

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

Order Form

Information redacted under
FOI Act, S40 Personal
Information and S43
Commercial Information

CALL-OFF REFERENCE:	FS900303 / C139136
THE BUYER:	Food Standards Agency
BUYER ADDRESS	Foss House, Peasholme Green, York, YO1 7PR
THE SUPPLIER:	Topspeed Couriers Ltd
SUPPLIER ADDRESS:	Unit D, Marlborough Close, Knutsford, WA16 8XN
REGISTRATION NUMBER:	2355055
DUNS NUMBER:	503303851
SID4GOV ID:	n/a

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 27th June 2023. It's issued under the Framework Contract with the reference number **RM6171** for the provision of **Courier and Specialist Movements**.

CALL-OFF LOT(S):

Lot 4: Managed Service for Specialist Movements

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM6171
3. Framework Special Terms
4. The following Schedules in equal order of precedence:

- Joint Schedules for RM6171
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 9 (Minimum Standards of Reliability)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
- Call-Off Schedules for FS900303 / C139136
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 5 (Pricing Details)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 10 (Exit Management)
 - Call-Off Schedule 18 (Background Checks)
 - Call-Off Schedule 20 (Call-Off Specification)

5. CCS Core Terms (version 3.0.11)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6171

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

None

CALL-OFF START DATE: 01/07/2023

CALL-OFF EXPIRY DATE: 30/06/2028 (subject to a breakpoint 31st March 2025)

CALL-OFF INITIAL PERIOD: 5 years

CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £823,160.04 . Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

See details in Call-Off Schedule 5 (Pricing Details)

REIMBURSABLE EXPENSES

N/A

PAYMENT METHOD

Prompt payment made by BACS monthly in arrears.

BUYER'S INVOICE ADDRESS:

SSCL

Food standards agency

PO Box 796

Newport NP10 8FZ

The supplier will provide invoices with a valid purchase order number to SSCL at

for processing with a copy sent to

BUYER'S AUTHORISED REPRESENTATIVE

Foss House, Kings Pool

Peasholme Green

York

YO17PR

BUYER'S ENVIRONMENTAL POLICY

To be provided by the buyer when requested by the supplier.

BUYER'S SECURITY POLICY

To be provided by the buyer when requested by the supplier.

SUPPLIER'S AUTHORISED REPRESENTATIVE

SUPPLIER'S CONTRACT MANAGER

[REDACTED]

PROGRESS REPORT FREQUENCY

On the first Working Day of each calendar month.

PROGRESS MEETING FREQUENCY

Quarterly meetings to be held with the supplier, although we may look to increase/decrease this over the lifetime of the contract.

KEY STAFF

[REDACTED]

KEY SUBCONTRACTOR(S)

None

COMMERCIALLY SENSITIVE INFORMATION

Not applicable

SERVICE CREDITS

Performance will be measured monthly. In the event the supplier fails to meet the required standard and is awarded a red in 2 consecutive months, the supplier will raise a credit for 2% of the total invoice values for those months – included in Call-Off Schedule 20 (Call-Off Specification).

ADDITIONAL INSURANCES

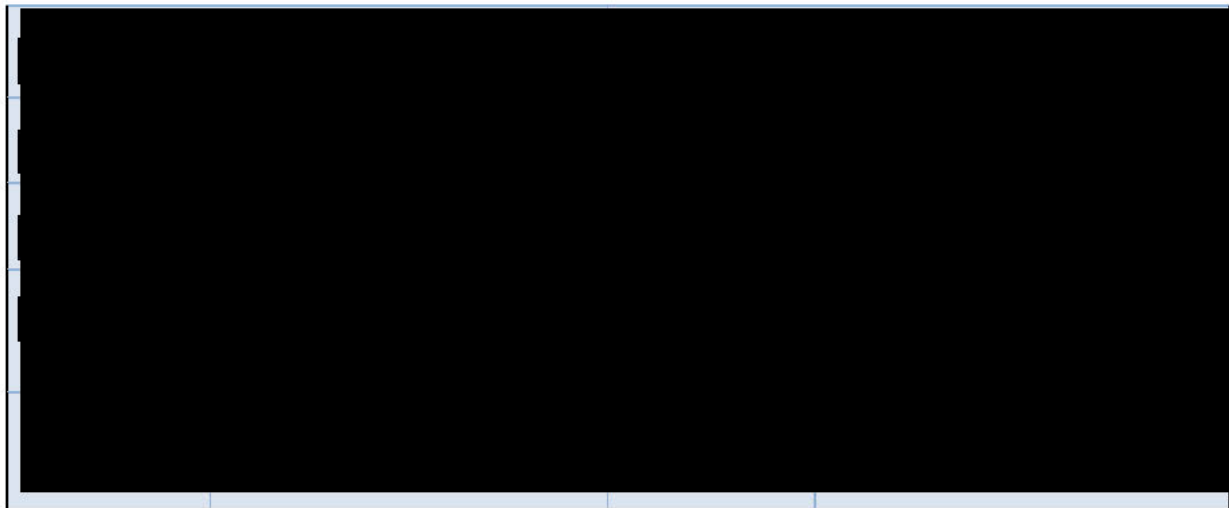
Not applicable

GUARANTEE

Not applicable

SOCIAL VALUE COMMITMENT

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)



Call-Off Schedule 20 (Call-Off Specification)

<i>Specification Reference</i>	
FS900303	
<i>Specification Title</i>	
1. vision of Courier Services	Pro-
2. <i>tract Duration</i>	<i>Con-</i>
3. years, the Contract has a subjective Break Point after March 2025. Both Parties shall mutually agree to proceed in writing.	5

This specification, which forms part of the Invitation to Tender (ITT), comprises of individual sections: -

- A. **SPECIFICATION:** An outline of the requirement
- B. **PROCUREMENT TIMETABLE:** An estimated timetable for the procurement of the proposed requirement
- C. **TENDER REQUIREMENTS AND EVALUATION CRITERIA:** Provides guidance to applicants on the information that should be included within tenders and on the evaluation criteria and weightings used by appraisers when assessing and scoring tenders

Tenders for FSA funded projects must be submitted through the FSA E-sourcing and contract management system, ECMS, using the following link:

<https://health-family.force.com/s/Welcome>

Failure to do so may result in the tender response not being processed by the system or the response being automatically disqualified during the evaluation stage of the tender process.

THE SPECIFICATION, INCLUDING PROJECT TIMETABLE AND EVALUATION OF TENDERS

4. GENERAL INTRODUCTION

5. The Food Standards Agency is an independent Government department working across England, Wales and Northern Ireland to protect public health and consumers wider interest in food. We make sure food is safe and what it says it is.
6. The Agency is committed to openness, transparency and equality of treatment to all suppliers. As well as these principles, for science projects the final project report will be published on the Food Standards Agency website (www.food.gov.uk). For science projects we will encourage contractors to publish their work in peer reviewed scientific publications wherever possible. Also, in line with the Government's Transparency Agenda which aims to encourage more open access to data held by government, the Agency is developing a policy on the release of underpinning data from all of its science- and evidence-gathering projects. Data should be made freely available in an accessible format, as fully and as promptly as possible. Consideration should be given to data management as new contracts are being negotiated. Resource implications for this should be taken into account. The mechanism for publishing underpinning data should allow the widest opportunity for to enable its re-use. Where possible, underpinning data should be included in the final project report. Where data are included in the final report in pdf format, they should also be published separately in a format that can be used for further analysis. Large data sets can be provided separately in an annex to the report, and published, where possible, alongside the final report online. Where it is more appropriate to publish underpinning data in an existing database, archive, repository or other community resource, or for data to be saved in a specialist proprietary format, information will be provided on how the data can be accessed. There will be some circumstances where release of data may need to be restricted or anonymised for reasons of commercial and/or personal sensitivities.

6.1. The FSA's main objective is to ensure food is safe and to protect the public from risks that may arise in connection with the consumption of food (including risks that are associated with the way food is produced or supplied). This contract will support this objective by ensuring biological samples are transported from FSA approved establishments meat premises in England and Wales to laboratories in England, Scotland and Wales for analysis.

6.2. Background: The current courier contract is due to expire on 30 June 2023 so a re-tender exercise must be undertaken to satisfy current Procurement protocols.

7. THE SPECIFICATION

- **Provision of a nationwide courier service to transport biological samples from FSA approved establishments in England and Wales to laboratories for analysis in England, Scotland and Wales.**
- **Provision of nationwide courier service to collect wine samples from Wine Inspectors private residences.**

4.1. FSA Courier Specifications:

4.1.1 The Courier is to operate round-the-clock from a central base, offering a single point of contact and dedicated management staff for all UK-wide operational and administrative issues.

4.1.2 Overview of Service Requirements

2.1.3 The FSA requires a national courier service to transport biological samples, many of which are classified as Category B Infectious Substances, from abattoirs across the UK to APHA, FERA, Biobest, UKHSA and other testing laboratories based throughout England, Scotland and Wales.

The FSA requires a national courier service to demonstrate how the delivery of empty compliant packaging, for re-use by the originating plant, will be undertaken or suggest alternative arrangements whereby plants have sufficient compliant packaging on site to undertake sampling projects unhindered.

4.1.4 Due to the nature of the work a fully managed service is required with an auditable trail including real-time tracking and bar-coding, together with a timely process for reporting any delay.

Sample integrity and timely delivery are key factors in the successful delivery of the service, particularly for Residue samples which must remain frozen for the duration of carriage.

4.1.5 The FSA requires a dedicated, reactive and scheduled courier service specialising in these areas:

- 1) Class 6.2 Category B, sample integrity for food chain & environmental testing
- 2) Class 6.2 Category A for NHS microbiology laboratories

4.1.6 It is essential that the courier has the following assets employed to deliver services:

Contingency for En-route Delay, Breakdown and Accident / Weather event

The courier will need to have contingency in place with:

- Roadside assistance
 - Fleet tracking system or similar,
 - Contingency for storing samples delayed by a weather event at Courier HQ
-
- Full-time Dangerous Goods Safety Adviser (DGSA) in permanent employment
 - ADR Awareness training covering security, chain-of-custody & sample integrity procedures
 - All drivers vetted to either Baseline Personnel Security Standard NPPV3 or Security Check levels.
 - Employed, uniformed drivers trained according to comprehensive Driver's Manual

4.1.7 Geographical coverage – National coverage required to service collection points detailed in Annex 1

4.1.8 Courier classifications - The following apply to the FSA requirements:

Specialist Goods Bio-Medical - Infectious
Emergency Outbreak samples Hazardous goods (samples)

4.1.9 Collection Schedule: As listed in detail at Annex 2

Sample	Delivery Schedule
Residue In Meat - Tissue	Next Day
Campylobacter	Next Day
Trichinella	Next Day

Raw Cows Drinking Milk	Within 24 hours of sample collection
TB - APHA	Next Day
Residue In Meat – Suspect	Same Day
Residue In Meat - Blood	Next Day
Wine	Next Day

4.1.10 Collection booking – Supplier must have in place an on-line booking system by contract award date. This system must include the following functionality:

- Plant Approval No.
- Sample type
- Initial Collection Date
- Time Ready for Collection From
- Plant Closing Time
- No. of Boxes / Bottles
- Plant Name
- Collection Address & Post Code
- Collection Point outside Normal Operating Hours
- Contact Name
- Contact Phone No.
- Contact Email Address

4.1.11 Once a sample has been taken FSA OV's at each abattoir will book collections on-line.

4.1.12 Once received the Suppliers Operations staff will send a notification confirming receipt.

4.1.13 Package labelling

The courier will provide each abattoir with a supply of pre-printed labels.

Labels will be colour coded according to each type of sample and pre-printed with a barcode together with the address of the receiving laboratory. Aside from fixing the correct label according to the sample type, the OV will only need to write the four-digit abattoir approval number in the space provided.

Depending on the frequency of collections, additional rolls or strips of labels will be provided either by post or by the collecting driver. For wine samples, the courier will provide and place a bubble wrap sleeve around each bottle, securing it and any documentation with an elastic band or tie and attach a bar code.

4.1.14 Barcoding

Each driver will have a mobile device which will receive job information and collection details sent to it from Supplier Operations staff. On arrival at the abattoir, the barcode printed on the address label of the sample box to be collected will be scanned to the device. The driver will enter the four-digit abattoir approval number and upload the barcode into the form, together with other mandatory information.

The device will also record key data, such as the date and time the barcode was scanned and the collecting driver. The supplier must have a vehicle tracking system in place and a central record of collections and deliveries. Access to the data should be made available to the Agency on request via on-line read only access to the Supplier's IT system.

4.1.15 Collection & delivery of empty RIM packaging for re-use

The courier will manage the return of empty boxes from FERA to the abattoirs and APHA offices for re-use.

Empty boxes should be collected from FERA when delivering RIM samples.

4.1.16 Quality & Environmental Management System

The courier needs to hold ISO 9001 & 14001 Quality & Environmental Accreditation. Certificates should be available. The scope of accreditation for both standards is 'The provision of dedicated courier services including Dangerous Goods of Class 6.2 Infectious Substances and Class 7 Radioactive Material'.

The courier needs to have a Documented Quality and Environmental Management System (QEMS) with its non-conformance process focusing on customer, stakeholder concerns and complaints.

The courier needs to use non-conformance reporting to analyse issues and problems, take corrective action, create policies to prevent recurrence and implement procedures to improve its service, (Continuous Improvement).

Operation under Applicable Regulations

The following regulations apply to the carriage of Dangerous Goods:

- The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2011 (As Amended)
- The European Agreement Concerning the International Carriage of Dangerous Goods by Road ADR 2019

4.1.17 Reporting Performance Management – Management Information

The following table shows KPI's applicable to this service:

No.	Proposed KPI	Green ≥98%	Amber 97%-95%	Red <95%
1	Samples delivered un-damaged, within timescales & to the right place	Green ≥98%	Amber 97%-95%	Red <95%
2	Replacement packaging (for re-use) delivered on-time	Green ≥98%	Amber 97%-95%	Red <95%
3	Rectification of service failures within 24-hours	Green ≥98%	Amber 97%-95%	Red <95%
4	Provision of timely & accurate invoicing and MI	Green ≥98%	Amber 97%-95%	Red <95%
5	Migration to electric vehicles for government contracts by 20% per year from 2023 to be completed by 2027	Green On Target		Red Off Target

Management Information to be available no later than one week after month end

Reports to include:

- Consolidated tracking report in excel showing breakdown of collections by sample type including booking reference, collection date, delivery date, number of collection / delivery errors and number of errors mitigated within 24 hours.
- The consolidated excel report should show the cost for each sample collection and totalled by sample type for cross referencing against the monthly invoice.

- A monthly excel report showing the number of occasions replacement packaging was not delivered on time expressed against the total number of monthly collections.
- Annual excel report showing the progress against fleet migration to electric vehicles.

Invoices to be produced on a monthly basis no later than one week after month end.

The invoice must quote a valid purchase order number, a valid invoice number, the name of sampling project, the number of collections made, the cost per collection, the total cost for the month concerned, note FSA in the billing address

4.1.18 Service Credit Regime

Performance will be measured monthly. In the event the supplier fails to meet the required standard and is awarded a red in 2 consecutive months, the supplier will raise a credit for 2% of the total invoice values for those months.

4.1.19 Transitional arrangements

We expect the successful bidder(s) to work with the current supplier (s) to ensure a smooth transition to the new contract.

4.1.20 Contract Management Team and Management Information Reporting

The Supplier Key Account Manager should be the focal point for FSA and will act as a conduit back into the Operations Office with a brief to ensure that:

- all client expectations are understood and acted upon
- all client's current and future demands are adequately catered for
- all aspects of Management Information reporting are working effectively
- effective protocols are drawn up, agreed and implemented
- training and advice is provided as required
- Regular management review meetings are in place that cover key issues such as volume of business, current demand, future business, innovation, efficiency and cost improvement opportunities and developing KPIs

4.1.21 Insurance

The courier needs to hold Professional Indemnity Insurance ('PII') in respect of negligence by the company and/or its employees to a maximum of £5,000,000.

