



# Invitation to Tender for International Emergency Response Services

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## 1 Introduction

Ordnance Survey Ltd is a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, SOUTHAMPTON, SO16 0AS, UK (**OS**). OS is a limited company in which the entire share capital will be owned by the Secretary of State for Business, Innovation and Skills. Ordnance Survey International Services Limited is a wholly owned subsidiary company of Ordnance Survey Limited and this tender exercise shall include the services supplied to both Ordnance Survey Limited and Ordnance Survey International Services Limited.

OS is Britain’s mapping agency and is responsible for the surveying, production, maintenance and marketing of a wide range of geographic information, relied on by government, business and individuals.

Further information on us can be found on our website <http://www.os.uk>

## 2 Purpose of this document

OS is conducting this tender exercise for the purpose of procuring the goods/services described in the Statement of Requirements (**SOR**). Interested parties (**Participant** or **Potential Supplier**) should review this Invitation to Tender (**ITT**) and submit their completed Response Document (see Appendix 1) in accordance with Section 7 below.

This ITT contains further information about the procurement process, the SOR, and assessment questions for Participants to complete. Each Participant's response (**Tender**) should be detailed enough to allow OS to make an informed selection of the most appropriate solution.

## 3 Background to the project

OS are undertaking a major strategic review in order to establish future position points for OS on a global stage. This strategy will see OS transitioning into a next generation National Mapping Agency and a provider of Configured GIS Services to the Global GIS market; supporting Platform Providers & emerging SMART opportunities (SMARTcities, etc.).

The scale of change is large and includes changes to our business model and strategic priorities, our technology platforms and the processes we have in place to deliver the outputs our customers require. As a result of this, OS anticipates that its requirements to deploy individuals, both in the UK and internationally, on both short term and long term assignments will grow as a result this long term strategic plan.

**4 Overview of the project**

OS are looking to procure the services of a provider who can offer a comprehensive, and integrated medical, security and travel assistance service, 24/7 to both our business travellers and expatriate community wherever they are in the world. OS does not currently have a provider in place for this service, but recognises that in order to protect the health of its employees and their families we need to secure these services to support our long term strategy. The plan is to award a Contract for 3 years.

**Communications and timetable**

**4.1 General**

- 4.1.1 English is to be the language for all communications between OS and Participants on all matters relating to this tender.
- 4.1.2 Participants must each appoint 1 individual who will continue to be responsible for all communications with OS and to whom OS should address any enquiries during the tender process. The name, address, telephone and fax numbers and e-mail address of the Participant’s contact must be notified (or confirmed if unchanged from that previously provided) to OS’s main contact at the address given below within 5 working days of the date of issue of this ITT. Any subsequent changes to the Participant’s contact details are to be notified to OS as soon as reasonably practicable.
- 4.1.3 All formal communications (including, but not limited to, the submission of responses) to OS are to be made in writing to **OS’s Main Contact** as follows:  
  
 Alex Bassett  
 Category Specialist  
 Ordnance Survey, Explorer House, Adanac Drive, SOUTHAMPTON, United Kingdom, SO16 0AS  
 Email: [procurementgroup@os.uk](mailto:procurementgroup@os.uk)
- 4.1.4 OS will notify Participants of any changes to the contact details listed above.

**4.2 Outline Timetable**

4.2.1 The timetable for each stage of the remainder of the procurement process from issue of this ITT to contract award is estimated to be as follows:

<b>Event</b>	<b>Target date</b>
Issue of ITT	2 <sup>nd</sup> May 2017
Deadline for confirmation of presentation proposal attendance	19 <sup>th</sup> May 2017
Meeting and presentation of proposal	w/c 22 <sup>nd</sup> May 2017
Deadline for receipt of Clarification Questions	30 <sup>th</sup> May 2017
Date of submission of Tenders	2 <sup>nd</sup> June 2017
Tender evaluation	w/c 5 <sup>th</sup> June 2017
Decision Letter and Unsuccessful ITT Letters issued	w/c 5 <sup>th</sup> June 2017
Contract Award & Commencement	w/c 12 <sup>th</sup> June 2017
Implementation / Transition begins	w/c 19 <sup>th</sup> June - onwards

OS may change this timetable at any time at its sole discretion.

