

**INVITATION TO TENDER DOCUMENT**

**COURIER SERVICES CONTRACT**

**HEREFORDSHIRE COUNCIL**

## Definitions

In this Invitation To Tender the following words and expressions shall have the following meanings:

Words/Expressions	Meaning
“Clarification Period”	The time during which clarifications associated with the ITT or any support documentation may be sought via the ‘View Message’ tab linked to the opportunity in the Supplier Portal - Proactis
“Commencement Date”	The date when the Contract commences.
“Contact Officer”	<b>Rob Ewing – Commissioning Programme Delivery Manager</b> Communications details are set out in the Return Address
“the Council”	Herefordshire Council
“Form of Tender”	The form submitted by the Tenderer to the Council as part of the Tender.
“ITT”	Invitation To Tender.
“Services”	The range of activities constituting Courier Services as defined in Part 3 of this document
“Return Address”	Herefordshire Council Supplier Portal – Proactis at <a href="https://tenders.herefordshire.gov.uk">https://tenders.herefordshire.gov.uk</a> Subject: Courier Services Contract
“Tender”	The completed and signed Form of Tender, together with all completed schedules and information submitted by a Tenderer.
“Tender Documents”	All documents contained in this ITT.
“Tenderer”	The applicant who has been invited by the Council to submit a Tender.

## **Introduction**

Herefordshire Council has reviewed its requirements for courier distribution services. The review was driven by both the Council's need to make savings and the need to ensure future flexibility in service provision to match the changing needs of the Council.

The Council's need for courier services has reduced substantially over recent years and this trend is likely to continue. The services have, therefore, been consolidated into:

**City delivery service** offering regular (but reduced) deliveries between council and other public and third sector buildings within 2Km of Hereford city and an on-demand service where a regular service is not justified

The Council will consolidate its city-wide postal distribution services into a single service that will provide:

- A regular courier service serving the Council's offices within Hereford,
- An on demand service for requirements over and above the regular courier service.

It is intended that these services will be available to public sector and third sector organisations other than the council e.g. potential regular drops at the County Hospital.

The council is seeking to appoint a single organisation to provide city-wide postal distribution services. The contract shall be for a 3 year period for the range of services detailed in this tender document.

## Part 1

### Instructions for Tendering

#### **Participation in Invitation To Tender**

This is an invitation to tender for the provision of Courier Services Contract

#### **Circular Advices, Clarification and Queries**

The terms of the Tender will not be negotiated. Only queries seeking clarification of the Tender Documents will be responded to.

Any instruction or query response issued by the Council, prior to the Tender submission date, will be issued as a Circular Advice to all Tenderers via email, the names of the questioner shall remain anonymous.

#### **Study of Tender Documents**

The Tenderer is required to examine the Tender Documents and to obtain all information as it may require. No claims whatsoever shall be entertained arising out of the Tenderers failure to study the Tender Documents.

#### **Tender Submission**

Tenders must be submitted for the whole of the Services.

Tenders to provide only part of the Services will be rejected.

#### **Costs submitted with the tenders must be best and final offers.**

Please read and comply with the following points:

- It is important that you answer **all** the questions as fully as possible unless indicated otherwise.
- Do not change the format of the response documents as it they will be used for the official scoring.
- **Do not** send any general marketing material or promotional information for your organisation by way of answers to any of the questions.
- **Do not** insert or embed documents within this response.
- **Do not** attach additional documents in response except where otherwise directed.
- If you are part of a corporate group, please answer the questions specifically for your organisation (not the group).
- **Failure** to fully complete this Invitation To Tender and comply with the instructions may result in disqualification of the tender submission.
- All questions **must** be answered in full.
- All documents **must** be written in English.
- Tenders not submitted in accordance with the above requirements will be rejected

**Return Address**

Tenderers must send their submission through the Herefordshire Council Supplier Portal – Proactis at <https://tenders.herefordshire.gov.uk>

FAO Rob Ewing

Subject: Courier Services Contract

Closing date for submissions is Friday 11<sup>th</sup> July by 12 Noon. Tenders received after this time will not be considered.