4.1.22 GDPR regulations

As defined by the regulations the FSA is the data controller and the Supplier is the data processor. Personal data processed under this contract includes names and home addresses of the Dairy Hygiene Inspectors and Wine Inspectors for the collection of samples. This information will be processed for the duration of the contract. The Processor will act on the documented instruction of the Controller. The Processor must delete or return all personal data at contract expiry. The Processor must have in place appropriate controls to secure the data as required by the regulations. The Controller has the right to audit the Processor at any time to ensure compliance with the regulations.

4.1.23 Written instructions should at least set out that the Processor must: -

- process the personal data only on the documented instructions of the Controller;
- comply with security obligations equivalent to those imposed on the Controller (implementing a level of security for the personal data appropriate to the risk);
- ensure that persons authorised to process the personal data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality;

- only appoint Sub-processors with the Controller's prior specific or general written authorisation, and impose the same minimum terms imposed on it on the Sub-processor; and the original Processor will remain liable to the Controller for the Sub-processor's compliance. The Sub-processor must provide sufficient guarantees to implement appropriate technical and organisational measures to demonstrate compliance. In the case of general written authorisation, Processors must inform Controllers of intended changes in their Sub-processor arrangements;
- make available to the Controller all information necessary to demonstrate compliance with the obligations laid down in Article 28 GDPR and allow for and contribute to audits, including inspections, conducted by the Controller or another auditor mandated by the Controller – and the Processor shall immediately inform the controller if, in its opinion, an instruction infringes GDPR or other EU or member state data protection provisions;
- assist the Controller in carrying out its obligations with regard to requests by data subjects to exercise their rights under [chapter III of the GDPR](#), noting different rights may apply depending on the specific legal basis for the processing activity (and should be clarified by the Controller up-front);
- assist the Controller in ensuring compliance with the obligations to implementing a level of security for the personal data appropriate to the risk, taking into account the nature of processing and the information available to the Processor;
- assist the Controller in ensuring compliance with the obligations to carry out Data Protection Impact Assessments, taking into account the nature of processing and the information available to the Processor; and
- notify the Controller without undue delay after becoming aware of a personal data breach.

B. PROCUREMENT TIMETABLE

Table 1 details an estimated timetable for the tender. Tenderers should be aware that the Agency needs to acquire the evidence outlined in this ITT in a timely manner.

TABLE 1. ESTIMATED PROJECT TIMETABLE	
EXPECTED DATE	INVITATION TO (ITT) TENDER
1 st March 2023	Invitation to Tender (ITT) issued by the Agency
1 st March 2023	ITT Clarification period opens*
22 nd March 2023 at noon 2023	ITT Clarification period closes **
29 th March 2023 at noon 2023	Closing date for submission of ITT responses
30 th March 2023	Evaluation of ITT responses
W/C 10 th April 2023	Appraisal panel meeting held to consider clarified ITT responses
W/C 17 th April 2023	Tenderers notified of outcome of appraisal and preferred Tenderer (or Tenderers) identified
To commence immediately after tender notification letters issued	10-day standstill period
25 th April 2023	Contract Award
26/04/23 to 30/06/23	Transition

1st July 2023

Contract start date

* If a Tenderer wishes to raise any points of clarification over the procurement process, the actual specification or any other query these must be raised through the ECMS by the date specified.

** Queries will not be answered after this date.

*** Submissions must be uploaded onto the ECMS before the closing date and time.

5.1 Further Information

For any technical queries, points of clarification regarding this specification, queries regarding the use of ECMS or the procurement procedures please submit through ECMS.

5.2 Closing Date

Tenders should be submitted on ECMS by the date specified on ECMS.

Tenders received after this time will not be considered or evaluated. Please allow sufficient time to upload your tender and all supporting evidence before the closing date.

5.3 Notification of Submission of Tender

On successfully submitting your tender you should see a popup box appear on the screen indicating that your tender has been successfully submitted. In addition, you will receive an automatic email from ECMS with a reference code.

C. EVALUATION OF TENDERS

5.4 The Tenderers Application consists of the:

- Technical envelope (70% of overall value), in which applicants should detail their ability to deliver the required services as per the specification, and
- Commercial envelope (20% of overall value), in which applicants should outline all costs included in delivering the services detailed in the specification,
- Social Values Envelope (10% of overall value, which applicants should demonstrate their commitment to social value and their ability to deliver reasonable and proportionate social value benefits throughout the lifetime of the Contract, and
- Any other relevant supporting information

5.5 Tenders will be evaluated by FSA internal appraisers and external experts using a numerical system. The table below shows the weightings that have been allocated to each section of the application form and these will be used by the appraisers:

TABLE 2. EVALUATION CRITERIA FOR SELECTION OF SUCCESSFUL TENDERER	
CRITERIA	PERCENTAGE WEIGHTINGS
TECHNICAL – 70% overall Value	Made up of
1. Delivery of the Required Services Tender summary and objectives and the approach/scope of work.	35%
2. Quality Assurance	5%
Reporting	15%
3. Provide evidence to demonstrate how you will meet the reporting requirements detailed in the specification.	
4. Risk Management Outline perceived risks and mitigations to the delivery of the requirements. Add Business Continuity and Disaster Recovery Plan	15%

COMMERCIAL CRITERIA – 20% overall value	20%
SOCIAL VALUES – 10% of overall value	10%
Theme 3 – Fighting Climate Change: Effective Stewardship of the Environment	

ANNEX 1

LIST OF FOOD PREMISES IN ENGLAND & WALES

<https://data.food.gov.uk/catalog/datasets/1e61736a-2a1a-4c6a-b8b1-e45912ebc8e3>

Filter on column BK to show slaughterhouses

ANNEX 2 – Service Specific Requirements

Sample	Deliver to	Delivery times			Annual collections*
RIM	FERA York YO41 1LZ	Next Day			5000
	<u>Samples must remain frozen whilst in transit, the means of temperature control is the responsibility of the FSA</u>				
RIM (SUSPECT)	FERA York occasional YO41 1LZ		Same day, by special arrangement (not frozen)		100
Consolidated sample delivery to be made to FERA by 11am, empty packages (delivered the previous day) for return to abattoirs or for APHA offices will be collected at the same time					
NOTE: empty packaging collected from FERA and delivered to abattoirs free of charge at the same time as the sample collection is made. (Deliveries to APHA offices are chargeable).					800
Trichinella	Biobest Penicuik, Edinburgh EH26 0BE	Next day			3750
AMR	APHA Weybridge KT15 3NB	Next day			350
TB	APHA Weybridge KT15 3NB, APHA Penrith CA11 9RR & Starcross EX6 8PE	Next day			1000
DNA Ear Tagging	APHA Weybridge KT15 3NB	Next day			300
EBL	APHA Weybridge KT15 3NB	Next day			15

Raw Cows Drinking Milk	UKHSA Porton Down SP4 OJG and FERA York	Within 24 hours of sample collection by Dairy Hygiene Inspector	250
Wine	FERA York Campden BRI GL55 6LD	Next day	Approx. 20 collections consisting of 2 -4 bottles per collection
	Bottles will be collected and a bubble wrap sleeve will be placed around the bottle, and any documentation secured with an elastic band or tie and attach a bar code		
Wine – Grape Samples	Campden BRI GL55 6LD	Next day	4
	Grape sampling exercise This consists of 4x10kgs containers transported to Campden BRI. Maximum journeys 4 although some samples may be batch as 2x10kg containers. Next day delivery required		

*Annual collection numbers are for pricing purposes only and may vary slightly either up or down once the contract is awarded

Tender Application Form

Tender Application form for a project with the Food Standards Agency



- Applicants should complete each part of this application as fully and as clearly as possible
- Brief instructions are given in the grey boxes at the start of each section.
- Please submit the application through the Agency's eSourcing Portal (Atimas) by the deadline set in the invitation to tender document.

LEAD APPLICANT'S DETAILS

Organisation	Topspeed Couriers Limited		Department	Managing Director	
Street Address	[REDACTED]				
Town/City	[REDACTED]	Country	UK	Postcode	[REDACTED]
Telephone No	[REDACTED]	E-mail Address	[REDACTED]		
Is your organisation is a small and medium enterprise . (EU recommendation 2003/361/EC refers http://www.hmrc.gov.uk/manuals/cirdmanual/cird92800.htm)		Yes			
TENDER SUMMARY					
TENDER TITLE					
Courier Services					
TENDER	FS900303 – COURIER SERVICES				
PROPOSED START	[1/07/2023]		PROPOSED END	[30/06/2028]	

0: PAST PERFORMANCE

Experience and Contract Examples

Please provide details of up to three contracts undertaken by your (and where a Consortium, any member's) organisation from either or both the public or private sector which are relevant to the Authority's requirements.

- Customer Organisation Name
- Customer Contact Name, Phone Number and Email
- Contract Start date, Completion Date and Contract Value
- Brief Description of Contract (150 words max) including evidence as to your technical capability in this market

(The customer contact should be prepared to speak to the purchasing organisation to confirm the accuracy of the information provided below if we wish to contact them).

IF YOU CANNOT PROVIDE AT LEAST 1 EXAMPLE, PLEASE BRIEFLY EXPLAIN WHY (100 WORDS MAX).

DETAILS	
	Please refer to the following examples:

4
5
6

Special Note:

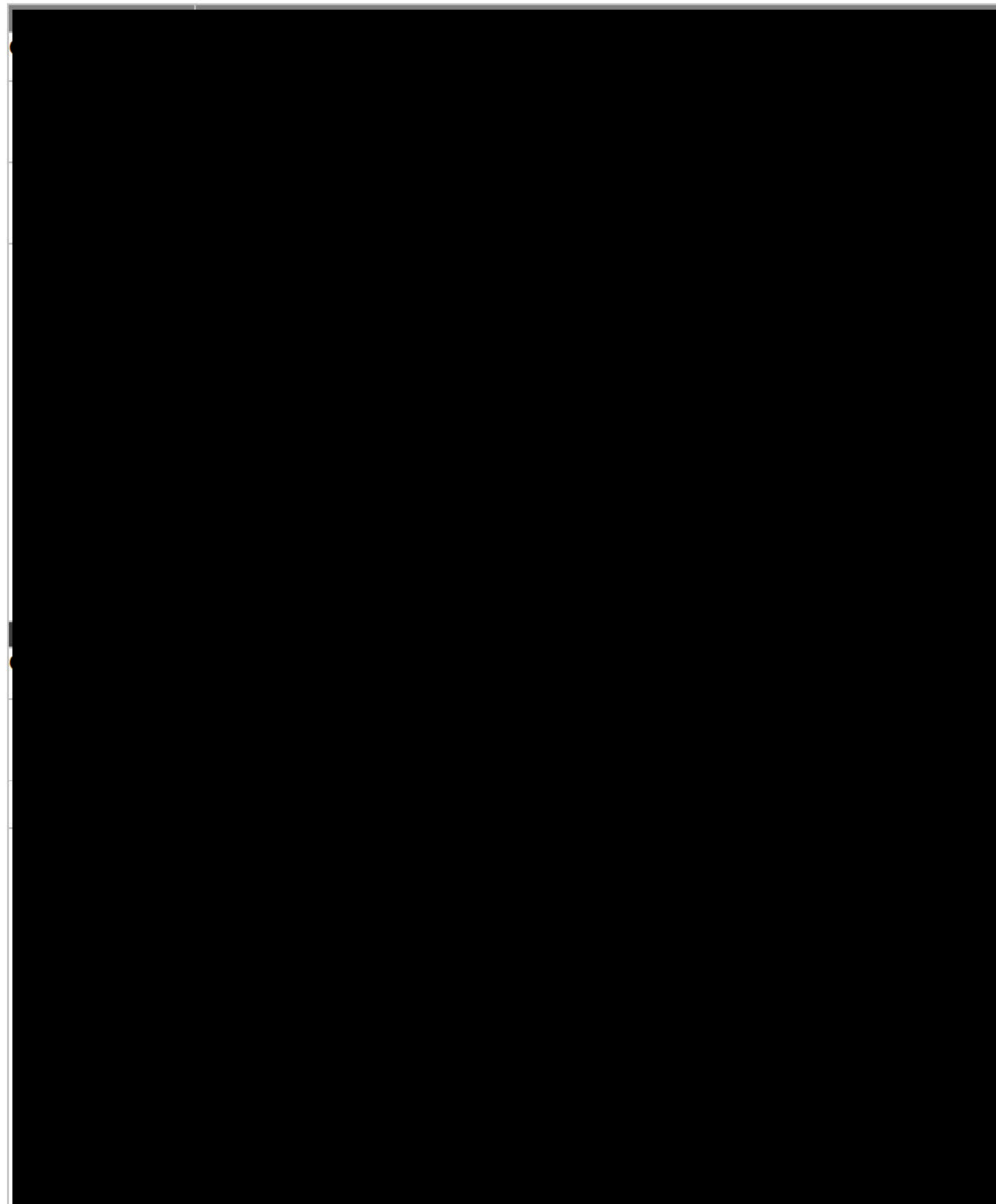
As set out within the Specification at: 4.1.16,

and

5.5, Table 2, No 4 (Risk Management)

Copes of Topspeed's BCDR Plan and ISO 9001 & 14001 Certificates have been uploaded with this response.

7





1: Delivery of the Required Services (35%)

Please provide details of how the specification will be delivered including but not limited to:

1. Organisational experience and expertise.
2. Identify, report and resolve failures
3. The system in place for tracking samples through the process
4. The processes / mitigations in place to deal with failed collections caused by en route delay, break-down, accident and weather event eg roadside assistance, fleet tracking and the contingency to store samples at Courier HQ
5. The role of the key account manager and the responsibility and accountability they will have.
6. Ability to manage additional sampling projects from time to time / increase in collections due to disease outbreak.
7. Hold additional stock of barcode labels and shipment boxes on all vehicles.

Response:

Organisational experience and expertise

Topspeed manages its UK-wide operations from its HQ and Hub based close to the M6 Motorway in Cheshire and successfully services contracts with complex specifications, including the carriage of biological samples classified under ADR as UN3373 Infectious Substance, Category B.

Due to its unique service model and operation in highly regulated sectors, Topspeed has been successfully servicing its contracts with Food Standards Agency (FSA), Foods Standard Scotland (FSS), and Animal and Plant Health Agency (APHA) since late 2013.

Prioritisation of protecting the chain-of-custody and maintaining sample integrity over sensitive biological, environmental, and food samples means the service provision across these contracts benefits from a KPI of >99.98% for on-time, same-day and next-day collection and delivery.

Employees

Topspeed's business model has a short supply chain and does not use sub-contractors. We directly employ and train our team of 130 drivers and managers, all subject to Baseline Personnel Security Standard (BPSS) vetting, including DBS check (Basic Disclosure Certificate).

In house Training at the Topspeed Academy includes Health and Safety, chain-of-custody, sample integrity, Periodic ADR Awareness and Good Distribution Practice (GDP) for biological substances, vehicle Care, Road Safety and Emergency Response.

Drivers are issued with a company mobile phone and company photo ID cards, which includes the level of clearance and expiry date. They must also carry their UK Drivers Licence and ADR Driver Training card and wear corporate branded uniform whilst at work.

An online checking service registered with DVLA is used to check validity of driving licences, providing quarterly reports and automatic alerts whenever the status of a licence changes.

Topspeed has over thirty-seven years of experience in successfully recruiting, training, and employing drivers located around the UK to cover a range of service provisions. The company's HR Team maintains a constant recruitment drive to ensure its driver pool is properly resourced and suitably located to efficiently cover a full UK-wide service provision, including quickly responding to disease outbreak, or another unplanned incident.

