Dear prospective supplier,

**Invitation to Tender: University Shuttle Bus 2024**

**Tender reference: TRA007 LTU**

**Response guidance**

This document is for information only – there is no need to return this document as part of your tender.

The information provided below is intended to assist prospective contractors understand how to complete their responses.

**Background**

The university is about to invest a significant amount of public money into this contract and must be sure that it awards the contract to the tenderer offering the best value for money.

At the university’s discretion, value for money is defined as being the best combination of Quality and Price.

In this invitation to tender we ask 10 questions. These 10 questions make up our Quality criteria. We believe that evaluating the answers to these questions will enable us to determine which tenderer offers us the best service against our criteria.

When we evaluate the answers, we can only assess the information that is presented to us. We are not allowed to make any allowances for what we might know about any tendering organisation, nor may we make assumptions about what a tender might imply.

It is therefore very important that tenderers answer the questions properly and to the best of their ability. The answers to the questions describe how you will perform our contract.

**Response documents**

Each question is provided on its own document, for example, Question 1 is found on the document called “TRA007 response doc Q01”, with question 2 on document “TRA007 response doc Q02” and so on.

Please be sure to read the questions, and the supporting information.

Beneath the question, we have provided insight as to why the question is being asked. We have also provided some advice about what the question is asking for, and some guidance about what the answers should contain.

We have not provided any template answers, nor does any model answer exist.

Please read the questions carefully and ensure that you answer the question that is being asked. You will note that most of the questions ask: “describe **how you** will….” or are similarly worded. For the avoidance of any doubt, the question does NOT ask “can you?”, or “have you ever done?”: **“how”** is the key word, and a description of “how you will” perform our contract in respect of the question is sought.

Please use the space provided on each response document to give your answers. The space can also be used to cross reference any additional files or information you wish us to consider as part of your answer.

**The Quality Criteria: Table of Questions and weighting**

The table below lists the 10 Quality criteria, and the corresponding “weighting” given to each answer.

|  |  |  |
| --- | --- | --- |
| **Question number** | **Question** | **Weighting** |
| 1 | Please describe in detail the vehicle that you will use for the Shuttle Service and describe why this vehicle is the optimum choice for the contract. | 5 |
| 2 | How will you ensure the vehicle is in good order to provide the service? | 5 |
| 3 | What are your contingency plans in the event that the vehicle or driver are deemed unfit for the service? | 15 |
| 4 | What corrective action will you take in the event that the timetable is not adhered to? | 5 |
| 5 | How will you monitor and record your performance against the agreed service levels? | 7 |
| 6 | Please describe the customer service training that you will provide to all operatives associated with this contract? | 3 |
| 7 | Please describe how you will be able to accommodate fluctuating passenger demand and provide alternative or additional services | 3 |
| 8 | Please describe how you will promote the local sustainability agenda | 10 |
| 9 | Please propose your Health and Safety Policy and provide Risk Assessment for the service in-operation. | 5 |
| 10 | Please describe how will you gather and present evidence in support of your Open Book pricing | 2 |
|  | **TOTAL** | **60** |

“Weighting” is a way for us to demonstrate how important the criteria are in relation to each other. The table shows that questions **3 and 8** carry the highest weighting. This means that the information provided in answer to those questions is more important in our evaluation than some of the other questions. Tenderers should therefore pay extra attention to answering these questions, as higher marks can be achieved.

The total weighting adds up to 60. This is a percentage. The other 40% will be used in assessing the tenders against Price criterion.

**The Price Criterion:**

Contract Price is to be a fixed contract sum inclusive of all costs. We ask that tenderers propose their price for the first year of contract.