**4.3 Presentation of Proposal**

4.3.1 As part of the overall response to this tender, participants are required to attend a meeting at OS’ office (details of which are outlined in Section 4.1.3) to present specific elements of the participants’ proposal

- 4.3.2 Further details of the presentation requirements can be found at Section 7 of this ITT document.
- 4.3.3 These presentations are due to take place during the **week commencing 22<sup>nd</sup> May 2017**. Participants should express their intent to attend, via email to OS' main contact, as detailed in Section 4.1.3 above, by **17:00 on Friday 19<sup>th</sup> May 2017**.
- 4.4 **Participant Requests for Clarification**
- 4.4.1 OS recognises that clarification may be needed prior to submission of Tenders.  
Participants should submit their questions, queries or clarification responses to OS's Main Contact, as detailed in Section 4.1.3 above.
- 4.4.2 All clarifications and responses will be logged and recorded by OS. OS will endeavour to respond to all clarifications within 5 working days of receipt. If the response is not going to be available within 5 working days then the originator of the clarification will be advised of when a response will be given.
- 4.4.3 Participants should clearly identify any clarifications or parts of clarifications which they consider to be confidential or specific to its proposed solution, stating the reasons why it considers the clarification to be so. OS will decide at its sole discretion whether or not to accept the Participant's request. If OS does not accept the request for confidentiality or does not accept that it is specific to its proposed solution, the Participant will be informed and OS will specify a period within which the Participant may choose to withdraw its clarification. If the Participant does not withdraw its clarification in such circumstances, OS will proceed to respond on a non-confidential basis.
- 4.4.4 The cut off for receipt of clarification questions is **17:00 on Tuesday 30th May 2017**.
- 4.5 **OS Requests for Clarification**
- 5.5.1 Any requests from OS to a Participant to clarify, specify or fine-tune a tender following receipt of Tenders will be submitted via email to the Participant's nominated point of contact in the completed Response Document. Participants shall endeavour to respond to all such requests within 5 working days of. If the response is not going to be available within 5 working days then OS should be advised of when the response will be given as soon as is reasonably practicable but in any event no later than the initial 5 working day period.
- 4.5.1 OS may, in its evaluation of Participant's proposals, request demonstrations and/or site visits. Participants must accept responsibility for organising and providing any required demonstrations and/or visits. Participants must bear their own costs for such demonstrations and/or visits.

## 5 General Notices

### 5.1 Exclusion Of Liability

OS reserves the right to cease this procurement process at any time without any liability (whether in contract, tort or negligence) to Participants.

Each Participant considering entering into contractual relationships with OS on the basis of the information provided in this ITT should make their own evaluation of the information provided pursuant to the ITT and make their own investigations and form their own opinion on OS and the project. Participants are recommended to seek their own financial and legal advice.

OS reserves the right not to enter into a contract with any Participant without any liability (whether in contract, tort or negligence) for any loss, cost or expense (including legal expenses) incurred by Participants in preparing for or participating in this procurement process, howsoever arising (whether under contract, tort or under any statutory provision or otherwise). OS is not liable for any costs Participants may incur in contemplation of a contractual relationship being entered into.

### 5.2 Contractual Relationship

Nothing in this ITT or any other pre-contractual documentation shall constitute the basis of a contract that may be concluded in relation to this procurement exercise, nor shall such documentation be used in construing any such contract.

Each Participant must rely on the terms and conditions contained in any contract when, and if, a written contract has been signed and countersigned by both parties and dated, subject to such limitations and restrictions that may be specified in such contract. It is envisaged that the successful Participant's responses to the requirements set out in this ITT will be included in any contract.

### 5.3 **Accuracy of information**

This ITT has been compiled in good faith. It is intended to provide sufficient information for Participants to provide a full and firm proposal. OS considers that all information (including numbers and other figures) given in this ITT and any information provided pursuant to this ITT is accurate at the time of preparation, but may change in the future. However, neither OS nor its financial or legal representatives, officers, agents or employees make any representation or warranty, or accept any responsibility for the information contained in this ITT (or any other information provided pursuant to this ITT) or for its fairness, accuracy or completeness, nor shall such persons be liable for any loss or damage arising as a result of reliance on such information or any subsequent communication. There is an absolute obligation on each Participant to query any perceived ambiguity in this ITT (or any of its associated documents) whether actual or potential, in the use of technical, functional or other terms. It is the participant's sole responsibility to undertake whatever investigation and due diligence it considers to be appropriate in order to verify the accuracy of any information provided to it by OS through the ITT process.

### 5.4 **Freedom of Information Act 2000 (FOIA) and Environmental Information Regulations 2004 (EIR)**

OS is committed to open government and meeting its legal responsibilities under FOIA and EIR. Accordingly, any information submitted to OS (including, without limitation, the information contained in this ITT and the Tender submissions received from Participants in response) may need to be disclosed by OS in response to a request for information.

