

Brief for Dr Bike programme for the South Essex Active Travel Project

Context

Launched in April 2017, South Essex Active Travel (SEAT) is a three-year collaborative project between Southend-on-Sea Borough Council, Essex County Council and Thurrock Council. The £3.323m behaviour change project is funded by the Department for Transport's Access Fund. Southend-on-Sea Borough Council is the lead authority for delivering SEAT, working in partnership with Essex County Council, Thurrock Council and other external partners.

The objective of SEAT is to provide thousands of jobseekers, young people, newly recruited employees, students, lower socio-economic communities, and volunteers with targeted travel advice and active travel incentives to better connect them with the job, education and training opportunities available in south Essex. The SEAT project focuses on six growth areas within south Essex, which are Lakeside, London Gateway, Tilbury, London Southend Airport, Southend Central and Basildon.

Opportunity

The SEAT team is seeking to appoint a Dr Bike provider who can go out to schools and colleges, workplace settings and public events and safety check to people's bicycles. The Dr Bike contract will run until 31 March 2020.

The Dr Bike provider will need to provide mechanic(s) who can check over bikes, make simple repairs and provide advice and information about bike maintenance. It is essential the mechanic has a current DBS. If a bicycle has an issue that cannot be rectified in 15 minutes the mechanic should be able to advise the owner on what is wrong so they can take it to a bike shop well-informed. It is also required that the mechanic(s) will promote other interventions and services offered through SEAT, including bespoke cycle training for adults. The Dr Bike service will assist in the delivery of the SEAT KPIs.

The SEAT team is looking for the Service Provider to organise and deliver 50 Dr Bike sessions in venues and locations across south Essex over the course of the contract. The Dr Bike service will need to be SEAT branded. The Service Provider will need to work closely with the SEAT team when organising and delivering Dr Bike sessions.

The Service Provide will be responsible for:

- Identifying opportunities/locations for Dr Bike events based on criteria supplied by the SEAT programme
- Marketing and communications
- Logistics
- Creation of an overall schedule and detailed planning for each Dr Bike event
- Contribution to SEAT monitoring and evaluation
- Occasional Security marking of cycles

The Dr Bike service is free. The Service Provider cannot charge customers or participants for the service. Bids should include all costs for transport, equipment and any other expenditure required to deliver the Dr Bike service.

The Service Provider is required to carry out evaluation of the service, including capturing participant's feedback in line with the SEAT project's monitoring and evaluation requirements.

Performance and Quality Requirements

The successful bidder(s) will:

- Agree monitoring arrangements to be applied to their work, provide overall management and regular liaison in respect of activity. They will also ensure appropriate activities are undertaken in each programme. The Dr Bike deliverers will be appropriately qualified and flexible in their delivery to meet the needs of participants.
- provide monthly progress updates to the Walking and Cycling Development Manager
- Complete the SEAT monitoring and evaluation requirements

1. Enquiries and Quotation Submissions

Suppliers are requested to provide the following information in support of their application (further details can be found in the technical questionnaire in Section A-Technical Questionnaire)

- Demonstrable understanding of the brief & subject area
- Track record of delivery of similar services, including examples of how you have carried out such services in the past.
- Details of individuals and team involved
- How added Social Value can be provided
- Costs including all project fees, management fees, resource allocation, other expenses excluding VAT (if applicable). – If costs are subject to the number of participants please identify this within your response.

Providers should note that all clarification questions must be made in writing (via email). The Council at their discretion reserves the right to circulate any response to all providers. All clarification questions must be clearly marked CLARIFICATION with

the question and Provider details clearly set out. Any clarification questions from the Provider to the Council should be sent to SimonLaRoche@southend.gov.uk

To allow information to be circulated in time, the deadline for receiving clarification questions is **17:00hrs on Friday 8th June 2018**

The quotation return date is **17:00hrs on 15th June 2018**. Quotations should be submitted by email to collettekemp@southend.gov.uk and elaineswallow@southend.gov.uk (you are recommended to request confirmation of receipt).

4. Evaluation of Quotations

All quotations will be subjected to a thorough evaluation. The Council will examine quotations for completeness and may seek clarification where necessary. A quotation determined to be incomplete or not substantially fulfilling the conditions in this document will be rejected.

- Technical (Quality) evaluations will be conducted, based on the information submitted in Section A. in writing, as part of this quotation submission.
- Commercial (Price) evaluations will be conducted, based on the information submitted in Section B, in writing, as part of this quotation submission.

AWARD CRITERIA

The Council does not bind itself to accept the lowest priced quotation, or any quotation for this service. The Council will have no obligation to Providers arising from this quotation unless and until it enters into a formal contract with the successful Provider for the provision of the goods and/or services that are subject to this Quotation document. Any contract awarded will be to the Provider whose proposal is determined to be the most economically advantageous.

30% PRICE ALLOCATION: To be detailed within this written quotation submission, by the Provider. It is the requirement of the Council to maximise the budget available for this project. The Quotation is accepted on a “Fixed Price” basis and the Provider will not be entitled to claim any additional payments or expenses including but not limited to any increase in the price of the service and / or cost of, or incidental to, the employment of labour. The prices included in the Quotation shall be the maximum payable by the Council for the duration of the contract.