Since all drivers are directly employed and trained by Topspeed, the company has total control over employee attendance and is able to effectively manage annual leave, daily work rotas, work allocation and emergency call-out.

cont...

Fleet

The fleet of 130 Mercedes-Benz vans is located throughout the UK and managed using a comprehensive, real-time, fleet tracking and telematics platform. The fleet is subject to an in-house maintenance regime and benefit from the manufacturer's 24-hour roadside assistance and unlimited mileage warranty, in addition to AA roadside assistance and recovery.

To qualify for a Monthly Performance bonus, Drivers must drive within speed limits, undertake and record daily and weekly vehicle condition checks which include the external and internal cleanliness of the vehicle, including the load- area.

Forward-Facing Cameras record video and voice data, accessible real-time to Authorised Managers who investigate complaints and incidents triggered by an on-board accelerometer, such as harsh braking and accelerating and collisions. Driver's company mobile phones are controlled by mobile device management software, allowing the Operations Team to track the device's location independently from the vehicle.

The vans are protected with an immobiliser and fitted with a steel bulkhead separating the cabin and load area. The load doors are protected by Thatcham TQA037 slam-locks and the walls and floors of the load area are lined. Plastic pallets and Tote boxes are used to keep sample packages off the floor, and ratchet straps and nets are used to secure them to floor mounted lashing points.

ISO standards and process control

All policies, procedures and work instructions are documented within the ISO 9001, 13485, 14001, 14064, 22301, 27001 and 27701 certified Quality, Medical Devices, Environmental, Carbon Reduction, Business Continuity, Information Security and Data Privacy management system. Collectively this is referred to as the Topspeed Information Management System (TIMS) and is supported by Cyber Essentials PLUS Certification.

To ensure compliance with Good Distribution Practice (GDP) guidelines for Biological Samples and the Carriage of Dangerous Goods Regulations (ADR), all training is undertaken in-house at the Topspeed Academy and the company is subject to internal and external audit, including regulatory inspection.

To ensure compliance and provide training for clients, managers, and drivers we employ two full-time Dangerous Goods Safety Advisors in the Senior Management Team.

Account Management & the role of the Key Account Manager

NOTE: Management Team contact details are provided towards the end of this Q1 response.

A copy of Topspeed's Organisational Chart is provided at the end of this response to Q1. The chart provides visual context to demonstrate the company's expertise, management control and experience.

Management of this contract will be handled at Board level with the Managing Director, [REDACTED], being the Key Account Manager. Reporting to the Chief Executive Officer, [REDACTED] leads the Management Team which consists of senior and middle managers who oversee the strategic plan, operational effectiveness, customer service, and communication functions.

Topspeed's Operations Manager, [REDACTED], is a member of Topspeed's Senior Management Team and reports directly to the MD. Chris will act as the Deputy Key Account Manager, ensuring there is always a senior manager on hand to deal with any escalated or urgent issues and communicate with FSA.

cont...

While [REDACTED] oversee the strategic plan and are responsible for contract management and high-level communication with the FSA Contract Manager, to ensure the highest levels of customer satisfaction, a dedicated FSA Coordinator sitting within the Operations Team oversees day-to-day operations: including responding to enquiries in a timely manner, liaising with collecting sites, laboratories and FSA on a daily basis and escalating to the Senior Management Team and FSA, where necessary.

Reporting to the Operations Manager and assisted by the wider Operations Team, this Coordinator is responsible for ensuring the daily collection and delivery schedule is implemented and actioned according to plan. They are responsible for everyday management of the service provision, including:

- Timely despatch of barcoded address labels to the FBOs (Plants) and sites by 1st Class post
- ensuring that drivers have a pack of barcoded address labels to use themselves or supply to OV's
- allocating sample collections from the Plants and other sites to the driver pool
- creating daily schedules for the morning delivery to the receiving laboratories
- ensuring that empty RIM boxes are routinely re-distributed throughout the fleet on a daily basis
- ensuring that empty RIM boxes are despatched to APHA Field Offices as required
- ensuring the daily collection and delivery schedule goes to plan
- allocating the nearest available driver to respond to unplanned incidents
- implementing contingency arrangements and escalating where necessary
- liaising with FSA, Plants, OV's, Wine Inspectors and laboratories as required
- ensuring the daily plan is uploaded to the CRM and online booking and tracking portal
- preparing data to support Management Reports to evidence KPIs

Track & Trace

Topspeed operates a comprehensive track and trace process as part of our overall security management plan. Whilst the foundation of this process is the use of real-time fleet tracking and hard-copy continuity processes, it is reinforced by driver training, competency, and effective management.

We manage our operations and track our fleet using a bespoke CRM with an online booking and consignment tracking portal, scheduling tool and fleet tracking and telematics platform. This provides precise, real-time, and historical location and trip data, including geofence reporting for route deviation.

A dash-mounted device linked to tracking system provides navigation and the transfer of messages, orders, barcodes and proof-of-delivery between the Operations Team and Driver. The device is fitted with a SIM card allowing its remote use by the driver when they are away from the van.

The whole system is synchronised to enable the Operations Team to monitor, real-time, the delivery process across the service provision and respond to any ad-hoc requests or unplanned events.

cont...

Barcoded Address Labels (please also refer to the example labels provided at the end of this Q1 response)

To identify FSA sample packages Topspeed use bespoke barcoded address labels. Printed on good quality vinyl adhesive media, the labels are finished in matt to allow OV's to write on them the Plant name, number, sample type and receiving lab. A copy of the label in current usage is provided at the end of this Q1 response.

The dedicated FSA Coordinator in the Operations Team manages the process whereby an ample stock of labels is dispatched to the Official Veterinarian (OV) at Plants in advance by 1st Class post. The Coordinator also ensures that labels are distributed to the driver pool so when making a collection they can apply these to the sample packages themselves, or hand directly to the OV, should they need to be restocked urgently.

NOTE: Previously, Topspeed used separate barcode labels and pre-printed address labels which are colour-coded by sample type. While stocks of these labels are still available, the new combined address and barcode labels have proved successful and well received at a local level.

Online and Telephone Bookings

As with the existing service provision, individual Plants, (FSA approved establishments/Food Business Operators – FBO and abattoirs) and Wine Inspectors will have 24-hour access to the dedicated FSA online booking and tracking portal to make/amend bookings, specify sample type and other service specific requirements.

Access to the portal is at: <https://www.topspeedcouriers.co.uk/fsa/> and the user is prompted to provide a password to make a booking.

To provide FSA with round-the-clock support, the Operations Team is available 24 hours-a-day, 7-days-a-week, 365 days-a-year and bookings can be made online at any time of the day or night.

Once a booking has been made and the CRM updated, the FSA Coordinator sends an email confirmation to the user including a unique tracking number generated by the CRM which provides a complete audit trail through from initial booking to delivery.

Where urgency or geographical location dictates, requests are made by phone directly to the Operations Team (for instance, by OV's working at remote locations without internet access), so the FSA Coordinator creates the booking and liaise with the driver and OV or Plant.

In any event, the dedicated FSA Coordinator and wider Operations Team are always available round-the-clock by telephone to receive and action bookings, provide updates and respond to unplanned incidents.

Potential to upgrade to Topspeed's Online Booking and Consignment Tracking Portal

Following significant research, development, and testing, in 2020 Topspeed implemented a new bespoke CRM which combines a comprehensive online booking portal with the fleet and consignment tracking platform. This wholly integrated approach provides a seamless system giving clients a greater degree of visibility and control over the collection and delivery process. In effect clients can track the collection and delivery process real-time from initial booking to POD, invoicing and Management Information – all available online.

The Online Portal is linked to the CRM with a unique reference number and allows for multi-user, multi-site, or multiple cost-centres under one contract, and users can select to receive service updates by way of text or email alerts generated by portal.

The CRM booking reference number and barcode for each job and package provides a complete audit trail so the FSA Contract Manager and individual OV's can track the job using the online portal, from collection to delivery, including when a package is transferred between vehicle, driver, delivered to the Hub, despatched, and delivered to the Lab.

cont...

Using the Online Portal, the FSA Contract Manager will be able to view the progress of the daily schedule, view and download proof-of-collection, proof-of-delivery, invoices, Management Information, and KPI audit reports.

Over the last two years Topspeed has been on-boarding clients as contracts are renewed and the intention would be to switch FSA (should it wish to do so) to the Online Portal following a structured onboarding process which would include online training by Topspeed. This process could be agreed during the implementation phase and the timescales would be dictated by FSA.

Alternatively, FSA can elect to stay with the current booking system for as long as it wishes.

Methodology – Overnight collection and delivery

(including the process of restocking plants and drivers with empty RIM boxes)

NOTE: For ease of reference a table showing a summary of the Testing Programmes including delivery times is included towards the end of this Q1 response, together with a diagram showing the FSA collection and overnight delivery workflow.

FSA samples collected for next-day delivery are routed through Topspeed's National Overnight service, a quasi- dedicated service for sensitive biological and environmental samples which benefits from high chains-of-custody and continuity processes. Handling around 40,000 consignments annually, this service is currently utilised by FSA under the existing contract, and also by FSS, APHA and UKHSA.

To guarantee an overnight collection (and delivery within timescales), bookings are usually made by 12pm (noon) on the day of collection. However, custom and practice on the current FSA contract is to accept a booking for next-day delivery at any time on the day the collection is required, as long as the collection can be reasonably made without compromising the schedule – the FSA Coordinator advises this at the time.

When an OV, Plant, Wine Inspector or other site book a collection, an email confirmation is immediately sent to them (within 2 hours of the request) including the CRM reference number and the estimated time of collection, usually within a 2-hour window.

The OV completes the barcoded address label with the Plant name, number, sample type, and receiving lab, and places one label on each sample package.

Using the CRM scheduling tool, collections for next day delivery are uploaded by the Operations Team to the tracking system and allocated to specific drivers in route order based on the booked collection time and their proximity to the Plant or site. The full job details, including sample type and collection time window, are uploaded to the eDriver app on the driver's dash-mounted device.

Drivers log into the device to view the job details on the eDriver app and the CRM schedule is updated to show the Coordinator that they have received the schedule.

The device uses map co-ordinates to navigate the driver to the Plant or site. Using TomTom Live-Traffic, the Estimated Time of Arrival is displayed to both the Driver and Operations Team.

At the time of making the collection the driver uses the device to scan the barcode on each sample package to the eDriver app which updates the CRM and Online Portal with the status.

NOTE: When collecting RIM sample packages from the Plants the driver delivers the same number of empty RIM boxes as they are collecting. These empty boxes are marked with green tape to show they do not contain samples. (Please refer to the additional process set out on the following page).

cont...

Throughout the day the dedicated FSA Coordinator in the Operations Team monitors the schedule ensuring the work goes to plan, liaising with OV's as needed.

Once the driver has completed their collections the packages are transferred to Topspeed's Winsford Hub based in the North West of England. For drivers located in East Anglia, South East England, and South West England they transfer the packages to a relay driver at a Rendezvous Point, the location of which has been pre-arranged and notified to the drivers by the Operations Team.

During the hand-over at the Rendezvous Point, the barcode is scanned by the collecting driver to update the CRM to show the sample packages have been transferred between vans.

At the same time the Relay driver hands to the collecting driver the same number of empty RIM boxes as RIM sample packages collected.

Once the transfer has been completed the Relay driver departs the Rendezvous Point and delivers the packages directly to the Winsford Hub for overnight sortation.

To control the goods-inbound and outbound process at the Hub, the CRM incorporates barcode scanning and movement status-by-colour features. Packages are scanned and inspected by the Night Warehouse Team during the inbound receipt, overnight sortation, and despatch process.

The Warehouse incorporates a Sample Receipt Area and segregated racking to separate FSA samples from other consignments. A daily documented cleaning regime ensures the highest levels of cleanliness.

These processes ensure sample integrity and that they are handled correctly in accordance with Good Distribution Practice for biological substances.

On arrival at the Hub in the evening, and under supervision of the Night Warehouse Team, the vans carrying the sample packages collected from the Plants or sites that day are driven into the warehouse and the packages offloaded into the Sample Receipt Area.

As the packages are taken off the van they are counted and checked against the Schedule; the packaging visually checked for damage and the barcode scanned to the CRM. The Night Warehouse Team supervise this process with the driver.

Once the van has been unloaded, empty RIM sample boxes (previously collected from FERA York) are loaded onto the van for redistribution throughout the fleet for redelivery to the Plants.

Only once the unloading and loading process has been completed, the barcode scanned and the CRM verified, is the driver allowed to leave the Hub.

During the night the packages are sorted for delivery based on the respective receiving lab and a hard-copy manifest for each run is created by the Night Warehouse Team.

In the morning the Warehouse Team supervise the loading of the delivery vans with the driver and the barcode for each package is scanned and checked against the manifest.

Once departed from the Hub the van begins its run to the respective Receiving Laboratory (FERA York, APHA Weybridge, Penrith & Starcross, Biobest, UKHSA, Campden BRI, etc). Using the tracking system, the estimated-time-of-arrival to the lab is displayed on the mapping screen on the of the Operations Team who monitor the progress of the journey. Using pre-defined geofences, any route-deviation is reported to the Coordinator who contacts the driver and, where necessary, instigates appropriate corrective action to ensure that delivery is made by 12 O'clock (noon) that day, or earlier, as agreed with FSA.

cont...

NOTE: Custom and practice under the current service provision is to ensure delivery to the Receiving Lab early in the morning. For example, delivery to APHA Weybridge is often made before 8am. For normal delivery times under the current service provision please refer to the Testing Programme table towards the end of this Q1 response.

Upon arrival at the Receiving Lab, the driver unloads the sample packages checking each off against the manifest with a member of staff and uses their device to scan the barcodes to the CRM. Once this is completed the driver updates the order as completed and countersigns the manifest before providing a copy to the lab.

Residue in Meat (RIM) samples – additional process

At the same time as delivering the RIM sample packages to FERA York, once the van has been unloaded the driver then loads the van with empty RIM boxes.

Empty RIM boxes for return to the Plants are unlabelled and marked with green tape placed across the opening top to indicate that they are empty.

Empty RIM boxes for return to APHA Field Offices (APHA Sample Box Returns) are marked with the respective delivery address.

These empty RIM boxes are delivered to the Topspeed Hub later in the day where the Warehouse Team ensure those for return to the Plants are redistributed to the fleet and those for APHA Field Offices are despatched later in the day via United Parcel Service. The Team also check that packaging that has reached its end of life is retained for disposal and reported to the Coordinator.

To control this process a RIM-box return Movement Log is maintained by the Key Account Manager. This is shared with the FSA Contract Manager and used to manage the process and identify any local 'stockpiling' issues and determine when the system requires replenishment.

(Please also refer to the final page of Q3 Response – Reporting).

Contingency

To determine the resources required to meet contractual obligations the company uses a Capacity Utilisation Model. To ensure provision for unplanned incidents the company maintains capacity at around 75% (both fleet and driver pool). This percentage of spare capacity has been determined and adapted based on experience, especially during the pandemic, and means there is always existing resource available to meet significant, unplanned incidents.

To ensure Topspeed's fleet of 130 Mercedes-Benz vans are serviceable and roadworthy, they are subject to an in-house maintenance regime using a fully equipped workshop within the Winsford Hub. The fleet benefits from the manufacturer's 24-hour roadside assistance and unlimited mileage warranty, in addition to AA breakdown cover. For ultimate reliability, since 2020 the company has invested over £2m upgrading the fleet with the latest Mercedes Benz vans, including eVito electric vans which now make up 12% of the total fleet.

As a result, the company always has existing capacity to meet unplanned and emergency demand, including managing adverse weather, unplanned employee absence due to illness and incident response including suspect disease outbreak.

The company's ability to meet its contractual obligations is evidenced by its KPI for the current FSA contract of 99.98%. This industry leading figure not only includes its service provision since 2013, but also the entire 24-month period from April 2020 covering the Covid-19 Pandemic.

cont...