OS may also decide to include certain information in the relevant publication scheme maintained under the FOIA or EIR. In making a submission, each Participant therefore acknowledges and accepts that the information contained therein may be disclosed under the FOIA or EIR.

In respect of any information submitted by a Participant that it considers being commercially sensitive the Participant should:

- Clearly identify such information as commercially sensitive;
- Explain the potential implications of disclosure of such information; and
- Provide an estimate of the period of time during which the Participant believes that such information will remain commercially sensitive.

Please submit responses to each of the above in Appendix 1 and include with the completed ITT submission.

However, Participants should be aware that even where a Participant has indicated that information is confidential or commercially sensitive, OS is responsible for determining, at its absolute discretion, whether such information is exempt from disclosure under the FOIA or EIR, or must be disclosed in response to a request for information.

Participants should also note that the receipt by OS of any information marked 'confidential' or equivalent does not mean that OS accepts any duty of confidence by virtue of that marking, and OS has the final decision regarding the disclosure of any such information in response to a request for information under the FOIA or EIR.

In making a submission in response to this ITT, each Participant acknowledges that OS may be obliged under the FOIA or EIR to disclose any information provided to it.

### 5.5 **Government Transparency Agenda**

Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.

As part of this agenda, Government has made the following commitments with regard to procurement:

- Publication of all new tender documents over £25,000 and their respective timetables; and
- Publication of all new contracts over £25,000.

Participants should therefore note that this ITT and resulting contract awarded will be published on the following websites:

- OS: <http://www.os.uk>; and
- Contracts Finder: <https://www.contractsfinder.service.gov.uk>.

OS may, at its sole discretion, make limited redactions to the information it publishes.

#### 5.6 Confidentiality

All documents and information contained in this ITT or provided during the tender process are, and shall remain, OS's property. Participants shall not disclose either:-

- the fact that they have been invited to tender or release details of the proposed contract; or
- details of their Tender in whole or in part,

other than on an 'in confidence' basis to those who have a legitimate need to know or WITH whom they need to consult for the purpose of preparing the Tender.

Participants may only use information provided by OS to respond to the requirements set out in this ITT.

OS reserves the right to copy and electronically distribute all or any part of any Participant's Tender exclusively for the purposes of analysis and assessment. Submission of a Tender shall be deemed as confirmation of OS's right to do such acts.

#### 5.7 Cost of preparing response

Each Participant will be responsible for all costs and expenses it incurs:

- in providing responses to this ITT and any other communications, including, without limitation, responses to any invitation to participate in meetings, technical demonstrations and workshops held at OS's offices; and/or
- in any further stages of this procurement; and/or
- in obtaining any additional software and/or hardware and relevant licenses required in order to provide a full response to this ITT; and/or
- in obtaining or providing any additional information required in order to facilitate the evaluation process.

OS accepts no liability for any loss, liability, cost or expense (including legal expenses) incurred by any Participant in preparing for or participating in this tender process, howsoever arising (whether under contract, tort or under any statutory provision or otherwise).

#### 5.8 Publicity

Participants may not make any public statements or undertake any promotional activity relating to this procurement without OS's express prior written consent.

#### 5.9 Conflict of interest

Participants are responsible for ensuring that there are no conflicts of interest either between their own advisers and those of OS, or between the members of its consortium and their sub-contractors. Participant must notify OS of any actual or potential conflict of interest as soon as reasonably practicable as soon as it becomes aware of such a conflict and the measures it has taken and/or proposes to take to deal with such a conflict.

#### 5.10 Non-canvassing, non-collusion, compliance with *Bribery Act 2010* and *The Modern Slavery Act 2015*

OS takes a zero-tolerance approach to bribery. Participants must have demonstrated that they take a robust approach to bribery prevention through either written policies or oral communication and training of its staff and agents.

OS also takes a zero-tolerance approach to slavery and is committed to preventing acts of slavery and human trafficking (as set out in the *Modern Slavery Act 2015 (MSAct)*) from occurring within both its business and supply chain. Ordnance Survey will expect any successful Contractor to be able to ensure it, and its supply chains, are compliant with the MSAct.

Participants must not canvass or solicit or offer any gift or consideration whatsoever as an inducement or reward to any officer or employee of, or person acting as an adviser to, OS in connection with the submission of a Tender, evaluation of responses, short-listing of Participants and in connection with the overall procurement exercise.