Pricing Evaluation (30%) – Using the Prices submitted by Providers a percentage will be allocated to the total cost as follows:

- $\text{Score} = (\text{Lowest Price Quotation} / \text{Your Price}) * 30\%$.
- The Table below gives an example of how the methodology works when applied to contract prices. The prices used here are examples of the pricing

methodology and do not reflect any expectation of this contract in relation to any aspect of the pricing.

	Bid A	Bid B	Bid C	Bid D
Programme Price	£14,000	£18,000	£14,800	£14,000
Points Score	30%	23.34%	28.38%	30%

The scores awarded in the example table to Bid A and Bid D is calculated as follows:

- Bid A and Bid D with the lowest contract price in relation to the other bids are awarded the score of 30. The applied methodology gives a calculation as follows: $(£14,000 / £14,000) \times 30\% = 30.00\%$.
- Bid B with the highest contract price in relation to the other bids is therefore the lowest scoring bid in the pricing section, awarded 15%. The applied methodology arrives at this score through a calculation as follows: $(£14,000 / £18,000) \times 30\% = 23.34\%$.

70% QUALITY ALLOCATION: To be detailed within this written quotation submission, by the Provider, in Section A (Technical Questionnaire). Your quote in response to this brief should consider and provide the following:

	SECTION	SECTION WEIGHTING
	Demonstrable understanding of the service & subject area	30%
	Track record of delivery of similar pieces of work	15%
	Individuals and team involved	15%
	Social Value	10%

Evaluation of Responses will be carried out on an individual question basis. Grade labels and definitions are as follows:

SCORING MATRIX		SCORE
Unacceptable / not answered	Question not answered – and / or – Response to the question significantly deficient – and / or - raises fundamental concerns regarding the organisation's ability to successfully deliver the Contract. Answer does not provide satisfactory evidence as to the organisation's capability to deliver the contract successfully.	0
Poor	A response that is inadequate or only partially addresses the question. Response provides only limited evidence as to the organisation's capabilities to deliver the contract successfully. Raises a large number of concerns and/or includes a large number of informational deficiencies. Does not raise any fundamental concerns regarding the organisation's ability.	1
Acceptable	An acceptable response submitted in terms of the level of detail, accuracy and relevance. Answer provides an average level of evidence as to the organisation's capability. The response raises some concerns and/or includes a significant number of informational deficiencies. Does not raise any fundamental concerns regarding the organisation's ability.	2
Good	A good response in terms of the level of detail, accuracy and relevance. The information provides good evidence of the ability of the organisation to deliver the Contract successfully; but does raise minor concerns and/or includes deficiencies around some of the information provided in the response. Does not raise any fundamental concerns regarding the organisation's ability.	3
Very Good	A very good response in terms of the level of detail, accuracy and relevance. The information submitted provides significant evidence of the ability of the organisation to deliver the Contract successfully. However, the response lacks a level of detail needed for full marks. The response raises no fundamental concerns regarding the organisation's ability.	4
Excellent	An excellent response in terms of the level of detail, accuracy and relevance. The level of information provided is comprehensive and evidences strongly an assurance as to the organisation's capability to deliver the contract successfully. The response raises no concerns and has no information deficiencies.	5

Section A- Basic Contact Details & Technical Questionnaire

Contact name for enquiries about this bid:		
Address:		
Post Code:		
Telephone Number:		
Email Address:		
Company Registration Number (if this applies):		
VAT Registration number: (if this applies):		
Have you ever been employed by this Council? (if yes please provide details)	Yes No	
Please state if you have a relative(s) who is employed by the Council at a senior level or who is a Councilor? (if yes please provide details)	Yes No	

PROSPECTIVE PROVIDER RESPONSE FORM

TECHNICAL QUESTIONNAIRE

Please note that page limits are on the basis of font Arial 12 and also include charts, diagrams, tables etc. Additional appendices are not permitted other than CVs as details in question 3.

1. Demonstrable understanding of the brief & subject area

Explain how you will deliver the brief as outlined within this specification. Set out the knowledge and expertise that you can bring to deliver a fit for purpose piece of work of the highest quality.

(3 pages max. Weighting = 30%)

2. Track record of delivery of similar services, including examples of how you have carried out such services in the past.

Please set out evidence of successful work in similar fields and the areas of expertise that you will bring to this contract

(2 pages max. Weighting = 15%)

3. Individuals and team involved

Provide an overview of the individual/s you are proposing to complete this work and how their skills and knowledge will help deliver the service, including specific support for the Public Health Responsibility Deal.

(2 page max. Please note that CVs can be provided in addition to this page limit. Weighting = 15%)

4. Social Value

Please provide a statement which outlines the social value outcomes you aim to deliver under this contract. Please include evidence of the approaches you will deploy and the way you will demonstrate that the social outcomes have been achieved.

(2 page max. = 10%)

PROSPECTIVE PROVIDER RESPONSE FORM

B – COMMERCIAL QUESTIONNAIRE

Please provide a quote for the full cost of delivering this project- please provide a breakdown of the full costs.

Costs including all project fees, management fees, resource allocation, other expenses excluding VAT (if applicable). – If costs are subject to the number of participants please identify this within your response

(Weighting = 30%)

Programme/workshop details	Cost per programme