The departure times of the early morning delivery runs from the Hub are planned to ensure arrival at the labs well before 12 O'clock noon. This provides contingency for delays due to traffic, weather, or technical issue with the van. In practice, delivery to the labs is made early in the morning, before 9am. (Please refer to the Testing Programmes included towards the end of this response.)

Since the drivers undertaking these runs are part of a wider pool of drivers undertaking runs on the APHA, FSS and UKHSA contracts that depart at different times throughout the morning, there is existing contingency planned into the schedule to allow for unplanned incidents. Should a driver become unavailable then an alternate driver from this pool is allocated to the run, while additional resources are called in for the later runs. Spare fleet resources are maintained at the Hub to allow for routine maintenance and unplanned contingency.

A similar system is employed to manage the driver pool located throughout England and Wales, ensuring capacity exists to cater for unplanned absence or other incidents that may impact the service provision. Operating a driver on-call system ensures there is always capacity to react to urgent responses to disease outbreak and other critical events.

The large warehouse within the Winsford HQ has ample segregated racking to accommodate extended storage of the samples according to GDP rules, including temperature monitoring, should there be a delay in despatching the packages to the Receiving Laboratories outside the company's control.

Please also refer to the FSA workflow at the end of this Q1 response. This workflow describes the process from sample collection through to delivery, and the recovery process.

Capacity and capability to respond quickly to meet unplanned increase in demand

Topspeed's ability to flex to meet an unplanned and sudden increase in demand can be evidenced by its response to the Covid-19 pandemic, when in April 2020 it declared a Business Continuity Event to address government restrictions (lock-down). This enabled it to prioritize the demands on the business to favour contracted clients (FSA, FSS, APHA, UKHSA, etc) and protect its balance sheet in the face of possible downturn in business.

At the same time, the company was contracted to assist the UK Government's response to the pandemic, distributing DHSC test kits to care homes across the UK and transferring samples to the Randox testing lab in Northern Ireland.

To facilitate this, in extremely tight timescales, the company re-organised and modernised its large warehouse, upgraded and expanded the motor fleet, and undertook the recruitment and training of additional managers, warehouse staff and drivers.

As the response to the pandemic developed, the number of samples being delivered to the Hub increased rapidly and soon the company was receiving, repacking, and despatching up to 80,000 test samples each night.

The success of the operation was achieved by ensuring resources were available to upscale quickly to meet demand, and working collaboratively with third parties, including testing centres and laboratories. Consequently, the company became the largest Covid-19 consolidation centre in the testing system in the UK and can claim to have provided a seamless and fully compliant service with all deliveries arriving to the labs on-time - without failure.

Managing such a sudden ramp-up in demand under a declared BCDR event enabled the company to successfully address further challenges flowing from the pandemic over the following 18 months. These included:

- Managers working from home
- Drivers having to isolate
- Furlough of 'at-risk' employees
- Fuel shortage of October 2021, and
- the significant effect of the Omicron variant in December 2021, when around 10% of the UK's workforce were unavailable due to positive Covid-19 test and 50% of all scheduled public transport was cancelled.

cont...

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9 Notably, the Omicron period coincided with the peak of the Avian Influenza outbreak in the UK and, under its contract with APHA, the company was tasked with supporting the Agency's response by urgently transporting a large number of samples from around the UK to their Weybridge laboratory for testing.

10 The measure of the company's success is demonstrated through its successful management of this unprecedented increase in ad-hoc, urgent demand, and continued provision of all regular services while an increasing number of employees were forced to isolate. This is evidenced by its KPI covering this period of 99.98% with only a few of the urgent call-outs subject to increased lead times.

11 The Covid-19 BCDR event was stood-down in February 2022 to coincide with the lifting of most of the government's restrictions and, as the country returned to business-as-usual, Topspeed has gone on to replace Covid testing related work with new contracts, notably Our Future Health.

12 Deploying the Business Continuity Plan in this way allowed the company to function in difficult times while investing almost £2 million in the vehicle fleet and warehouse facilities, resulting in doubling of turnover in under 12 months to

13 £8.2M.

14 Throughout the pandemic the company can claim to have maintained its KPI of 99.98% across the entire FSA service provision. This success was achieved by combining well-practiced contingency plans with competency-based management, adopting a flexible and quick-over-the-ground approach.

15

16 Timescales

17 The following table shows the key points and timelines that would be deployed in the event of a large-scale disease outbreak or other unplanned event that would require a significant scale-up to meet demand:

18

Critical Function	Activity or response	Recovery timeframe
Capacity Utilisation Model	Maintain 75% capacity to meet unplanned increase demand	Ongoing
Fleet motor pool	Add additional new vehicles to ensure spare vans available – Capacity Utilisation Model	Ongoing
Human Resources	Ongoing recruitment function to ensure the driver pool is resourced – Capacity Utilisation Model	Ongoing
	Induction process to train new drivers (ADR, GDP etc)	Ongoing
BCDR Event declared	Suspect disease outbreak Sudden increase in ad-hoc emergency call- outs	Immediate
Emergency process	Use existing residual 25% fleet & driver capacity to meet sudden increase in demand Upscale recruitment to add resources eVito vans available immediately from main dealer	Immediate
Multiple call-outs use up all capacity of local drivers	Additional drivers and vans resourced from other areas and allocated hotel accommodation using Premier Inn account	3 hours
Continued increase in demand for emergency call- out stretches driver pool	Use drivers in relay system to utilise all available Driver's Hours time Decline work from non-contracted customers to free up resources for FSA	4 hours
		5 hours

cont

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20 Mitigation actions to ensure delivery - Escalation

21 The dedicated FSA Coordinator sitting in the Operations Team is responsible for ensuring the daily collection and delivery schedule is implemented and actioned according to plan, and day-to-day management of the service provision, including liaising with FSA, OV's, Wine Collectors and receiving laboratories, implementing contingency arrangements, and escalating to the Senior Management Team, where necessary.

22 Underpinned by training and incident response exercises undertaken as part of its ISO certified 9001 and 22301 Quality Assurance and Business Continuity Systems, our philosophy is to be proactive and work collaboratively with clients and stakeholders to ensure day-to-day success of the service, ensuring that all deliveries occur on-time and in a fully compliant manner.

23 From a driver phoning the Operations Team to report a delay in a run, or difficulty with a collection, to the management team responding to an unexpected incident that has the potential to seriously impact the service provision, the company's philosophy is to act quickly; escalate at the earliest opportunity and implement well practiced contingency plans with the minimum of delay. These processes are described in the following documents within TMS and show how incidents are reported, investigated, and resolved:

24 (B12) Customer Complaints and Escalation – see

below (C4) Non-conforming Product

25 (C5) Corrective Action

26 (C6) Preventative Action

27 (C10) Continual Improvement

- i) All locally resolved issues (errors mitigated within 24 hours) are agenda items at the weekly Operations Team meeting and are reviewed to ensure corrective actions are robust, and that there is no underlying systemic cause of failure.
- ii) All issues or complaints that can't be rectified locally as part of routine account management give rise to a CAPA Report and managed through the Documented Pathway (B12):
- iii) In the case of a compromised package, the Operations Team immediately instigate the recovery plan and investigation guided by the CRM schedule, barcode, fleet tracking data, continuity logs and manifests
- iv) If after 1 hour the issue remains unresolved, the Coordinator notifies the Managing Director (the Contract Manager) who contacts the FSA Contract Manager to further effect the recovery plan
- v) Formal initial response to a complaint is provided to FSA within 24 hours
- vi) Resolution of actions to be taken provided to FSA within 48 hours
- vii) CAPA reports are agenda items at the monthly Senior Managers Meeting where they are peer reviewed, assigned error codes, and validated for robustness and system weaknesses
- viii) CAPA reports are documented in the monthly Management Information reports and reviewed at Contract Meetings where joint agreement is sought on the effectiveness of any corrective actions, prior to close-out.

28 These quality management processes are supported by the data-set shown at iii) above.

29 Using multiple systems provides redundancy to ensure there is no single point-of-failure, allowing potential failures to be quickly identified and the recovery process instigated leading to a successful conclusion.

30 Using the processes described in this responses Topspeed has been successfully managing the FSA service provision since 2013 returning a KPI of 99.98% for on-time collection and delivery, including during periods of extreme adverse weather and other critical events.

cont

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**Proof-of-Delivery

Proof of collection and delivery, together with audit reports, will be available to FSA via the Online Portal. Alternatively, the dedicated FSA Coordinator and wider Operations Team are available to provide updates by telephone or email as required.

Invoicing

Topspeed's accounting function is managed by our Accounting Manager, [REDACTED] (FMAAT) who deals directly with FSA Accounts Department.

Prior to raising an invoice, [REDACTED] team reviews and validates the CRM data for accuracy. Once the sales order has been sense checked and any anomalies resolved with the Operations Team, the monthly invoice is raised and submitted electronically to FSA by email.

Monthly invoices (including Service Credits, if any) are submitted electronically [REDACTED]

Invoices include the FSA purchase order number together with all the information detailed at 4.1.17 of the Specification.

Copy invoices are also available to download from the Online Portal.

Contact Information

Contract Management:

[REDACTED]

[REDACTED]

Operations:

[REDACTED] FSA Dedicated Coordinator

Note: [REDACTED] the distribution list for the dedicated FSA email address includes MD, Operations Manager, and other Operations Team members

Accounts:

NOTE: for out-of-hours emergency response and escalation use the main Ops tel. no. [REDACTED]

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****Testing Programme table**

FSA Sample type	Receiving Lab	service	Normal delivery times
RIM	FERA York YO41 1LZ	Next Day	By 11am
RIM suspect	FERA York YO41 1LZ	Same day	direct
Trichinella	Biobest Penicuik EH26 0BE	Next Day	By 11am
AMR	APHA Weybridge KT15 3NB	Next day	By 9am
TB	APHA Weybridge KT15 3NB APHA Penrith CA11 9RR APHA Starcross EX6 8PE	Next day	By 9am
DNA Ear Tagging	APHA Weybridge KT15 3NB	Next day	By 9am
EBL	APHA Weybridge KT15 3NB	Next day	By 9am
Raw Cows Drinking Milk	UKHSA Porton Down SP4 0JG FERA York YO41 1LZ	Within 24-hrs of sample coll. by Dairy Hygiene Insp.	Direct or 11am following day (within 24-hours)
Wine	FERA York YO41 1LZ Campden BRI GL55 6LD	Next day	By 9am
Wine – Grape Samples	Campden BRI GL55 6LD	Next day	By 11am

Example of Topspeed's barcoded label:



00001



Plant Name & No:

Sample Type:

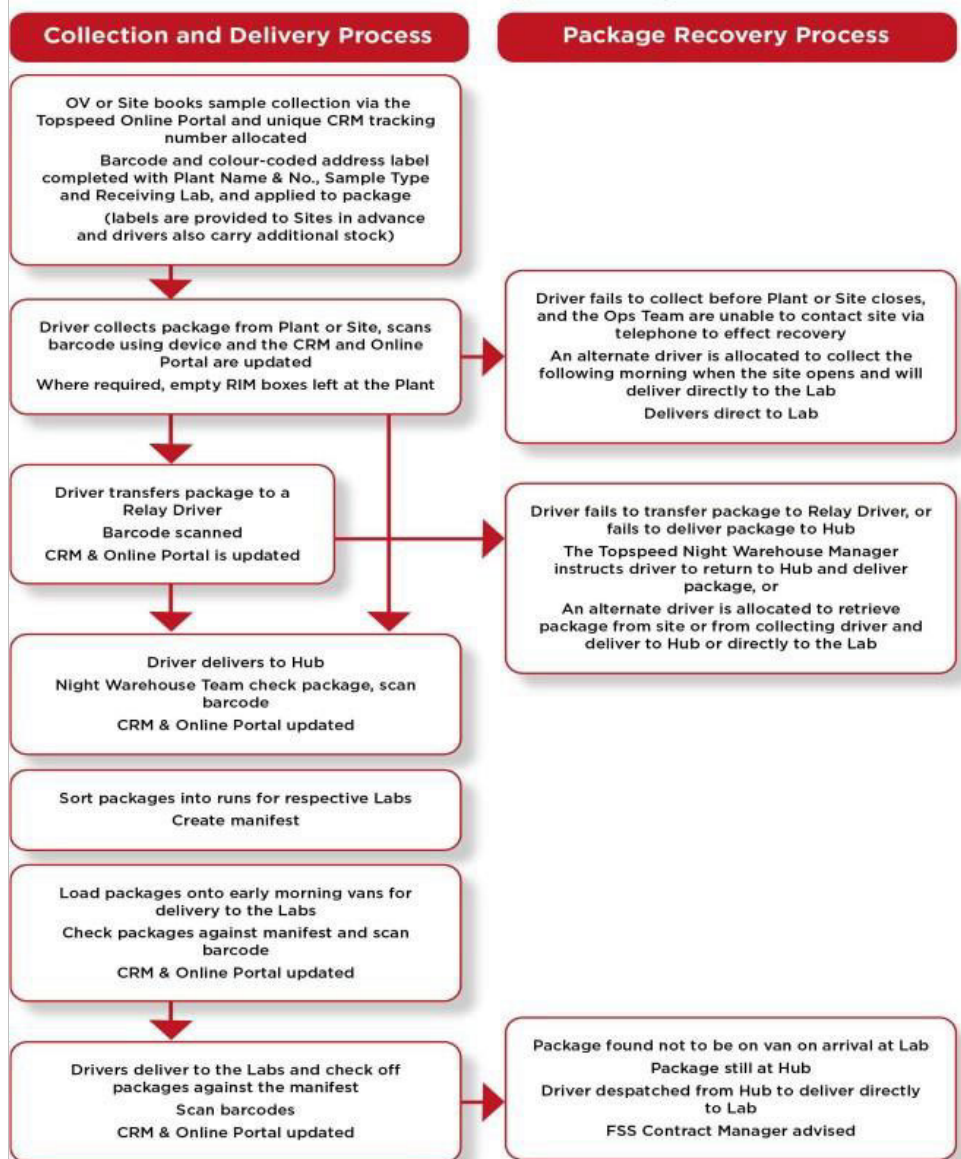
Receiving Lab:

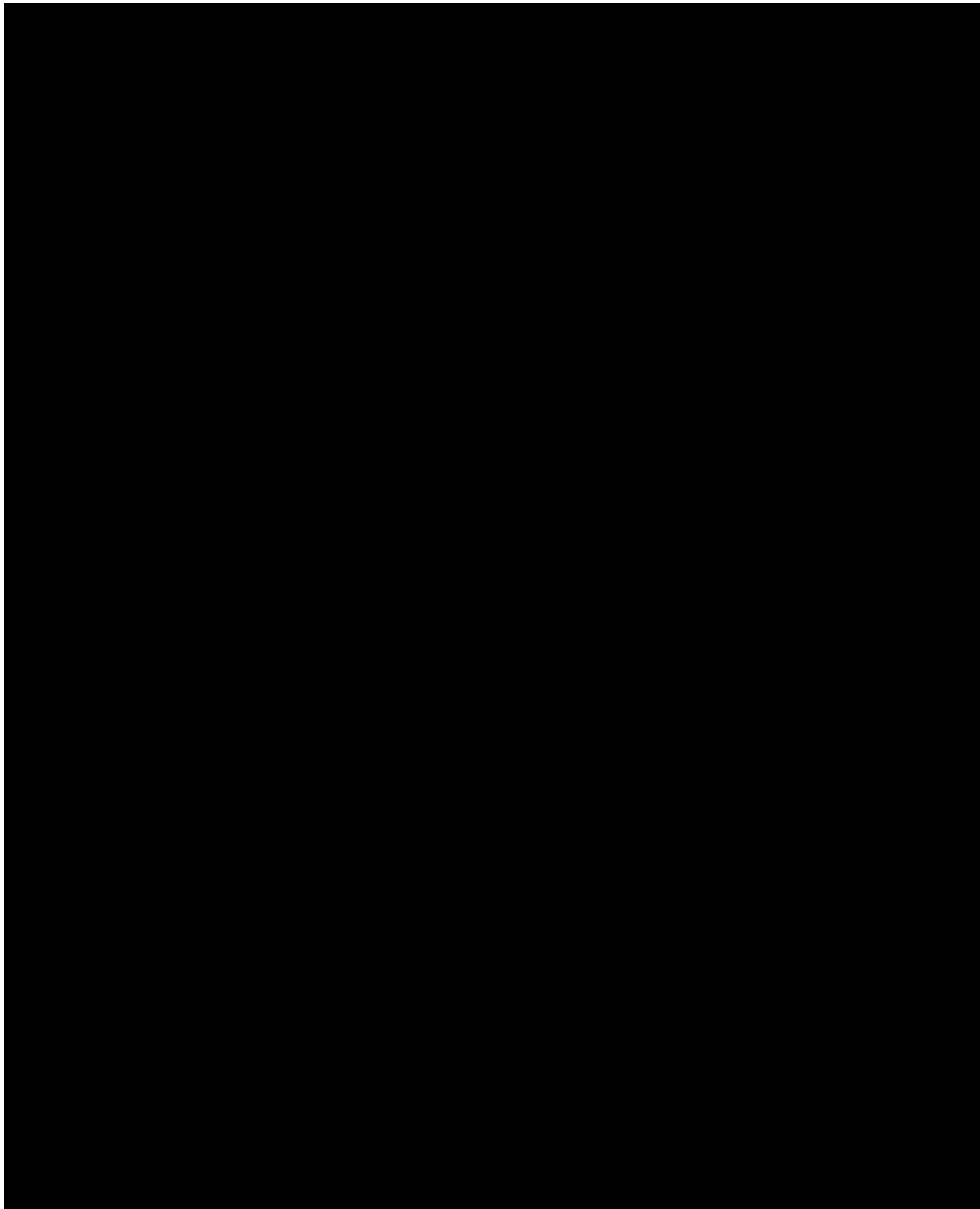
Carrier: Topspeed Couriers Ltd.
0800 856 2464 (freephone)

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**FSA Collection and overnight delivery workflow

The following workflow describes the process from sample collection through to delivery, and the recovery process as described earlier in this response.