Participants must submit a bona fide response and confirm, by a signed return of the certificate contained in Appendix 1, that it has not prepared its response in collusion with any third party and will not engage in collusive behaviour during the tender process.

**6 Tender Submission Instructions**

Refer to requirements sections before completing Section 6.1.

- 6.1 Participants are invited to submit Tenders in accordance with the required responses set out in Section 7 of this ITT.
- 6.2 Tenders must be returned by **17:00 on Friday 2nd June 2017**. Late Tender submissions may at OS's sole discretion be rejected. It is the Participant's responsibility to ensure that the Tender submission is received on time.
- 6.3 All documents to be completed in text point size not below 10 in the English (UK) language.
- 6.4 Participants should ensure that their Tender contains all information required for evaluation. In particular, Participants should ensure that an adequately detailed response is given to each item in the 'response required from Participant' section of the Statement of Requirements. Web-links or other external references will not be taken into consideration.
- 6.5 All prices in the Tender must be fully priced in Sterling (£) exclusive of VAT and totalled in clear terms. Tender must remain open for acceptance or non-acceptance for not less than 90 days from the tender closing date.
- 6.6 Tenders should contain all of the information as required in this ITT.
- 6.7 Subject to paragraph 7.14, the name of the Participant must be clearly indicated at the top of each Tender. The Tender and all supporting documentation should be page numbered and cross-referenced to this ITT where appropriate and should be fully indexed.
- 6.8 Tenders must be valid for a period of 6 months from the date of submission.
- 6.9 OS reserves the right to carry out reference checks and/or financial checks prior to the award of contract(s). By submitting Tenders the Participant will be deemed to have given such consent.
- 6.10 Do not include publicity material of any kind, for example brochures and web references, unless specifically requested, as it will not be evaluated.
- 6.11 Do not reference your answers from 1 requirement, or question, to another, even where there is commonality.

**7 Requirements, Evaluation and Award criteria**

- 7.1 The criteria are as follows:
  - a) the Participant's response to the commercial requirements;
  - b) the Participant's response to the service requirements;
  - c) the Participant's response to the presentation requirements; and
  - d) the Participant's response to the pricing requirements.
- 7.2 OS's requirements are set out in Schedule 1 and it has allocated each of the criteria an overall weighting (expressed as a percentage) reflecting its relative importance to OS:
 

a)	response to the commercial requirements	20% <b>250 Marks</b>
b)	response to the service requirements	32% <b>400 Marks</b>
c)	response to the presentation requirements	24% <b>300 Marks</b>

d) response to the pricing requirements 24% **300 Marks**

Further detail concerning the requirements, sub-criteria, sub-weightings and marking schemes are contained in Schedule 1.

7.3 The **Commercial** and **Service requirements** will be evaluated using the following scoring methodology:

Score	The Participant’s response:
<b>0 (Inadequate)</b>	a) does not provide a response to the requirement/s; or b) responds to the requirement/s, however fails to address the specific issues (if any) identified by OS; or c) fails to provide any evidence (where applicable) to support its response.
<b>1 (Concerns)</b>	a) responds to the requirement/s, however, has only partially addressed the specific issues (if any) identified by OS; and/or b) provides insufficient evidence (where applicable) to support its response; and/or c) responds to all the requirement/s with insufficient detail raising significant concerns about the Participants ability to meet all the requirement/s; and/or d) provides a response which raises significant concerns about the Participants ability to meet the requirement/s.
<b>3 (Potential)</b>	a) provides a full response to the requirement/s, however the supporting evidence only partially addresses the requirement; and/or b) provides a response to the requirement/s, which raises concerns about the Participant’s ability to meet the requirement/s.
<b>5 (Capable)</b>	provides a full and comprehensive response to the requirement/s, supported by evidence (where applicable), to indicate the Participant can fully meet the requirement/s and does not raise any concerns about the Participants ability to meet all of the relevant requirement/s and/or to deliver the services to the required standard.

**Note that:**

If a score of **0** is applied, the Participant may be **eliminated**.

If a score of **1** is applied,  $\frac{1}{5}$  **available marks** for that question will be awarded (rounded up to the nearest whole number).

If a score of **3** is applied,  $\frac{3}{5}$  **available marks** for that question will be awarded (rounded up to the nearest whole number).

If a score of **5** is applied, **all available marks** for that question will be awarded.

**Example:**

If there are **10 marks** available for a question and a score of **3** is applied to a Participant’s response, the Participant will be awarded **6 marks** for that response.

If there are **5 marks** available for a question and a score of **3** is applied to the Participant’s response, the Participant will be awarded **3 marks** for that response.