**Prior Knowledge of Tenderers**

Tenderers must assume that assessors will have no prior knowledge of the organisation and must provide all information they wish to be considered as part of the tender evaluation.

**Procurement timetable / notification**

The Council intends to select one successful Tenderer as per the timetable below and reserves the right to select the successful Tenderer on this date, at a later date, or not at all.

The Council proposes the following timetable for the award of the Contract:

Activity	Date	Time / Notes
ITT issued	24 <sup>th</sup> June 2014	
Closing Date for Tenders	11 <sup>th</sup> July 2014	To be submitted no later than 12 Noon. Any tenders arriving after this time will NOT be considered.
Evaluations and Tender Clarifications	From 14 <sup>th</sup> July To 21 <sup>st</sup> July	
Recommendation to award	21 <sup>st</sup> July 2014	
Approval by Board	25 <sup>th</sup> July 2014	
Contract Award	28 <sup>th</sup> July 2014	

The Council reserves the right to change this timetable and all Tenderers will be notified accordingly.

### **Tender Submission Checklist**

Please ensure that the following documentation is completed and returned with Tender submission.

<b>Part</b>	<b>Required</b>
4	Your Response
6	Declaration. Please sign this as directed. Scan and save as pdf and upload with your email
7	Form of Tender. Please sign this as directed. Scan and save as pdf and upload with your email

### **Contract Award**

Following the final tender evaluation the Council will inform the successful Tenderer in writing of the intention to place them on the Contract. The Council will award to one Tenderer only.

### **Commencement Date**

The contract will commence on 28<sup>th</sup> July 2014 and is for a 3 year period.

## **Part 2**

### **Tender Evaluation**

#### **1. Evaluation Panel**

Following receipt of Tender responses, an Evaluation Panel consisting of Council officers, and any other external consultants as deemed necessary, will be constituted. Copies of the Tenderer's responses will be distributed to panel members, on the condition that they remain confidential.

#### **2. Evaluation Criteria**

The evaluation of tenders for this Contract shall be based on the value assessment approach which enables the Council to assess a Tender on both quality and price. The assessment of Quality will consider written information provided by the Tenderer in relation to the specific requirements as set out within the Tender Document.

2.1 The tender evaluation will allow the Council to primarily select tenders that represent value for money and the Council may reject bids that are priced unrealistically high or low.

## 2.2 Quality Assessment

2.2.1 Quality will account for **65%** of the tender evaluation. After rejecting bids that in the opinion of the Council are unrealistically low (in terms of Quality), the highest Quality score will be given 100% for Quality. Other Quality scores will then be expressed as a proportion of the highest score. This gives the adjusted Quality score. The 65% weighting for Quality is then applied to each adjusted Quality score to give the Weighted Quality Scores. Tenderers may be invited to attend an interview should the evaluation team require clarifications from the Tender submitted.

2.2.2 The breakdown of Quality is shown in the table below.

<b>Criteria</b>	<b>Overall Weighting</b>	<b>Sub-Weighting</b>
1. What resources does the Tenderer propose to put in place to deliver the service?	65%	10%
2. Set out the way in which you will provide a sustainable, low carbon logistics service which minimises any negative impact on the city's traffic congestion problems		30%
3. Please provide details of how the solution will provide the flexibility required to match the Council's future needs.		15%
4. Set out the way in which you will provide a secure service, adhering to the Council's Information Security Policy.		10%

2.2.3 Tenderers' responses shall be marked in accordance with the following scales for each of the evaluation criteria as relevant:

<b><u>Score</u></b>	<b><u>Performance</u></b>	<b><u>Judgement</u></b>
10	Meets the standards exactly as specified	Very good
7	Meets the standard well, but not exactly	Good
5	Meets standard in most aspects, fails in some	Adequate
3	Fails standard in most aspects, meets it in some	Doubtful
1	Significantly fails to meet the standard	Poor
0	Completely fails to meet the standard	Not worth considering

2.2.4 Where a response to any question is given a score of nil, (0), the Tender may be discounted in its entirety and not be considered further in the evaluation.