FSA collection and overnight delivery workflow



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2: Quality Assurance (5%)

Please describe the Quality Assurance (QA) systems that you have in place, ideally ISO9001 and 14001 Quality and Environmental Accreditation, and provide evidence to support this.

The Supplier will need to have a Documented Quality and Environmental Management System (QEMS) Supplier needs to use non-conformance reporting to analyse issues and problems, take corrective action, create policies to prevent recurrence and implement procedures to improve its service, (Continuous Improvement).

Response:

Please also refer to Topspeed ISO Certificates uploaded with this response.

Topspeed prides itself on consistently hitting high levels of certainty and performance. For all the work carried out under its government contracts, including the current FSA contract, its KPI is 99.98%.

The company holds certification to ISO 9001, 13485, 14001, 14046, 22301, 27001 & 27701 Quality, Medical Devices, Environmental, Carbon Reduction, Business Continuity, Information Security & Data Privacy, and Cyber Essentials PLUS certification. Collectively this is called the Topspeed Information Management System, or TIMS.

The Scope of Registration for all the above standards is:

The provision of UK-wide same-day and next-day dedicated and quasi-dedicated courier services designed to protect the chain-of-custody over regulated and prohibited goods, including Class 1, 6.2, 7 Dangerous Goods, Controlled Drugs and prohibited firearms, using secure warehousing facilities, employed drivers and a company owned fleet of real-time tracked vehicles subject to an in-house fleet maintenance regime.

Regulatory Compliance

To underpin its ISO 13485 Certification for Medical Devices the company is compliant with MHRA (Medicines and Healthcare products Regulatory Agency) Good Distribution Practice (GDP) guidelines for Biological Substances, Carriage of Dangerous Goods Regulations (CDGR & ADR), Home Office Guidance for Controlled Drugs and is subject to regulatory inspection.

Topspeed operates a comprehensive track and trace process as part of its overall security management plan. Whilst the foundation of this process is the use of real-time fleet tracking and hard-copy continuity processes, it is reinforced by driver training, competency, and effective management.

To ensure compliance and provide training for managers and drivers we employ two full-time Dangerous Goods Safety Advisors in the Senior Management Team.

Quality and Environmental Management Standards & Certificates

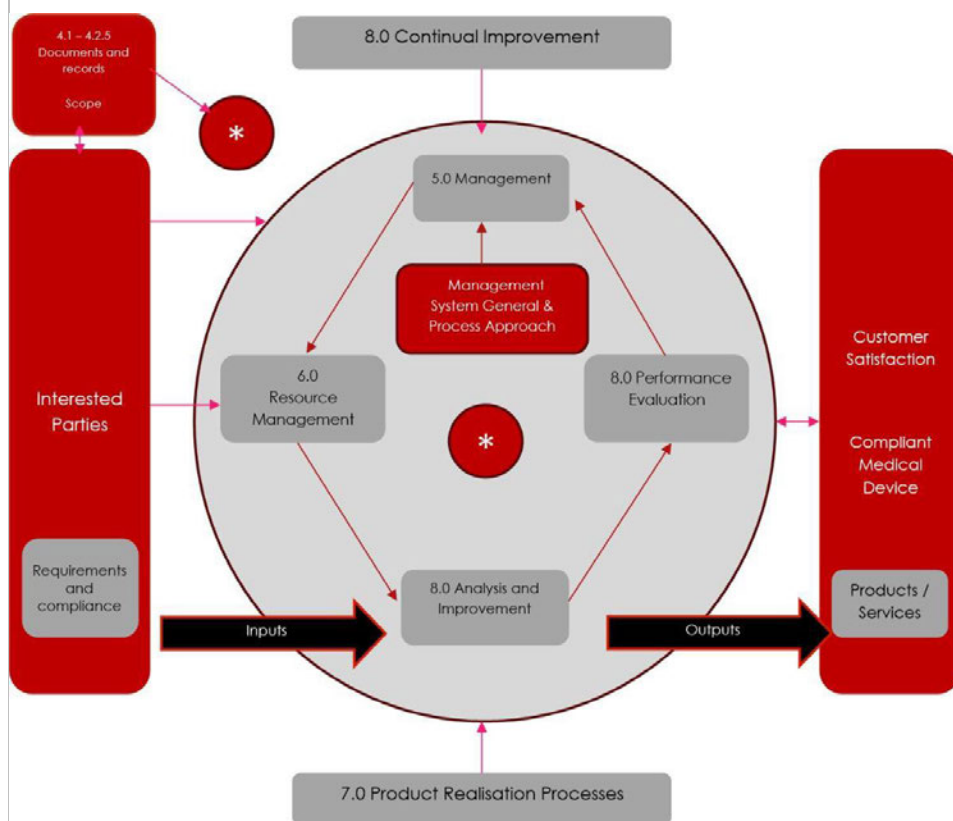
<u>Quality standard:</u>	ISO9001:2015
Certificate No:	0099-QMS-001
Expiry Date:	4 th January 2025
<u>Environmental standard:</u>	ISO14001:2015
Certificate No:	0099-EMS-001
Expiry Date:	4 th January 2025

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**Ensuring continuous improvement

A fundamental requirement of its ISO 9001 - Quality, 14001 – Environmental and 13485 - Medical Devices Certifications is the requirement for the company to consider continuous improvement as part of the Contract Management Process.

The overarching TIMS document that sets out how this is achieved is (B1) – QEMs Manual 2022 and the following flowchart outlines the interaction between the processes included in the QEMs Manual:

Continuous Improvement Management System Process Interaction Chart

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**

Continuous Improvement is supported by:

- 1) Customer Communications function
- 2) Performance Evaluation
- 3) Corrective and Preventive Actions (CAPA)
- 4) Internal Audit
- 5) Management Review

The main points of each of the above are set out below:

1) Customer communication:

- Providing information relating to products and services
- Day-to-day service management, contract management, and change control
- Obtaining client feedback, including complaints
- The handling and control of client's goods
- Establishing specific requirements for contingency

2) Performance Evaluation

- Identifying what requires monitoring, measuring, analysis, and evaluation to ensure valid results, when this will be performed and when the results will be analysed and evaluated
- Evaluating the quality performance and effectiveness
- Customer and Stakeholder satisfaction using feedback, surveys, and satisfaction letters
- Use of system data for the purpose of analysis and identification of possible areas for continued improvement relating to:
 - (a) Customer / Stakeholder Satisfaction
 - (b) Conformance to product, service, and process requirements
 - (c) Characteristics and trends of processes and products, including opportunities for improvement
 - (d) Suppliers or subcontractor contributions/performance

3) Corrective and Preventive Actions - CAPA

TIMS document (C5) – Corrective and Preventive Action describes the process by which the company takes action to identify, investigate, correct, and eliminate the cause of nonconformities in order to prevent recurrence.

The TIMS Form F-018-CAPA Report is used to record the complaint or incident, setting out the immediate corrective action, investigation, root cause verification, prior to close-out by the System Representative (with the agreement of the client, where appropriate).

The CAPA report supports Topspeed's Complaints and Escalation process (TIMS document B12) which is set out in detail in the response to Q1 – Delivery of Services.

4) Internal Audit

Internal audits are conducted at planned intervals to provide information on whether the QEMS conforms to its own requirements and to those of ISO 9001, 14001 and 13485 and is effectively implemented and maintained.
cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****5) Management Review**

The Annual Management Review Meeting is chaired by the Assurance Director and attended by the Directors and members of the Senior Management Team.

The purpose of the meeting is to ensure the continuing suitability, adequacy, and effectiveness of the Quality, Environmental and Medical Devices Management System. The last Management Review meeting was held on 6th October 2022. The main agenda items include (but not limited to) reviews of:

- Internal and external audit results
- Corrective and Preventive Actions
- Environmental aspects
- Risks and opportunities
- Past performance against targets
- Customer and Stakeholder feedback
- Business Continuity and Disaster Recovery and Information security
- Supplier performance
- Resource (including employees and capital)
- Recommendations for continual improvement, and
- Agreeing objectives for the forthcoming year.

In summary, Topspeed is committed to continually improving the suitability, adequacy, and effectiveness of its management systems through the use of policy, objectives, audit results, customer surveys, analysis of data, corrective and preventive actions, and Management Review.

Ongoing improvements applicable to the service provision

Topspeed takes a proactive approach to providing a value-added service, particularly when this leads to efficiencies that benefit the client and generate shared cost savings. These actions invariably have a positive effect on the use of resources (people, time, fuel, vehicle wear and tear) and therefore have an equally positive effect on long-term sustainability.

Using the QEMs process, two areas of ongoing improvements have been identified which will be implemented through effective contract management:

- 1) Through application of its Carbon Reduction Plan the company will continue the expansion of its Electric van fleet throughout the lifetime of this contract which will have a direct impact on improving efficiency at the same time as reducing emissions.
- 2) Upgrading to the Online Booking and Consignment Tracking Portal will ease the administrative burden and facilitate greater operational control for FSA.`

Ends.

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****3: Reporting (15%)***Please provide details of*

1. *How you will deliver the reporting requirements in 4.1.17 in the specification.*
2. *How you will ensure you meet the Key Performance Indicators (KPI's).*
3. *The systems in place to ensure accurate and timely invoicing.*

Response:

Management of this contract will be handled at Board level with the Managing Director, [REDACTED], being the Key Account Manager. Reporting to the Chief Executive Officer, [REDACTED] will lead the Contract Implementation and Management Team which consists of senior and middle managers who oversee the strategic plan, operational effectiveness, customer service, and communication functions.

Topspeed's Operations Manager, [REDACTED], is a member of Topspeed's Senior Management Team and reports directly to the MD. [REDACTED] will act as the Deputy Key Account Manager, ensuring there is always a senior manager on hand to deal with any escalated or urgent issues and communicate with FSA.

While [REDACTED] will be responsible for contract management and high-level communication with the FSA Contract Manager, a dedicated FSA Coordinator sitting within the Operations Team will oversee day-to-day operations. This includes responding to enquiries in a timely manner, liaising with collecting sites, laboratories, and FSA on a daily basis, and escalating to the Senior Management Team and FSA, where necessary.

Achieving KPI - Capacity to meet demand

Through application of its ISO 9001 and 22301 certified Quality and Business Continuity Management Systems, Topspeed is well placed to identify and mitigate risk and adopt procedures and contingencies to ensure success of the service provision and that its contractual obligations are met – including Key Performance Indicators.

The Information Security and Business Continuity Plan (B4 – ISBC Manual) is supported by (H4) Business Continuity Risk Assessment. Together, these documents set out the key risks to the business, the strategy used to control them, the contingency plans to respond to incident, and the evidence of testing - using desk-top exercises and real events. They are reviewed for continued effectiveness and adapted in line with any perceived or known changes in the external environment.

Particularly, to determine the resources required to meet contractual obligations the company uses a Capacity Utilisation Model and, to ensure provision for unplanned work, capacity is maintained at around 75%. This includes capital equipment, operational effectiveness and HR function - including the management team, driver pool and warehouse staff. This percentage of spare capacity has been determined and adapted based on experience and means there is always existing resource available to meet unplanned incidents and unexpected increase in demand.

Monthly Performance Management Report – KPI and Management Information

Topspeed has a rich data set on which to base MI and measure KPIs. Comprehensive Fleet Tracking and Telematics, together with CRM data, is archived indefinitely and therefore forms a permanent record of events for any given time, or day, and the CRM data informs the scheduling system to ensure a site is attended according to the daily plan instigated by the Operations Team and managed by the Dedicated FSA Coordinator.

This tracking and CRM data is collated to produce a comprehensive Contract Performance Report for the FSA Contract Manager on the overall service provision matched against the KPI set out at 4.1.17 of the specification.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**

Acting as Topspeed's FSA Contract Manager, [REDACTED] will be responsible for providing the Performance Management Report which will be in MS Excel format and reported to the FSA Contract Manager on a monthly basis.

Headings for the Performance Management Report are:

- Breakdown of collections by sample type including booking reference, collection and delivery date.
- Cost for each sample collection and totalled by type to validate invoices.
- Number of errors mitigated within 24 hours – as per the escalation process set out in Q1 response titled *Mitigation actions to ensure delivery – Escalation*.
- No. incidents where replacement RIM packaging not delivered on time, matched against the total number of collections per month.
- RIM-box return Movement Log update and stock review, including boxes introduced free-of-charge.
- Analysis of any failure and investigation of root cause and preventative actions - CAPA report.
- Service credits, if any,
- Performance against plan.
- Opportunities for efficiency gains.
- Reporting of electric vehicle mileage undertaken as part of the FSA service provision.
- No of end-of-life RIM Boxes send for disposal
- Other environmental KPI to support FSA aims in fighting Climate Change and stewardship of the environment.
- Review of internal and external factors that may affect the sustainability and efficiency of the service.

The report will be available no later than one week following the month end and includes the Management Information (MI) set out above with performance matched against KPI.

Invoicing and Accounts

Topspeed's accounting function is managed by our Accounting Manager, [REDACTED] (FMAAT) who deals directly with FSA Accounts Department.

Reporting to [REDACTED] is a member of the Senior Management Team and works closely with [REDACTED] (Operations Manager). Prior to raising an invoice, [REDACTED] team reviews and validates the CRM data for accuracy. Once the sales order has been sense checked and any anomalies resolved with the Operations Team the monthly invoice is raised and submitted electronically to FSA accounts and the Contract Manager by email.

Each invoice includes the FSA billing address, purchase order number, invoice number and detail:

- Sampling project name
- Number of collections made
- Cost per collection
- Total cost for the month

Should FSA elect to transfer to the Online Booking and Consignment Tracking Portal, copy invoices in PDF format and Monthly Performance Management Reports will also available to download from there.