7.4 The **Presentation requirements** are structured into 4 sections:

7.4.1 **Depth & coverage of support** provided as per the requirements stated in Schedule 1 of this ITT, in the following countries:

- 1: United Arab Emirates (UAE)
- 2: India
- 3: Sri Lanka

Marks for depth & coverage of support shall be attributed as follows:

- Knowledge demonstrated of the stated countries: 50 Marks
- Adequacy of resource available in the stated countries: 50 Marks
- Procedures in place for assistance and evacuation: 50 Marks

7.4.2 **Overview and demonstration of pre-travel information** provided to delegates, which should include but is not limited to; training documentation / e-learning, online information and physical documentation such as handbooks.

Marks for overview and demonstration of pre-travel information shall be attributed as follows:

- Functionality: 25 Marks
- Ease of use: 25 Marks

7.4.3 **Overview and demonstration of a web portal/system**

Marks for overview and demonstration of a web portal/system shall be attributed as follows:

- Functionality: 25 Marks
- Ease of use: 25 Marks

7.4.4 **Overview and demonstration of a Mobile application**

Marks for overview and demonstration of a mobile application shall be attributed as follows:

- Functionality: 25 Marks
- Ease of use: 25 Marks

7.5 The **Pricing requirements** will be evaluated using the following scoring methodology

The participant identified as the lowest total price for the contract (sum of prices for years 1, 2 and 3) will be awarded 100% of the marks available (300 Marks). Other participants shall receive a percentage of the marks available based on the following calculation:

**(Lowest Total Price ÷ Participants Total Price) x Marks Available (300 Marks) = the Participants Weighted Marks Awarded**

**Example**

**Number of marks available: 300**

<b>Participant</b>	<b>Year Cost</b>	<b>Total Cost</b>	<b>Calculation</b>	<b>Marks Awarded</b>
Participant A	Year 1: £5,000 Year 2: £4,500 Year 3: £4,000	£13,500	Lowest Price	300 Marks
Participant B	Year 1: £6,000 Year 2: £6,000 Year 3: £6,000	£18,000	$£13,500 \div £18,000 \times 300 = 225$	225 Marks
Participant C	Year 1: £5,000 Year 2: £5,500 Year 3: £5,500	£16,000	$£13,500 \div £16,000 \times 300 = 253$	253 Marks

## Schedule 1 Detailed Requirements

The following is an outline of the services required as part of this Contract.

1. Provision of **Pre-Travel advice**, including but not limited to:
  - 1.1 Advice concerning vaccinations and any appropriate medical precautions to be taken;
  - 1.2 Medical screening where appropriate;
  - 1.2 Information regarding locations of medical and dental facilities in-country;
  - 1.3. Information regarding infectious diseases, common in the destination country, as well as any other precautionary information which is specific to that destination country;
  - 1.4. Water & food safety advice, relating to the destination country;
  - 1.5. Information regarding the legality and accessibility to specific medication in-country;
  - 1.6 Cultural information relevant to that destination;
  - 1.7 Travel security advice as well as Country risk information.
  
2. Provision of **Emergency Response**, including but not limited to:
  - 2.1. Assistance for lost Baggage / Travel Tickets / Passports / Other Travel Documentation / Wallet & Credit Cards;
  - 2.2. Arrangement of Emergency Document delivery;
  - 2.3. Access to a 24-hour Security Assistance service, which as a minimum, assists with: Kidnap / Political unrest / Victims of Crime / Individuals Arrested and/or Detained;
  - 2.4. Access to a 24/7 Medical & Security Assistance service
  - 2.5. Assistance with Travel Alerts, which includes providing assistance to the delegate in-country, as well as OS, in managing issues relating to Travel Alerts.
  - 2.6. Facilitation of evacuation for medical and/or security purposes, and repatriation of family members where required;
  - 2.7. Traveller Tracking service, which includes capability to report/notify delegate location and issues on a daily basis
  - 2.8. Message relay service, which includes reporting/notification of emergency delegate issues to OS and delegates' next of kin.
  
3. Provision of **General Services**, including but not limited to:
  - 3.1 Provision web and mobile-based portal functionality, to enable communication between OS and their employee/s, as well as a traveller tracking functionality.
  - 3.2 Functionality to be able to link to our existing travel management service (TMS), which is currently managed by Redfern Travel Limited
  - 3.3 Administration of direct claims submission and managing directly with our insurers;

## Schedule 2 Draft Contract



FINAL\_Standard  
Template - Goods &

# Appendix 1 Statement of Requirements Response Document