**Cash Collection – Request for Quotes**

**Introduction:** The London Borough of Lambeth is seeking a supplier to deliver a contract for a Cash Collection and Cash in Transit Service. The Authority expects the successful Contractor to deliver a range of Cash Collection/Delivery services including the following:

1. The secure collection of cash/cheques from the sites specified within (Appendix 1 Cash Collection Sites and Schedules)
2. The secure storage of all cash/cheques whilst in transit
3. The processing, reconciliation, banking and accurate recording of any cash/cheques collected from the sites specified within (Appendix 1 Cash Collection Sites and Schedules)
4. The provision of a change float service as specified by the authority within the Schedule 2 – Authority Requirements document.
5. The onward delivery/depositing of any cash requested by the Authority to a nominated Cash receiving facility or bank account
6. A secure facility where cash/cheques can be stored overnight.
7. Automated ordering system for cash deliveries

**Contract Description:** The London Borough of Lambeth is seeking to award a 12 month contract for a cash collection and delivery service. The Authority receives cash/cheque payments at a number of sites across the Borough of Lambeth which include libraries, cemeteries and administrative buildings. All monies must be collected according to the schedule provided and banked into the Authorities bank account within 48 hours of collection. The sites to be serviced and collection frequencies are listed within (Appendix 1 Cash Collection Sites and Schedules).

Schedule 2 – Outlines the Authority Requirements concerning the cash collection services and includes information around insurances, floats and expectations from the service provider.

 The Authority has a requirement for a call-off service for cash deliveries to the Authorities cash office at The Civic Centre. The Authority will provide a list of nominated staff permitted to place such orders to the successful bidder once the contract is awarded.

Bidders should include within their proposals:

1. An Introduction to the company outlining experience within this service industry.
2. A Mobilisation Plan.
3. A Service Delivery Plan.
4. Resources and Training information.
5. Vehicle Information (i.e. type of vehicle, trackers etc).
6. Cash Collection and Banking Process (this can be as an illustration).
7. Automated Change/Cash ordering Process.
8. Risk Assessment and Method Statements.
9. Health & Safety.
10. Performance & Quality Management. (should include Periodic Service Reviews)
11. Contingency Planning
12. Service Level Agreements

**Timeline**

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| --- | --- |
| Tender documents sent out | Tuesday 7th May 2019 |
| Closing date for responses | Monday 3rd June 2019 (by 5pm) |
| Contract Awarded | Monday 10th June 2019 (by 5pm) |

**Selection criteria**

The contract will be awarded on the basis of 40% quality and 60% price

* Price 60% (All prices must be exclusive of VAT).
* Quality 40% will be evaluated using the following scoring methodology

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 |
| **Unacceptable**The information is either omitted or fundamentally unacceptable to COUNCIL evaluating officers | **Poor**The information submitted has major omissions or does not demonstrate compliance with requirements | **Inadequate**The information submitted has some minor omissions or demonstrates only limited compliance with requirements | **Satisfactory**The information submitted meets COUNCIL’s requirements in demonstrating compliance with requirements | **Good**The information submitted provides strong evidence of compliance with requirements | **Excellent**The information submitted meets all expectations and provides strong evidence of the compliance with requirements to a very high standard |

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| **Table 1 - High Level Evaluation Criteria** |
| **Tier 1 Criteria** | **Weighting %** |
| **Service Deliverability*** **Capacity & Resources – 5%**
* **Method Statements 5%**
* **Banking and Collection Methods – 5%**
* **Experience within the Industry - 5%**
* **“Call off” Processes – 5%**
* **Contingency Planning – 5%**
* **Performance and Quality Management – 5%**
* **Contract Mobilisation – 5%**
 | **40%** |
| **Finance:*** **Price – 20%**
* **Reporting - 20%**
* **Payment Mechanism – 20%**
 | **60%** |
| **Total** | **100%** |

* Submissions received after 5pm Monday 3rd June 2019 will not be considered.

**Contact Details**

Please return your response to the requirement via email to: sowusu@lambeth.gov.uk