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**Mobilisation & Transitional Arrangements – 26th April to 30th June 2023

Essentially, as the current service provider with a 99.98% KPI and tacit knowledge of service provision, Topspeed will ensure a smooth and seamless transition to the new contract in line with the Specification.

Assisted by middle managers within the Operations and Administration Team, [REDACTED] will head the Implementation Team whose function will be to ensure that mobilisation of the new contract will benefit from high-level focus to ensure business-as-usual at Contract Start.

The new contract will utilise existing resources and replicate the current FSA service provision - of which Topspeed has been the service provider since 2013. Ample warehouse space already exists at the Winsford Hub, including dedicated sample receipt area, segregated racking and despatch area. The driver pool, vehicle fleet and distribution routes already exist as part of Topspeed's UK-wide quasi-dedicated secure overnight service for biological and environmental samples, and similar consignments subject to event, process, and time-critical KPI (for example: Animal and Plant Health Agency, Food Standards Scotland, UK Health Security Agency). In this way, the bulk of implementation is already in place.

A streamlined implementation phase, that does not carry the burden of having to bed-in a new service provider, allows focus on two key areas where Topspeed will bring clear innovation:

- i) introduction of the Online Booking and Consignment tracking portal, and
- ii) roll-out of further Electric vans and dedicated charge points onto the FSA Contract

Following the contract award on 25th April, a formal start-up meeting will be held with the FSA Contract Manager and thereafter regular Management Review Meetings will follow. Ad-hoc meetings will be held as required.

i) Introduction of the Online Booking and Consignment tracking portal

The Start-up meeting will provide the opportunity to develop a strategy for onboarding FSA to Topspeed's multi-user Online Booking and Consignment Tracking Portal, which will ultimately provide the FSA Contract Manager with greater real-time visibility and control of the whole service provision.

Using the multi-user Online Portal, FSA will be able to view the progress of the daily schedule, view and download proof-of-collection, proof-of-delivery, invoices, Management Information, and KPI audit reports.

Over the last two years Topspeed has been on-boarding clients as contracts are renewed and the intention would be to switch FSA (if desired) to the new Online Portal following a structured onboarding process which would include online training provided by Topspeed. This process would be agreed during the implementation phase and the timescales would be dictated by FSA.

Alternatively, FSA can elect to stay with the current booking system for as long as it wishes.

During the implementation phase a training regime will be developed for FSA staff in tandem with rollout of the platform so that the system is ready at contract start. Training FSA staff on the use of the Portal will be an area of key focus. With the implementation phase running alongside the current contract this enables live training with actual bookings, supported by experienced members of Topspeed's management team.

To enable training across multiple sites and users a dedicated training team will be formed to provide online training and assistance (using Teams, Google Meet etc) or by telephone. This will ensure bookings are completed correctly and that any IT issues are identified and resolved quickly. In this way, all users will be fully familiar with the booking process on the contract start date.

It is anticipated that some IT development may be required to enable use of this system to dovetail into FSA's internal booking system and the Plan will include time to address this, if required.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****ii) roll-out of further Electric vans onto the FSA Contract**

14 Mercedes-Benz eVito vans are currently operational on existing CCS contracts with FSA, FSS and APHA, and a further eight eVito vans are due for delivery in June and September 2023.

Therefore, eighteen eVito electric vans will be operational before the FSA Go-Live date of 1st July 2023, with the plan for 22 eVitos to be operational before the end of the year.

Orders for further EVs are currently being negotiated with Mercedes-Benz. In this way the company will far exceed its strategic plan of having 20% of the fleet electric by the end of 2023.

While still in its early stages, the roll-out of new electric vans and their successful use to date on the current FSA, FSS and APHA contracts has put the company at the forefront of this new technology, and TopSpeed considers itself an industry leader in this respect.

In particular, the company is currently in discussion with some clients about the possibility of installing charging points at various laboratories and government locations. Strategically located across the UK, this will allow vans to re-charge throughout the day and after delivery. This would significantly increase the ability to use electric vans on the contract.

NOTE: EV charge points are already installed at FERA Sand Hutton and only require a phone app to use on the TopSpeed account.

Using EO Charging or similar technology, EV charge points are installed entirely at TopSpeed's expense with the cost of electricity charged directly to the company by the provider.

Management Review Meetings**Contract Start – 1st July 2023**

~~The Contract implementation Start up meeting and regular~~ Management Review Meetings will provide the opportunity to consider any additional data that may be helpful to FSA, such as further Climate Change and stewardship programmes, and the Monthly Performance Management Reports will form the backbone upon which ongoing improvement and value-added initiatives can be identified and mutually agreed.

Ongoing review meetings will provide the opportunity to ensure the service provision is adapted to meet any local enhancements that may be identified during the lifetime of the contract.

cont...

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**Residue in Meat (RIM) samples – additional process for swap out of empty packaging

As a specialist courier providing services to Public and Animal Health agencies, Nuclear Medicine, Radiopharmacy and Microbiology laboratories throughout Scotland, Wales and England, the company is experienced in managing the supply, return, re-use and recertification of specialist and high-value packaging, including UN Approved packaging for UN3373 biological samples that was originally designed as single use.

Since 2013 Topspeed has been successfully managing the return to the Plants of empty RIM boxes (Intelsius Biotherm 10 & 15). This service provides demonstrable and significant cost savings for FSA since the life of this 'single-use' UN3373 packaging has been extended for many years.

To control this process a RIM-box return Movement Log is maintained by the Key Account Manager. This is shared with the FSA Contract Manager and used to manage the process and identify any local 'stockpiling' issues where boxes can be repatriated, and determine when the system requires replenishment.

Furthermore, under similar contracts with APHA, UKHSA and others, Topspeed has frequently identified similar redundant UN3373 packaging that has been reassigned to the FSA service provision. Under the present contract over 100 Biotherm 10 & 15 packages have been introduced at no cost to FSA.

These initiatives are measured and reported to the Key Account Manager as part of the Monthly Management Information.

Disposal of end-of-life RIM Packaging

Except for packaging that can be directly re-used, all waste generated at the Winsford Hub, including RIM Boxes, waste paper, cardboard, plastics, metal, wood and vehicle parts (generated through fleet maintenance) is subject to procedures set out in the QEMS and reported at the Annual Review.

Specialist waste such as used oil, tyres, vehicle parts, etc is removed by specialist operators for recycling and who provide Waste Transfer Notes and annual reports advising how the waste has been treated.

All other general waste, including the discarded RIM boxes, is removed by a single provider who provide an Annual Environmental Report which details the breakdown of waste by type, and what has happened to it since collection, particularly:

- the amount of waste which has been diverted from landfill – which is 100%
- the proportion of waste which has been recycled – which is 30%
- the amount of waste sent for energy recovery to a waste-to-energy facility (Refuse Derived Fuel or RDF from non-recyclable general waste) – which is 30%

The environmental report also details the breakdown of recycled materials by the type of material and shows how the equivalent energy generated through AD and RDF could be used.

Using the RIM-box return Movement Log and the Annual Environmental Report the Key Account Manager will provide FSA with an annual report to evidence the disposal process outlined above and how this applies to RIM Boxes. This will be included in the Management Information under '*Other environmental KPI*'.

Ends

TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****4: Risk Management (15%)***Please provide details of*

1. *The system in place to monitor and manage risks*
2. *Possible risks to delivery and risk management plan*
3. *Business Continuity and disaster recovery plan to maintain delivery of services*

Response:**Please also refer to Topspeed's BCDR Plan uploaded with this this response.**

Located throughout the UK, Topspeed's fleet of 130 Mercedes-Benz vans is managed from its Hub based close to the M6 Motorway in Cheshire.

Successfully servicing large, nationwide contracts with complex specifications, including the carriage of sensitive biological samples classified under ADR as Infectious Substances, Category A and B, Topspeed returns a KPI of 99.98% for on-time, same-day and next-day delivery. This includes the current FSA contract for which Topspeed has been the contracted service provider since 2013.

ISO standards and process control

All policies, procedures and work instructions are documented within the ISO 9001, 13485, 14001, 14064, 22301, 27001 and 27701 certified Quality, Medical Devices, Environmental, Carbon Reduction, Business Continuity, Information Security and Data Privacy management system. Collectively this is referred to as the Topspeed Information Management System (TIMS) and is supported by Cyber Essentials PLUS Certification.

To ensure compliance with Good Distribution Practice (GDP) guidelines for Biological Samples and the Carriage of Dangerous Goods Regulations (ADR), all training is undertaken in-house at the Topspeed Academy and the company is subject to internal and external audit, including regulatory inspection.

To ensure compliance and provide training for clients, managers, and drivers we employ two full-time Dangerous Goods Safety Advisors in the Senior Management Team.

Business Continuity and Disaster Recovery

With certification to ISO 22301 Topspeed is well placed to identify and mitigate risk and adopt contingencies to minimise service disruption.

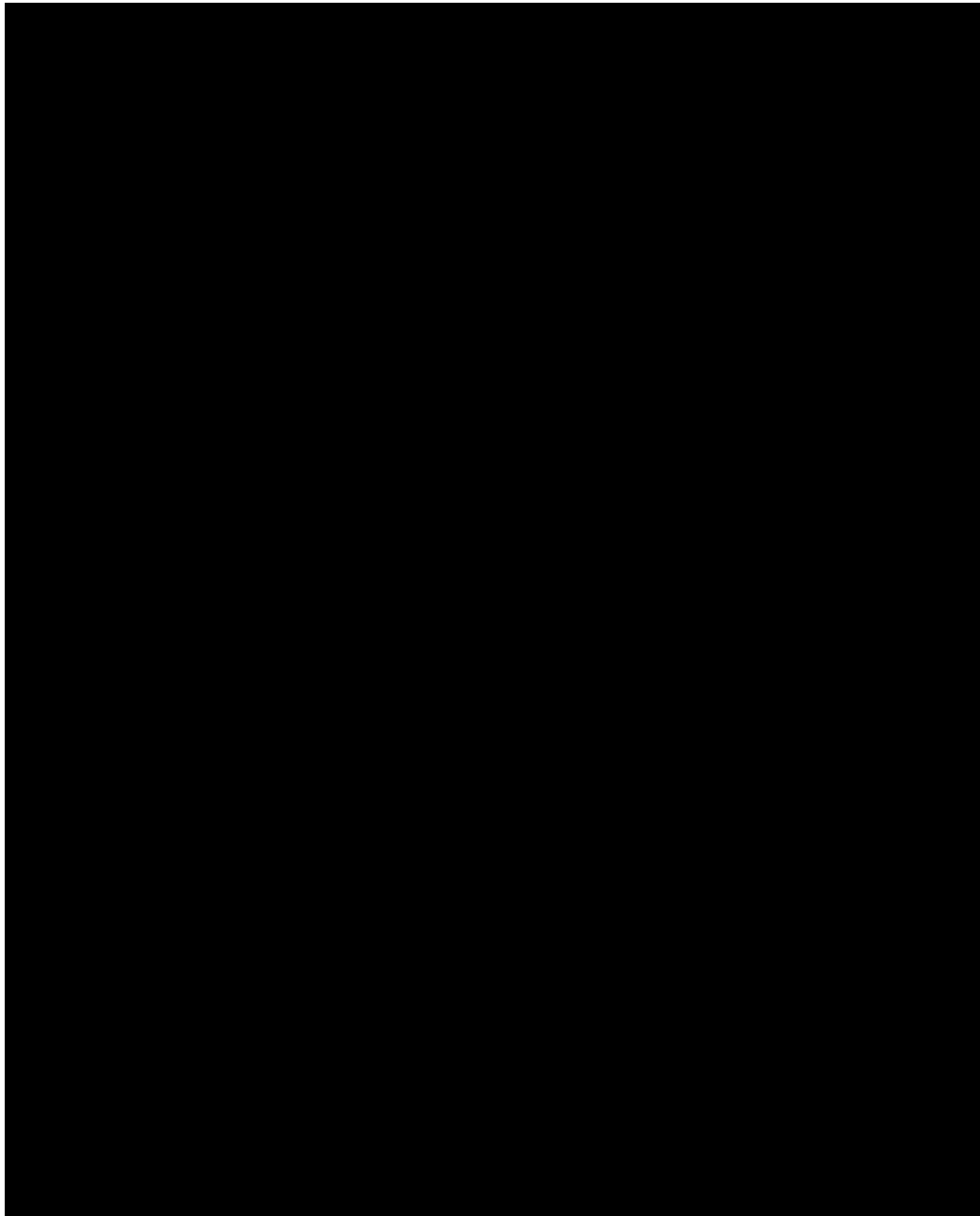
The Information Security and Business Continuity Plan (B4 – ISBC Manual) is supported by (H4) - Business Continuity Risk Assessment. Together, these documents set out the key risks to the business, the strategy used to control them, the contingency plans to respond to incidents and the evidence of testing, using desk-top exercises and real events. They are reviewed for continued effectiveness and adapted in line with any perceived or known changes in the external environment.

Supply Chain Risks

The Risk Assessment identifies five key supply-chain risks that impact its ability to maintain its service provision or upscale quickly to meet significant demand:

- 1) the people Topspeed employ
- 2) vehicle fleet
- 3) finance (including cash-flow and liquidity)
- 4) Site Security
- 5) Capacity

cont...



TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**

Drivers are issued a company mobile phone and company photo ID cards which includes the level of clearance and expiry date. They must also carry their UK Drivers Licence and ADR Driver Training card and wear corporate branded uniform whilst at work. An online checking service registered with DVLA is used to check validity of driving licences, providing quarterly reports and automatic alerts whenever the status of a licence changes.

Topspeed has over thirty-seven years of experience in successfully recruiting, training, and employing drivers located around the UK to cover a range of service provisions. The company's HR Team maintain a constant recruitment drive to ensure its driver pool is properly resourced and suitably located to efficiently cover a full UK-wide service provision.

Since all drivers are directly employed and trained by Topspeed, the company has total control over employee attendance and is able to effectively manage annual leave, daily work rotas, work allocation, emergency call-outs, and other unplanned incidents.

2) Fleet

The fleet of 130 Mercedes-Benz vans is located throughout the UK and managed using fleet tracking and telematics platform. The fleet is subject to an in-house maintenance regime using a fully equipped workshop within the Winsford Hub, and benefit from the manufacturer's roadside assistance and unlimited mileage warranty, in addition to AA breakdown cover.

Forward-Facing Cameras record video and voice data, accessible real-time to Authorised Managers who investigate complaints and incidents triggered by an accelerometer, such as harsh braking and accelerating and collisions.

Driver's company mobile phones are controlled by mobile device management software allowing the Team to track the device's location independently from the vehicle.

The vans are protected with an immobiliser and fitted with a steel bulkhead separating the cabin and load area. The load doors are protected by Thatcham TQA037 slam-locks and the walls and floors of the load area are lined. Plastic pallets and Tote boxes are used to keep sample packages off the floor and ratchet straps and nets are used to secure them to floor mounted lashing points.

In accordance with ADR, we maintain a High Consequence Dangerous Goods Security Plan and a Transport Emergency Plan which sets out the process for responding to an incident 'on-the-road'.

3) Finance

With a strong balance sheet and significant liquid assets, the company is cash-rich and has a net worth of almost £2M, enjoying attractive ratings with credit reference agencies. It has a £1.3M credit line with Lombard and discounted fleet terms with Mercedes-Benz UK, enabling it to upgrade and expand the motor fleet subject to a replacement programme that ensures new electric vehicles are quickly available to meet demand.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****4) Site Security**

Topspeed's Winsford HQ and Hub benefits from CCTV which covers the internal warehouse and workshop and all external areas – front, rear and sides including the warehouse main door, loading-bay doors and secure yard. All external and internal pedestrian doors are controlled by personalised access swipe passes which also segregate internal areas including offices and warehouse. The MD controls the issuing and control of passes which is maintained in-house. The transport yard to the side, which gives access to the loading-bay and warehouse main door, is protected from external access by solid walls with security fencing and vehicular access via electrically operated security gates which only allows access and egress to fleet vehicles identified using ANPR. Again, the MD controls this process and manages the process by which fleet vehicles and those of visitors are entered onto the system.

