

**RFI0048**

**REQUEST FOR INFORMATION**

**Benchmarking Services**

**RFI Title:** RFI0048

**Issue Date:** 11/11/2024

**Reference:** [RFI0048]

**Version:** 1.0

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# Introduction

This RFI is not a bidding opportunity but a means by which industry can provide information. Any resulting procurement activity will be conducted competitively.

**Please note:**

**This RFI is an information gathering exercise, no further discussions with industry are planned at this stage however any future procurement activity will be advertised in line with public procurement regulations on the Defence Sourcing Portal and Contracts Finder.**

1. Background

The Authority (Royal Navy (RN)) has a contract for Port Agency Support Services to visiting vessels in Cyprus, to maintain and support operational deployment. The Authority is looking to place a support contract to enable the facility of annual and ad-hoc benchmarking across a range of port agency services in Cyprus. The output of any benchmarking activity would be used to hold suppliers accountable to costs and to inform the possibility of optional periods. The Authority is looking to understand the market’s capability, commercial and financial views in considering benchmarking.

1. RFI intended outcomes

This RFI aims to achieve the following three (3) outcomes:

1.    Develop further the Authority’s understanding of the different technologies and capabilities available in the market, both current and emerging.

2.    Align Authority requirements with industry standards and processes.

3. Enable the Authority to develop a procurement strategy that will deliver best value for money for Defence.

1. RFI Procedure

Responses to this RFI will be reviewed by subject matter experts from different functional areas within Navy Command Headquarters.

If upon review of your submission any clarifications or additional information is required, you will be contacted using the details provided in your RFI response.

Any details provided in response to this RFI will be used for information purposes only and will not be used to determine the potential Suppliers who will be invited to bid, should the Authority proceed to tender.

The results and analysis of this RFI shall not constitute any form of pre-qualification exercise.

Any formal procurement process will be undertaken in accordance with the relevant Procurement Law.

Nothing in this RFI, or any other engagements with Industry prior to a formal procurement process, shall be construed as commitment by the Authority in relation to any future requirement(s) or any future procurement(s).

1. How to submit responses to this RFI

Respondents should provide responses in accordance with the format provided in **Annex A** quoting the RFI reference on all documentation and emails**.**

Please do not submit additional documents such as company overviews, the purpose of the RFI is to collect information related to the technical solution, any additional documents will not be included in the review process.

Any responses received after the deadline will be passed to the subject matter experts for information, however they may not be included in the RFI review meetings which are to be held immediately following the deadline.

Once completed, please return electronically to the e-mail address(es) shown below in **section 9,** no later than **12:00, 10th December 2024.**

Responses will be acknowledged electronically by return e-mail.

1. Confidentiality & Proprietary Information

No information included in your response, or in discussions connected to it, will be disclosed to any other third party.

Proprietary information, where included, should be kept to minimum and must be clearly marked.

**For this RFI, any documentation submitted should be of the classification OFFICIAL.**

1. Costs of preparing your RFI response

Any costs relating to the preparation and submission of a response to this RFI are the sole responsibility of the respondent.

1. Contact

Quoting the RFI reference, please submit

1. any requests for clarification
2. all responses to this RFI and
3. any questions regarding Classification of document(s) intended for submission, to:

[NAVYCOMRCL-RFI@mod.gov.uk](mailto:NAVYCOMRCL-RFI@mod.gov.uk)

**The deadline for RFI questions is the 26th of November 2024 @ 12pm. All questions and responses will be published alongside the RFI details on Contracts Finder and the Defence Sourcing Portal within the original Early Engagement Notice within 3-5 working days after the query deadline.**

1. Annex A

**RFI0049 Benchmarking Services**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| Company Name |  |
| Company Address |  |
| Is the company a Small - Medium Enterprise (less than 250 employees)? |  |
|  | |
| Name of Company representative completing the RFI |  |
| Contact details (e-mail and telephone number) |  |
| Company web site address |  |
|  | |
| Main products/services/line of business |  |
| Main market sector |  |
| Number of years in this market sector |  |
| **QUESTIONS** | |
| 1. Can you provide a brief history of your organization and its expertise in benchmarking? | |
|  | |
| 1. What experience do you have in benchmarking projects within our industry? | |
|  | |
| 1. What data sources do you use to ensure the accuracy and relevance of your benchmarks? | |
|  | |
| 1. What methodology do you employ for benchmarking? Please describe your process | |
|  | |
| 1. How do you ensure that your benchmarks align with industry standards? | |
|  | |
| 1. What tools or software do you utilize for data collection and analysis? | |
|  | |
| 1. How do you measure the success of your benchmarking efforts? | |
|  | |
| 1. What resources do you need from us to support the benchmarking process? | |
|  | |
| 1. What is your pricing structure for benchmarking services? Are there any additional costs we should anticipate? | |
|  | |
| 1. What support do you provide after the benchmarking report is delivered? | |
|  | |
| **Innovative solutions are most welcome, even if they do not meet all the requirements above, we would welcome the opportunity to consider the positives and negatives.** | |
|  | |