2.2.5 Information relating to Quality shall be provided by the Tenderer as part of the tender submission. Tenders submitted without all the information required for the Evaluation Criteria will be considered incomplete and may therefore be rejected.

2.2.6 Tenderers shall be aware that if they are awarded the Contract they will be required to comply with the Tendered submission.

### 2.3 Price Assessment

Price assessment accounts for **35%** of the tender evaluation. After rejecting bids which in the opinion of the Council are unrealistically high or low (in terms of Price), the lowest price will be given 100%. Other tender prices will be given a percentage equal to the lowest price divided by the bid price. This gives the adjusted Price score. The 35% weighting for Price is then applied to each adjusted Price score to give the Weighted Price Scores.

### 2.4 Overall Assessment

The Weighted Quality Score and the Weighted Price Score for each tender will be added together to produce a total score. The scores for each tender will be compared and (subject to a final risk assessment) the Tenderer with the highest score offering the most economically advantageous bid will be recommended for acceptance.



## Part 3

# Hereford City Courier Distribution Service

## **1.1 Context**

Herefordshire Council has reviewed its requirements for postal distribution services. The review was driven by both the council's need to make savings and the need to ensure future flexibility in service provision to match the changing needs of the council.

The council's need for courier services has reduced substantially over recent years and this trend is likely to continue. The services have, therefore, been consolidated into:

- **City delivery service** offering regular (but reduced) deliveries between council and other public and third sector buildings within 2Km of Hereford city and an
- **On-demand service** for requirements over and above the regular courier service.

It is anticipated that the city delivery service will provide the majority of the activity in the arrangements.

It is intended that these services will be available to public sector and third sector organisations in the county of Herefordshire. These arrangements will comply with the collaborative procurement: contract sharing clause (direct contract with supplier).

Any arrangements referred to in this document are **non-exclusivity arrangements** with no guarantees in respect of volumes.

## **1.2 Introduction and general requirements**

The specification included in this document is included as an indication of the initial service levels and volumes that will be required. Potential providers should bear in mind the possibility that both volumes and drop off points may change over time. Any proposed solution will need flexibility to cope with changing council office locations, increases and decreases in location numbers and daily variations as per site specific requirements.

The council aims to put in place a **sustainable, low carbon logistics service** which minimises any negative impact on the city's traffic congestion problems.

Identification must be on view when accessing Council buildings and a professional manner adopted in all interactions to maintain and insure good public relations with all customers.

The service will conform to the Council's **Information Security Policy** which can be found at:

[https://www.herefordshire.gov.uk/media/6482331/corporateinformationsecuritypolicyv1\\_6.pdf](https://www.herefordshire.gov.uk/media/6482331/corporateinformationsecuritypolicyv1_6.pdf)

## 1.3 City delivery service

### 1.3.1 General description

The proposed contract will include the council's **city-wide postal distribution service** (within a 2 Km radius of Hereford).

The service needs to operate **each work day** between the locations specified by Herefordshire Council and in liaison with the Library Delivery Service.

The Provider will need to be able to sort mail and deliver and collect mail that may be **confidential** in the Orange pouches provided by the council. During the route and overnight (if appropriate) the mail must be stored securely by the provider.

The service must be able to move **larger items**, such as boxes, either A4 Box file size boxes or larger document boxes 30cm by 50cm in size, as and when required.

### 1.3.2 Current routes and volumes

The current service includes the following regular distribution points (drops). The times are included as an indication of the current drop off times rather than as a requirement for the new service. Requirements for the delivery of planning documents and other items are expected to be delivered by this service.