The property is protected by an intruder security alarm system installed and maintained by Wolfe Security (who are SSIAB approved) and monitored via Dualcom GPRS Grade 4 Alarm Transmission System by Securi-Guard Monitoring at the National Security Inspectorate Gold CAT II Alarm Receiving Centre, which is NSI Gold, (the Central Station is Scutum).

There have been no security incidents in the last twelve months.

5) Capacity Utilisation Model

To determine the resources required to meet contractual obligations the company uses a Capacity Utilisation Model. To ensure provision for unplanned work the company maintains capacity at around 75% (both fleet and driver pool). This percentage of spare capacity has been determined and adapted based on experience, especially during the pandemic, and means there is always existing resource available to meet significant, unplanned scale-up.

Added to this is the planned expansion of the fleet and driver pool throughout 2022 and 2023, according to the company's pre-agreed growth strategy.

As a result of this, the company always has existing capacity to meet unplanned and emergency demand. This is evidenced by Topspeed's KPI for the current FSA contract of 99.98%. This industry leading figure includes the entire 24-month period from April 2020 covering the Covid-19 Pandemic.

BCDR Plan

Designed to prepare the company to cope with the effects of an emergency or crisis the objectives of the plan are to:

- Understand business-critical functions and activities
- Analyse and respond to the risks
- Communication
- Provide a detailed, prioritised & timetabled response to emergency situations
- Identify key roles and responsibilities
- Effective management of the ongoing emergency

Please also refer to Topspeed's BCDR Plan uploaded with this this response.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**Testing of the BCDR Plan

Regular Desk-Top business continuity exercises are held with the management team, driver pool and client. These documented exercises either replicate or record real events and each is followed by a report on the team's response. The most recent exercises are:

Date	BCDR Desk-top exercise
April 2020	BCDR full event declared in response to Covid-19 pandemic – live event May 2020
	Unplanned significant increase in demand DHSC Covid testing - live event
August 2021	Managers working from home following positive Covid test – live event August 2021
	Radiological Emergency Response - Desk-Top Exercise
Sept. 2021	IT failure at QH - Desk-Top Exercise
October 2021	Radiological Emergency – van carrying Radioactive Material damaged in RTA – live event October 2021
	National road fuel shortage – live event
January 2022	Police incident – van carrying ammunition followed by unmarked police car – live event and successful conclusion in collaboration with PSNI
June 2022	Formal Wash-up stand down discussion re Covid-19 Pandemic July 2022
	IT Security threat (including training) - Desk-Top Exercise
August 2022	Significant increase in the cost of road fuel – Desk-Top Exercise November 2022
	Effects on employees on cost of living crisis – Desk-Top Exercise
February 2023	Severe adverse weather & low temp. affecting electric van fleet in Scotland – live event

In general, low level operational risk is minimized by the formalization of routine activities and employee engagement and training. These are documented in work instructions and protocols and form an integral part of TIMS the management system.

Not only does Topspeed have formal and certified procedures to mitigate high-level and serious risk, it also has demonstrably and well-practiced procedures to ensure its day-to-day activities are undertaken with the minimum of risk. Where a significant incident occurs, meaningful response measures are in place, backed by training and practice, to ensure business-as-usual with the minimum of disruption.

Crisis Communications

In the event of an emergency or critical event, Topspeed recognises the need to communicate is immediate and a key component of BCDR Plan is the communications plan which sets out how Topspeed will interact with the various stakeholders, including FSS, internal staff (managers and drivers) and external bodies (regulators, emergency services and media).

To effectively manage an incident or emergency Topspeed's Chief Executive Officer, [REDACTED], is the appointed Communications Manager and deals with the communication process, prioritising those audiences that will be impacted the most.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**

- Drivers and Managers are allowed to carry mobile phones while at work, but personal devices do not have access to Topspeed systems and are not allowed to be physically connected to Topspeed networks.
- MDM solution (Mobile device management) on all corporate devices. Driver's company mobile devices are controlled by the Topspeed management team using SOTI which automatically downloads daily all photos taken by a driver.
- Risk scores are assigned to assets by using the Business Impact Assessment-derived asset value, perceived threat level, and the vulnerability of the asset
- All data uploaded on the cloud, with a physical server kept on site for the back-office CRM in a secure server room.
- Topspeed utilise Microsoft cloud services with UK data centres. Backups are with Datto, also in UK data centres.

Capacity and capability to respond quickly to meet unplanned increase in demand

Topspeed's ability to flex to meet an unplanned and sudden increase in demand can be evidenced by its response to the Covid-19 pandemic, when in April 2020 it declared a Business Continuity Event to address government restrictions (lock-down). This enabled it to prioritize the demands on the business to favour contracted clients (FSS, FSA, APHA, UKHSA, etc) and protect its balance sheet in the face of possible downturn in business.

At the same time, the company was contracted to assist the Government's response to the pandemic, distributing DHSC test kits to care homes across the UK and transferring samples to the testing lab in Northern Ireland.

To facilitate this, in extremely tight timescales, the company re-organised and modernised its large warehouse, upgraded and expanded the motor fleet, and undertook the recruitment and training of additional managers, warehouse staff, and drivers.

As the response to the pandemic developed, the number of samples being delivered to the Hub increased rapidly and soon the company was receiving, repacking, and despatching up to 80,000 test samples each night.

The success of the operation was achieved by ensuring resources were available to upscale quickly to meet demand, and working collaboratively with third parties, including testing centres and laboratories. Consequently, the company became the largest Covid-19 consolidation centre in the testing system and can claim to have provided a seamless and fully compliant service with all deliveries arriving to the labs on-time - without failure.

Managing such a sudden ramp-up in demand under a declared BCDR event enabled the company to successfully address further challenges flowing from the pandemic over the following 18 months. These included:

- Managers working from home
- Drivers having to isolate
- Furlough of 'at-risk' employees
- Fuel shortage of October 2021
- the significant effect of the Omicron variant in December 2021, when around 10% of the UK's workforce were unavailable due to positive Covid-19 test and 50% of all scheduled public transport was cancelled.

Notably, it was during the Omicron period that the UK experienced the peak of the Avian Influenza outbreak and through its contract with APHA Topspeed was tasked with ensuring samples for suspect disease outbreaks were quickly transferred to the Weybridge laboratory for testing within tight timescales.

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TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL**

The measure of the company's success is demonstrated through its management of this unprecedented increase in ad-hoc demand, and continued provision of all scheduled services while an increasing number of its employees were forced to isolate. This is evidenced by its KPI covering this period of 99.98% with only a few of the urgent call-outs subject to increased lead times.

The Covid-19 BCDR event was stood-down in February 2022 to coincide with the lifting of most of the government's restrictions and, as the country returned to business-as-usual, Topspeed has gone on to replace Covid testing related work with new contracts.

Deploying the Business Continuity Plan in this way allowed the company to function in difficult times while investing almost £2 million in the vehicle fleet and warehouse facilities, resulting in doubling of turnover in under 12 months to £8.2M.

Throughout the pandemic the company can claim to have maintained its KPI of 99.98% across the entire service provision, including the current FSA contract.

This success was achieved by combining well-practiced contingency plans with competency-based management, adopting a flexible and quick-over-the-ground approach.

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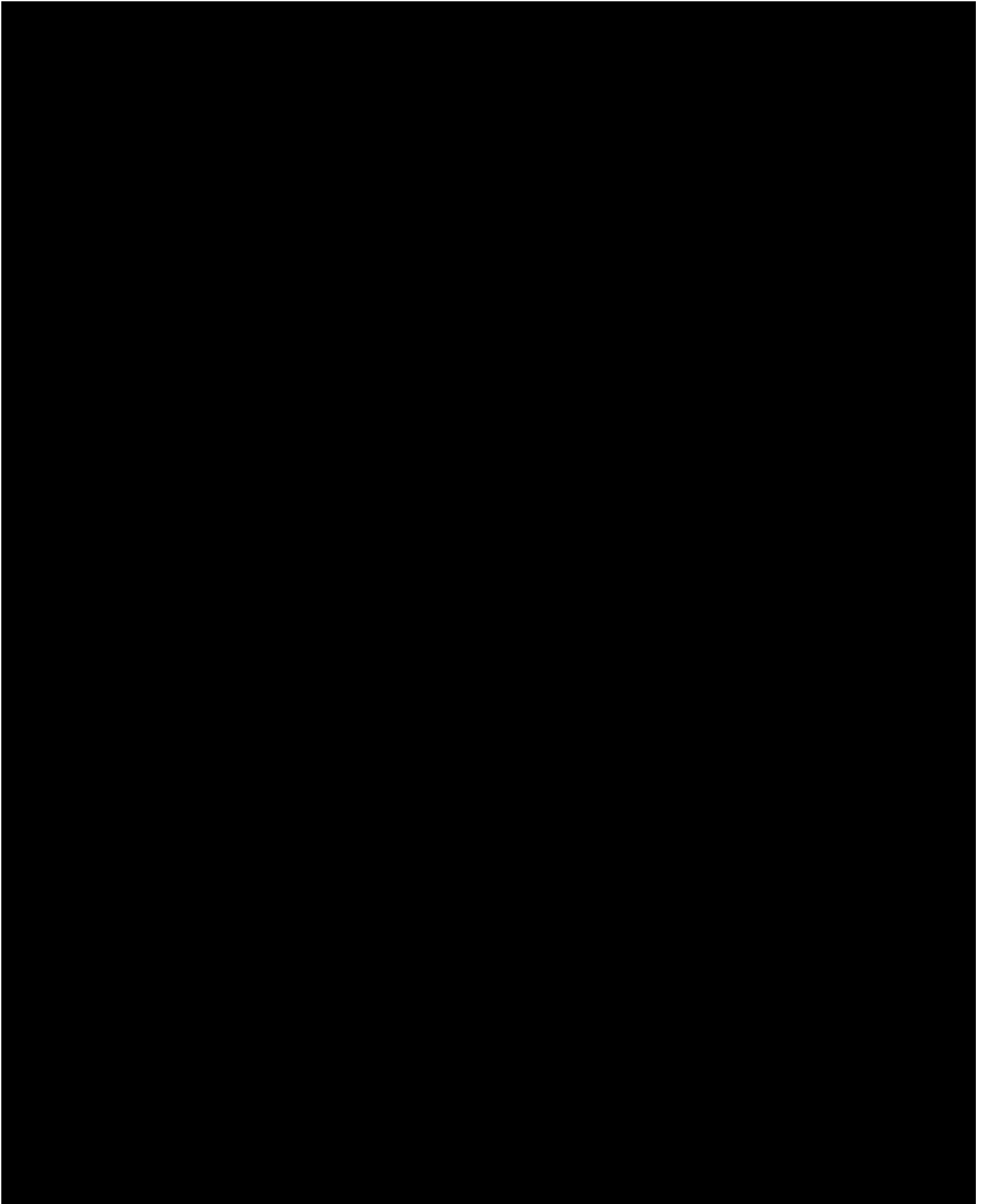
TENDER APPLICATION FORM/TECHNICAL ENVELOPE**CONFIDENTIAL****Timescales**

The following table shows the key points and timelines that would be deployed in the event of a large-scale disease outbreak or other unplanned event that would require a significant scale-up to meet demand:

Critical Function	Activity or response	Recovery timeframe
Capacity Utilisation Model	Maintain 75% capacity to meet unplanned increase demand	Ongoing
Fleet motor pool	Add additional new vehicles to ensure spare vans available – Capacity Utilisation Model	Ongoing
Human Resources	Ongoing recruitment function to ensure the driver pool is resourced – Capacity Utilisation Model	Ongoing
	Induction process to train new drivers (ADR, GDP etc)	Ongoing
BCDR Event declared	Suspect disease outbreak Sudden increase in ad-hoc emergency call-outs	Immediate
Emergency process	Use existing residual 25% fleet & driver capacity to meet sudden increase in demand Upscale recruitment to add resources eVito vans available immediately from main dealer	Immediate
Multiple call-outs use up all capacity of locally based drivers	Additional drivers and vans resourced from other areas and allocated hotel accommodation using Premier Inn account	3 hours
Continued increase in demand for emergency call-out stretches driver pool	Use available drivers in relay system to utilise all available Driver's Hours time	4 hours
	Decline work from non-contracted customers to free up resources for FSS	5 hours

Using the processes described in these responses, Topspeed has been successfully managing the FSA service provision since 2013 returning a KPI of 99.98% for on-time collection and delivery, including during periods of extreme adverse weather and other critical events.

cont...



Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Call-Off Schedule 5 (Pricing Details)

Application form for a tender with the Food Standards Agency Financials Template

Applicants should complete each part of this application as fully and as clearly as possible

Brief instructions are given in the boxes at the start of each section.

Some boxes have **blue** text and this indicates that the value is calculated automatically

Some boxes are shaded **red** and these boxes **must** be completed

Guidance notes on completion of fields can be removed from view by pressing the ESC key

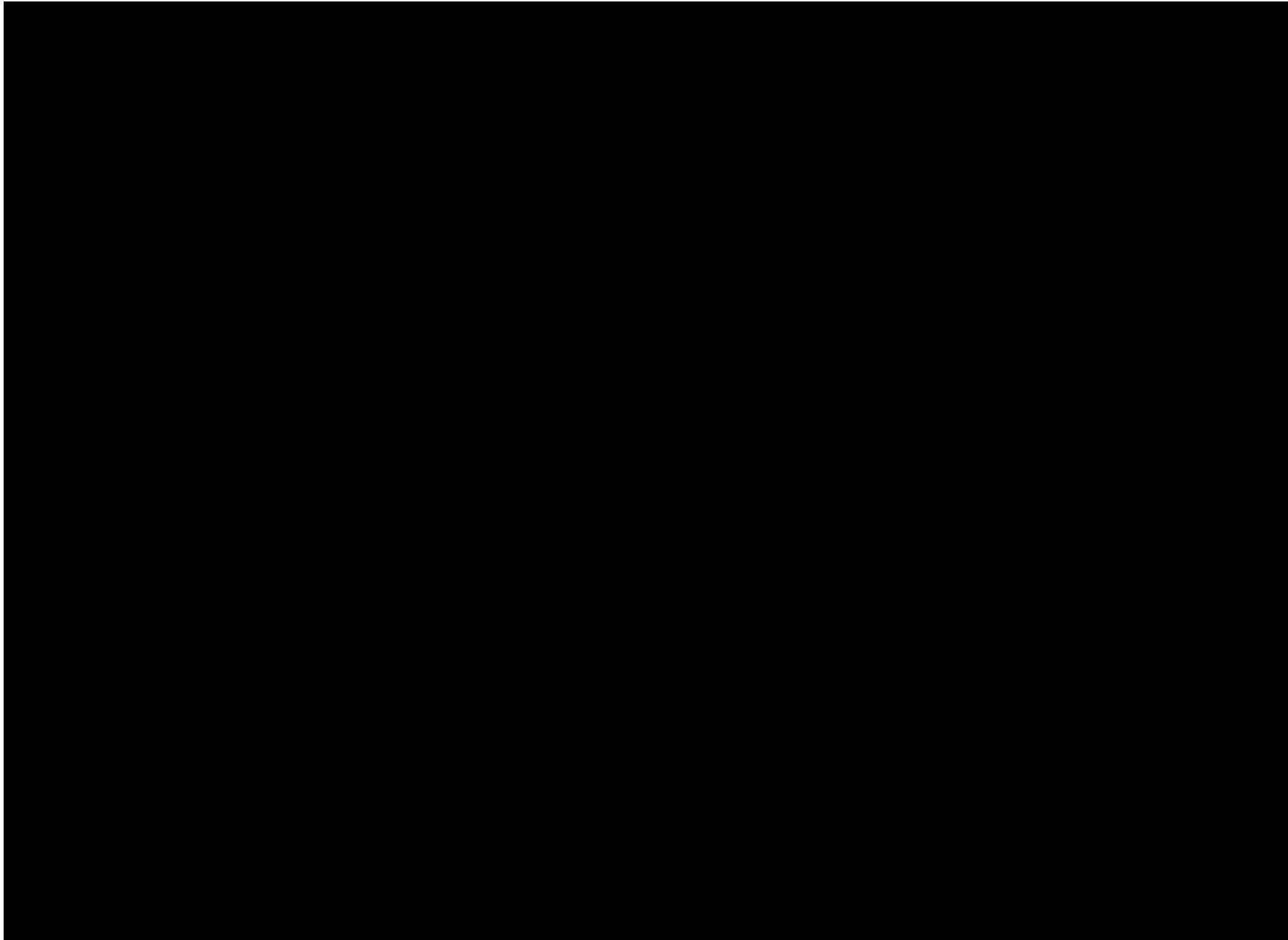
Please submit the application through the Agency's electronic Public Procurement System (Atimas) by the deadline detailed on the Bravo system

