | Proposed amendment |
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| **QUESTION 8** – Supplier Due diligence questionnaire  |
| ***Amend as appropriate*** *(you should only need to complete the applicable questionnaire for Data processing i.e. Controller or Processor)*I/we confirm that we have completed and attach the;

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| Document type | Document |
| * Supplier Due Diligence questionnaire – Processor
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| * Supplier Due Diligence questionnaire - Controller
 |  |
| * Code of Conduct
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