Drops	Courier Code	Place	Address	Time (approx)
1	H13	Shirehall	St Peter's Square, HR1 2HX	8.00-9.00
2	H14	Town Hall	St Peter's Square, HR1 2HY	8.00-9.00
3	H15	Record Office	Harold Street, HR1 2PJ	8.00-9.00
4	H34	Churchill Gardens	Churchill Rd	9.00-10.00
5	H24	Modern Records	Burcott Rd, HR4 9LW	9.00-10.00
6	H32	No1 Ledbury Road	Ledbury Rd	9.00-10.00
7	H12	Bath Street Offices	Bath Street, HR1 2HQ	10.00-11.00
8	H11	Brockington	35 Hafod Rd, HR1 1SH	10.00-11.00
9	H33	Stonebow	County Hospital	10.00-11.00
10	H31	Blueschool House	Blueschool St, HR1 2ZB	11.00-12.00
11	H30	Franklin House/Homepoint	4 Commercial Square, HR1 2BB	11.00-12.00
12	H16	Libraries	Nelson Building, Whitecross Rd, HR4 0DG	11.00-12.00
13	H26/H4	Policy & Others/Personnel	Plough Lane, HR4 0XG	12.00-13.00
	H36	Waste & Environmental Support		
	H37	Transportation		
	H23	Payroll		
	H41	Payments (Drop off & Collection)		
14	H38	Home Improvements Agency	84 Whitecross Rd, HR4 0DH	13.00-14.00
15	H5	Moor House/Widemarsh Childrens Centre	Widemarsh Common, HR4 9NA	13.00-14.00
16	H7	Welfare Rights Team	St Nicholas House, HR4 6DD	13.00-14.00
17	H1	Balfour Beatty	3 Thorn Business Park, Rotherwas, HR2 6JT	14.00-15.00
18	H28	I.T (Drop off & Collection)	Thorn Office Centre, Rotherwas, HR1 9FB	14.00-15.00
	H20	NHS (Drop off & Collection)		

On an average day the city courier service carries between 100-200 pouches in total. The service will also be required to carry boxes from and to any location. On average the service currently carries approximately 6 or 7 boxes per week; most commonly from Plough Lane to Modern Records Office.

## 1.4 On-Demand Service

The service must have the capacity to do **multiple drops and same day deliveries** between offices as part of the **on-demand service**.

The on-demand service will cover items that cannot be accommodated on the routine city delivery service. It will be available for deliveries within 2km of Hereford City 8:30am – 5:30pm. The service will cover the following load types and service add-ons:

Size of load:

- Small (up to an A4 Box or equivalent)
- Medium (up to 3 x A4 boxes or equivalent)
- Large (up to 6 x A4 boxes or equivalent)

Extra charges:

- Urgent delivery (Within 2 hours) / Timed delivery

Specialist Services

- Contract work - £/hour charge
- Multi-drop and local delivery - charge per drop
- Signed on receipt service if required
- Email confirmation of delivery if required

## **Part 4**

### **Tenderers Response**

#### **General**

1. Tenderers shall respond to and provide relevant information with regard to all matters set out below. The responses and information SHALL be submitted as part of the Tender. Failure to provide such information may result in the Tender being rejected.

#### **Material Misrepresentation**

3. The Council shall rely on the information provided by the Tenderer. A material misrepresentation contained therein shall constitute a material breach of contract.

#### **Tenderer's Written Proposals**

4. The Tenderer shall provide full and comprehensive statements in response to the questions set out in questions 1 to 4 inclusive of the quality response. Tenderers shall insert their response under the question asked. Tenderers shall not include any appendices unless specifically asked to do so.
5. The following questions shall be addressed in relation to the key features of the Courier Services Contract as identified in 'Courier Services'. The Council will take these proposals into account in assessing the Tenderer's competence to undertake the Courier Services Contract.
6. The Tenderer's Proposals will be assessed in accordance with (Tender Evaluation) Part 2 of this Tender Document.