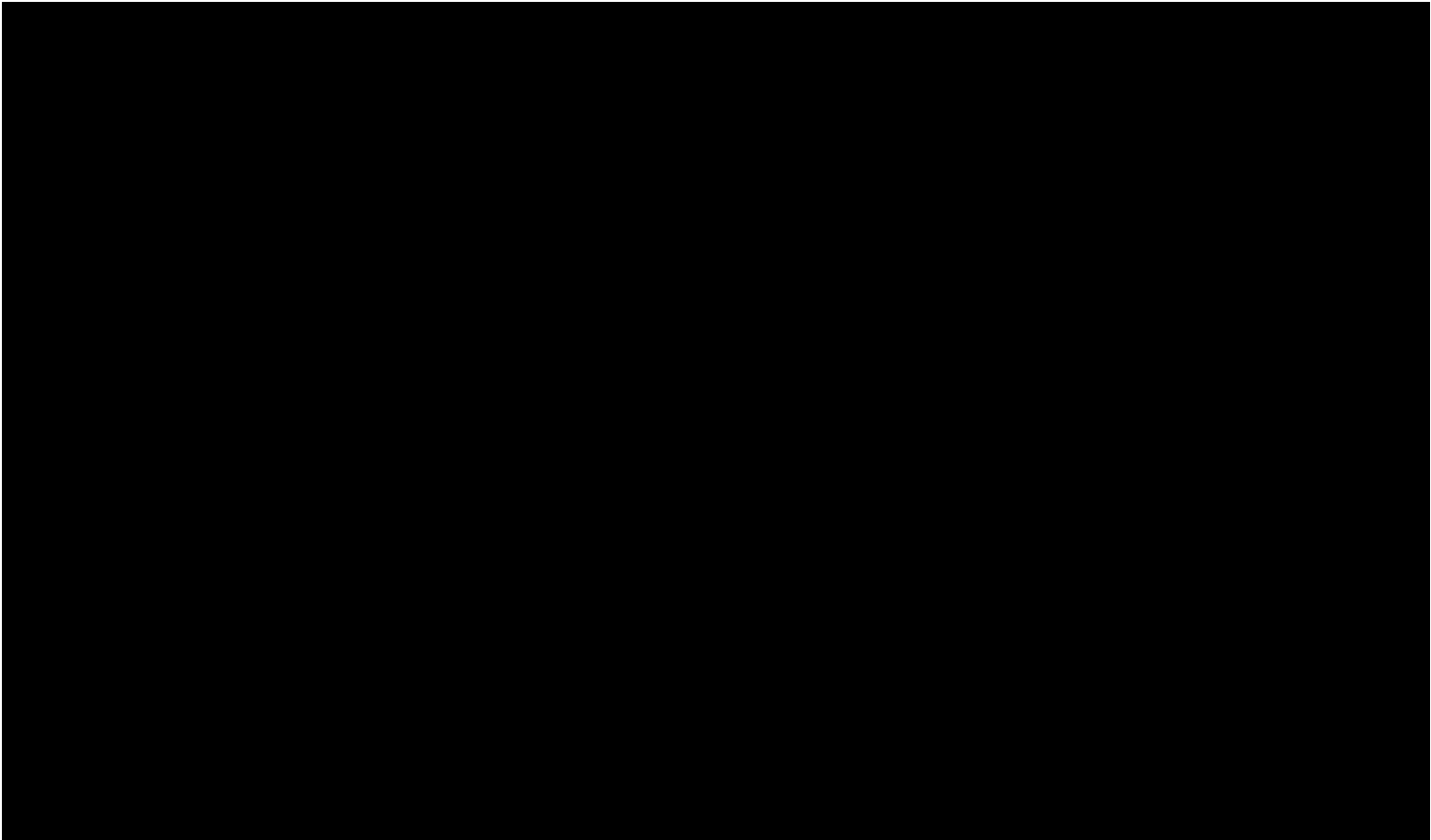
This form should be completed by the tender lead applicant and must include the collated costs for all participating organisations applying for the work

Please note that once the cost for a tender has been agreed by FSA and an agreement signed, no increase in cost for the specified work will be considered

All costs should be exclusive of VAT for the purpose of comparison of tenders.

Tender Reference	FS900303
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Total Costs	£ 823,342.82
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Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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IMPORTANT NOTE

Information provided by the Food Standards Agency in this Invitation to Tender ("ITT") (including its annexes) and any related information provided by or on behalf of the Food Standards Agency orally or by correspondence (together, the "Information") is provided on an 'as is' basis and the Food Standards Agency makes no representations or warranties of any kind with respect to the accuracy of the Information and disclaims all such representations and warranties. The Information is provided in good faith. Bidders are invited to take such steps and make such inquiry as they deem necessary to verify or assess the Information and satisfy themselves as to all facts and matters related to the goods and services described in the ITT.

COST OR VOLUME DISCOUNTS - INNOVATION

The Food Standards Agency collaborates with our suppliers to improve efficiency and performance to save the taxpayer money. A tenderer should include in his tender the extent of any discounts or rebates offered against their normal day rates or other costs during each year of the contract. Please provide full details below:

There are no discounts or rebates offered as part of this tender response.

Any value added initiatives or cost-savings will be identified as part of the contract management process as set out in the accompanying response.

SIGNATURE: [REDACTED]		
NAME: [REDACTED]		
DATE: 29th March 2023		
REVISION DATE		Enter the effective date if this version of the template replaces an earlier version

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Courier - Commercial Envelope

Deliver RIM Boxes
back to APHA offices
DNA Ear
Tag Sam-
pling - 34
sites. APHA
Weybridge
EBL APHA
Weybridge

Please provide a breakdown of the costs you expect to incur providing the services detailed below.
Note: Volumes are annual and for tendering purposes only .

800 (will
this remain
the same)
300 (will
this remain
the same)
15 (will this
remain the
same)

Tasks			
Next Day Delivery from sites in England & Wales			
RIM Samples to Fera (York) before 11am			
RIM suspect sample - same day delivery to FERA (York) - BASE RATE			
RIM suspect sample - same day delivery to FERA (York) - COST PER MILE			
Trichinella samples to Biobest Edinburgh - before 9am			

charge for the first 2
miles

charge per carried
mile above base rate

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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RCDM samples to UKHSA York or Porton Down within 24 hours of sample collection by Dairy Hygiene Inspector			
Wine samples to Campden Bri			
AMR samples to APHA Weybridge			
TB samples to APHA Weybridge & Starcross			
Deliver RIM Boxes back to APHA offices			
DNA Ear Tag Sampling - 34 sites. APHA Weybridge			
EBL APHA Weybridge			
Total			
Possible Ad Hoc Requirements			
Same day / emergency 24 hour collection - BASE RATE			
Same day / emergency 24 hour collection - COST PER MILE			
Out of hours collections for night plants - BASE RATE			
Out of hours collections for night plants - COST PER MILE			

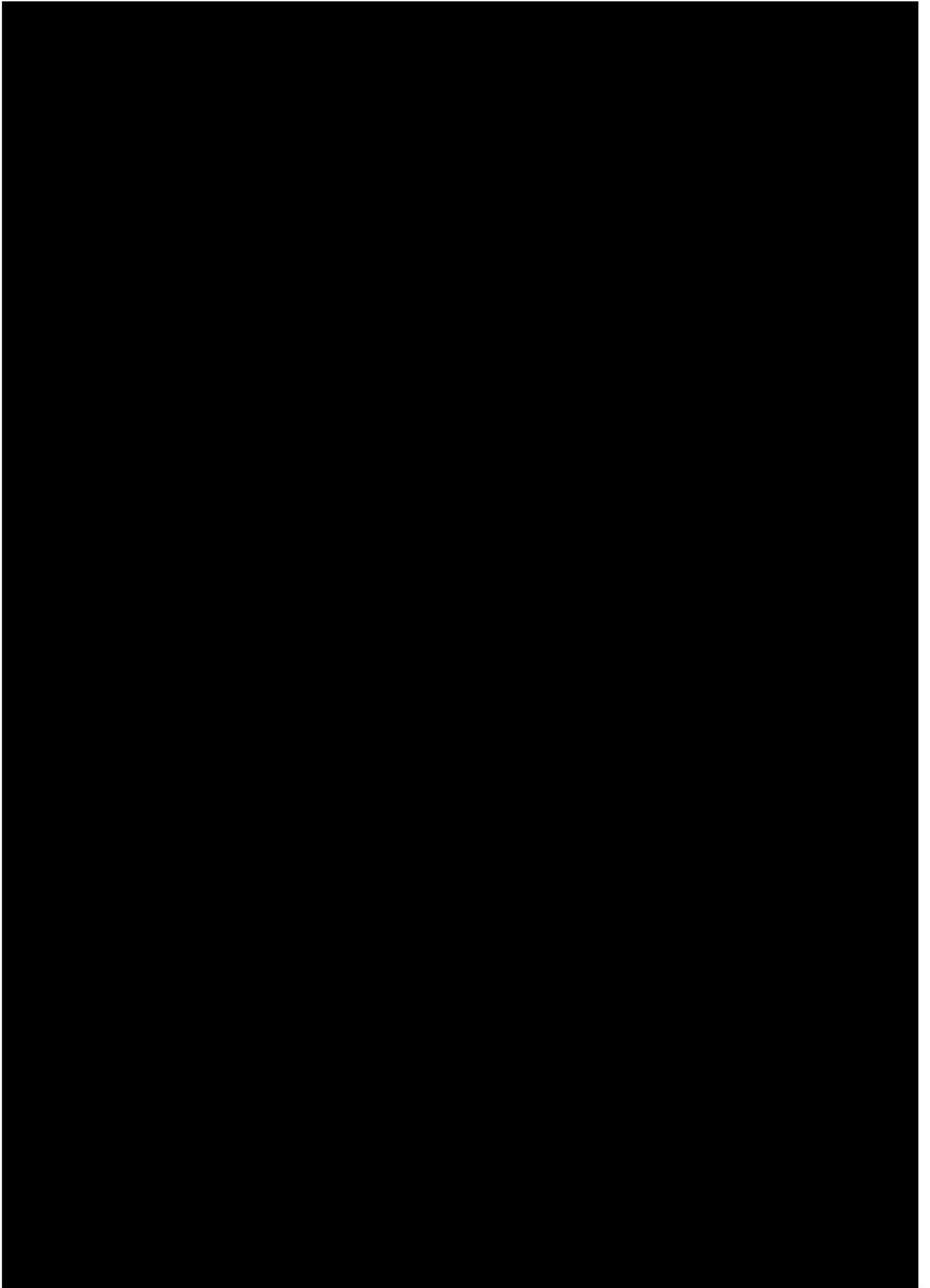
charge for the first 2 miles
charge per carried mile above base rate
charge for the first 2 miles
charge per carried mile above base rate

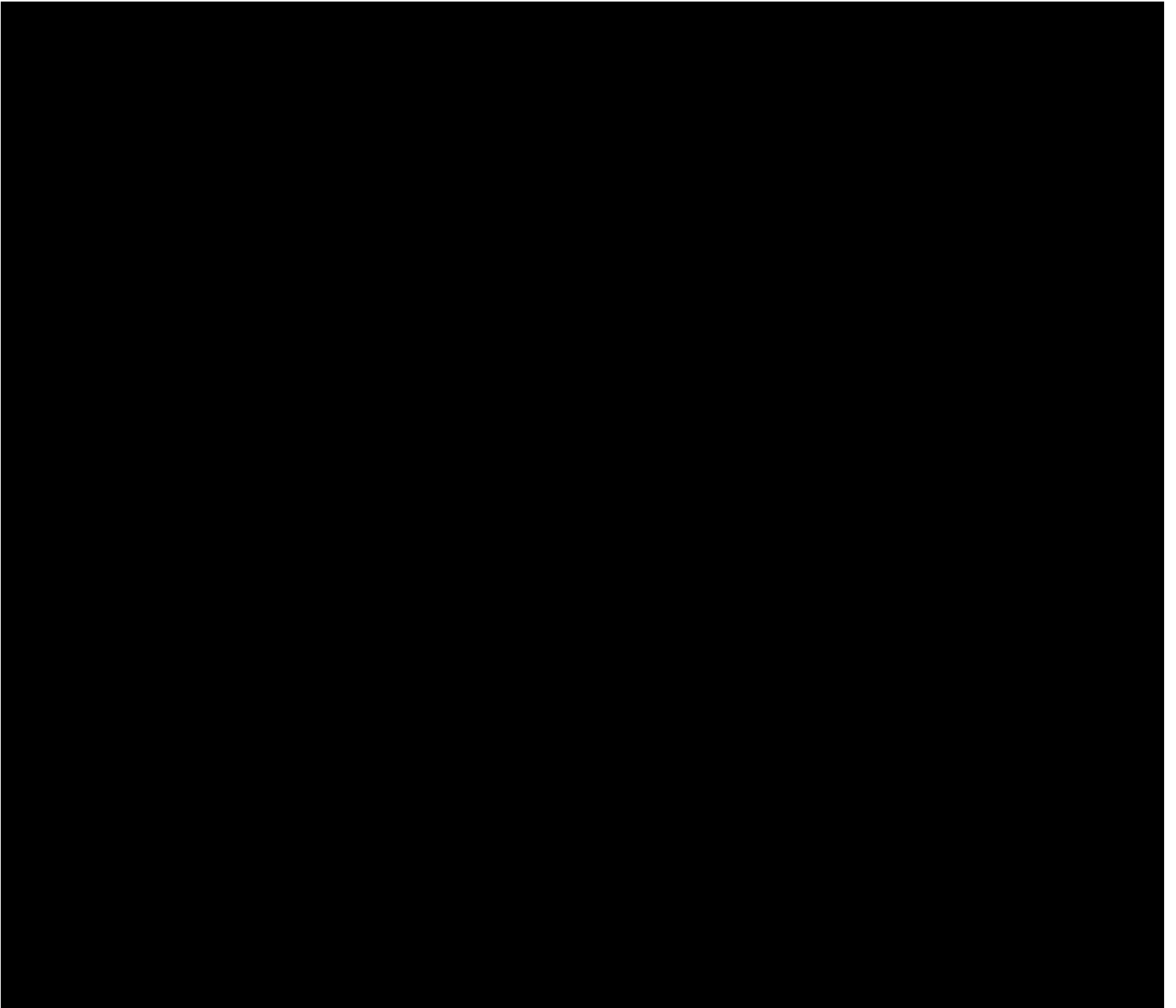
Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Total Costs

**£
823,342.82**





Additional questions (if required):