### Basic Details (For information purposes only)

1	Name of the organisation in whose name the tender would be submitted:	Hereford Pedicabs Ltd.	
2	Contact name for enquiries about this submission:	Will Vaughan	
3	Contact position (Job Title)	Director	
4	Address: Post Code:	Bankside, Portway, Burghill, Hereford HR4 8NG	
5	Tel number:	07718320195	
6	Fax number:		
7	E-mail address:	will@herefordpedicabs.com	
8	Company Registration number (if this applies)	6031773	
9	Charities or Housing Association or other Registration number (if this applies). Please specify registering body:		
10	Date of Registration:	18 <sup>th</sup> December 2006	
11	VAT registration number:		
12	Is your organisation: (Please tick <b>one</b> )	i) a public limited company	
		ii) a limited company	✓
		iii) a Contracting Authority	
		iv) a sole trader	
13	Name of (ultimate) parent company (if this applies)	Hereford Pedicabs Ltd.	
14	Companies House Registration number (if this applies):	6031773	
15	What is the name and branch of your bankers (who could provide a reference)?	Santander, 8-9 Broad Street, Hereford, HR4 9AF	

### Insurance

Please provide details of your current insurance cover. We reserve the right to seek evidence or ask that sufficient levels of insurance be in place before award of contract. All price quotations should be based on full insurance levels being in place.		Value
1	Employer's Liability (£5m):	£10m
2	Public Liability (£10m):	£10m
3	Other (please provide details): Goods in transit	£25,000 per item

### Equal Opportunities

1	Does your organisation have a written equal opportunities policy, to avoid discrimination?	Yes
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### Health and Safety

1	Does your organisation have a health and safety at work system which includes a policy, nominated manager and management system?	Yes
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### Professional and Business Standing

Does any of the following apply to your organisation, or to (any of) the director(s) / partners / proprietor (s)?		
1	Is in a state of bankruptcy, insolvency, compulsory winding up, receivership or subject to relevant proceedings:	No
2	Has been convicted of a criminal offence related to business or professional conduct.	No
3	Has committed an act of grave misconduct in the course of business	No
4	Has not fulfilled obligations related to payment of social security contributions	No
5	Has not fulfilled obligations related to payment of taxes	No
6	Is guilty of serious misrepresentation in supplying information	No
7	Is not in possession of relevant licences or membership of an appropriate organisation where required by law	No
8	If the answer to any of these is “Yes” please give brief details, including what has been done to put things right.	

### Financial Information

Questions within this section relate to financial information about your Organisation and are mandatory for completion: failure to provide information may invalidate your ITT.

Responses to these will be evaluated to ensure that your Organisation is in a sound financial state to participate in this procurement and to ensure the effective delivery of the service, as defined in Regulation 24 PCR 2006. Responses will be assessed on a Pass / Fail basis, in that any unacceptable circumstances may disqualify the Candidate from further consideration.

**Please note that Candidates are required to complete the ‘Qualification Questions’ sheet and the ‘Candidate inc. Lead Member’ sheet in the *Financial Standing Workbook*.**

Have you completed the **Financial Standing Workbook:**

Yes:	No:
X	

Please state whether any attachments have been enclosed and if so, the attachment/s file name/s:

Yes:	No:
X	

Attachment/s File Name/s:

**Insert name of file / Document**

- 1: Formoftender.pdf
- 2: Declaration.pdf
- 3: Statutory accounts 13/03/2013.pdf
- 4: Statutory accounts 13/03/2014.pdf
- 5: Financial standing assessment form.xls

### **Qualitative Response**

For each of the qualitative response questions please complete a response proposing how you would carry out the work to deliver the Services.

<b>1</b>	<p>In responding to this question, Tenderers shall ensure that their answer is category specific. <b>A generic response for each Category is not an appropriate response.</b></p> <p>What resources does the Tenderer propose to put in place to deliver the service – staff, distribution equipment, security equipment, etc.?</p> <p>As an established courier provider working with Herefordshire Council (HC), with a record of 100,000+ delivered items for HC locally, Hereford Pedicabs (HP) would replace the current inner city courier van with two freight cycles dedicated to service requirements creating a daily city courier loop also accommodating Planning Services volume and providing an additional ad-hock service.</p> <p><b>Specific resources:</b></p> <p>Secure depot – city based on secure compound, under 24 hour surveillance and security patrol. Used for sorting mail and keeping mail overnight.</p> <p>Booking service - email ad-hock request service and telephone line.</p> <p>Operational hours - 08:30-17:30 each working day of council.</p> <p>Freight bikes:</p> <p>1x dedicated Cargo Bike with secure lockable box (satellite and ad hock bike).</p>
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	<p>1x dedicated Cargo Trike with secure lockable box (inner city bike).</p> <p>1x spare of each freight bike.</p> <p>Staff - multiple trained staff supplied with uniform, identification and trained to SOP's ensuring daily cover of requirements.</p> <p>Non disclosure agreement - HP to sign with HC.</p> <p>Goods in transit insurance available if required – up to £25,000 per item.</p> <p><b>Specific operations of daily city courier loop:</b></p> <p>Start of day (08:30): collection made from libraries services of items from county loop due for delivery to city loop. Items taken to secure depot and sorted for daily delivery.</p> <p>Satellite loop: freight cycle departs on satellite loop servicing extremities of city delivery service.</p> <p>Satellite loop returns: items for city sorted on to main inner city run, items for county sorted out of run.</p> <p>Main inner city run departs: freight trike departs – existing Pedicargo Planning Services morning loop accommodated (MRU&gt;Blueschool&gt;Franklin).</p> <p>Main run returns: items for county loop sorted and dispatched to libraries services.</p> <p>End of day: Any problems arising reviewed and notified to HC.</p> <p>Mail sent to post after midday is delivered by midday the following working day. Service able to accommodate the expected volumes of 100-200 pouches per day (supplied by HC), 6-7 boxes per week and existing Pedicargo Planning Services daily requirements.</p> <p><b>Ad hock service:</b></p> <p>For items requiring dispatch within 2km of the city centre which can not be fulfilled by daily city courier loop. Service running between 08:30 - 17:30 collecting and delivering small, medium and large loads dictated by the ad hock rate card. This service will accommodate the current requests for deliveries Pedicargo performs for HC and any additional PM requirement Planning Services requires.</p> <p>Requests booked via email, phone call or face to face. Remaining quota issued monthly.</p>
2	<p>Set out the way in which you will provide a sustainable, low carbon logistics service which minimises any negative impact on the city's traffic congestion problems. Please detail how this supports Herefordshire Councils Environmental Policy/Carbon Reduction targets</p>
	<p>As an organisation we will provide a sustainable, low carbon logistics service which minimises</p>



	<p>negative impact on the city's traffic congestion problems by:</p> <ul style="list-style-type: none"> <li>• Replacing the existing city courier loop vehicles with pedal powered freight cycles.</li> <li>• Using our 7 years of operational experience with HC (100,000+ items delivered) to implement a best practice model of sustainable inner city freight delivery.</li> <li>• Reducing carbon emissions to zero for the inner city courier loop - a saving of <b>1.8 tonnes of CO2 per year</b>. (8500km @ 225g/km equiv)</li> <li>• Utilising the cycle infrastructure provided by HC to mitigate the effect of poor traffic on delivery disruption and to reduce the amount of vehicles on the road.</li> <li>• Reducing fuel use for inner city courier work to zero and also mitigating fuel linked cost changes in tender.</li> <li>• Provide a showcase to other organisations that demonstrates HC leading by example to procure innovative, tested solutions that are both environmentally and financially sustainable.</li> </ul> <p>This supports Herefordshire Council's Environmental Policy/Carbon Reduction targets by meeting a number of key points in the HC 2010-2015 carbon management plan.</p> <p>Primarily it aids HC's plan for a 30% CO2 emission reduction by march 2015 against the 2008/9 baseline, carbon emissions from transport represent 22% of the baseline figure. By replacing the inner city loop with zero emission vehicles and tracking carbon savings our solution represents an excellent fit with current and future plans.</p> <p>In addition we also help to support several other key points in the plan:</p> <ul style="list-style-type: none"> <li>• <i>'Achieve cost savings through asset rationalisation, good procurement and commissioning and promotion of sustainable travel options'</i> – We represent an opportunity for HC to procure a showcase service demonstrating current and further commitment to the carbon management plan.</li> <li>• <i>'Increase resilience to rising energy prices and energy security risks by implementing energy efficiency measures'</i> – By procuring a carbon neutral, zero fuel service, HC secure a fixed reduction in fuel use and cost, future proofing associated fuel price rises.</li> <li>• <i>'Show community leadership by actively reducing its carbon footprint, and encourage its partner and contractors to embed a "Low Carbon" approach in their operations'</i> - We offer HC the opportunity to lead by example by procuring a high visibility zero carbon solution for its city courier requirements enabling them to demonstrate their ongoing commitment to low carbon operations, whilst reducing cost, increasing efficiency and saving carbon in line with their objectives.</li> </ul>
3	<p>Please provide details of how the solution will provide the flexibility required to match the Council's future needs. This may include the consolidation of operational premises, reduction in volumes etc.</p>
	<p>As a courier provider to HC for over 7 years we understand the flexibility required to adapt to ongoing changes as the organisation develops and alters its priorities to deliver best value.</p> <p>In tendering for this contract we have consolidated one current annual contract we have with Planning Services which exceeds £12,000 per annum, we have made this possible by restructuring the way the courier loop operates and adding flexibility to the service to accommodate archive boxes and the requirements we have directly from departments.</p> <p>We believe there will be an overall annual saving to the council of over £10,000 per annum if we</p>

	<p>are successful with our ITT.</p> <p>Physically the way we plan to operate the courier loop gives us flexibility to adapt to changing locations very easily. Even since the issuing of the ITT there has been a change in location on the route. By running a satellite loop with a smaller vehicle we can easily adapt to changing needs and geography of offices and our large inner city freight trike has additional capacity to enable the most efficient programming and changes of route.</p> <p>We understand that over time there may be a net reduction in courier requirement, our suggestion would be to review the scheme at 12 month intervals and if necessary to implement a replacement programme with a sliding scale of cost per office/item/route per day/week/month to ensure flexibility to the approach and to offer scalability.</p> <p>There is potential that at some stage in the future the entire service may become an ad-hock requirement. If this were the case it would be viable to establish a booking portal for HC offices to help collate and best manage ad-hock requirements and to match bookings to the best price possible for the requested service (per hour or per item).</p> <p>However, whilst there may be a reduction in demand from HC there is considerable opportunity for HC and HP to work together to generate revenue by piggy backing other 3<sup>rd</sup> sector and public body work into the loop with a profit share. By amalgamating this volume, both organisations can stand to benefit. HC particularly could retain a daily low cost service this way.</p>
4	<p>Set out the way in which you will provide a secure service, adhering to the Council's Information Security Policy. The key points to be addressed within this answer are:</p> <ul style="list-style-type: none"> <li>• Goods in transit insurance cover</li> <li>• Protection of information in transit</li> <li>• Protection of information in storage/at rest</li> <li>• Process for incident management/notifying us if incident affects us</li> </ul> <p>Our pedicargo delivery service was created in 2007 to fit the requirements of the HC Modern Records Department and its needs to transport daily highly sensitive information. By developing our service in conjunction with HC we naturally formed a provision which identified with the requirements of the organisations information security policy. Since its inception over 100,000 items have been transported with a zero incident record.</p> <p>Specifics.</p> <p>Goods in transit insurance cover – if required we are able to cover the daily city courier loop under our GiT policy. This is a policy with Royal Sun Alliance which covers all items up to a value of £25,000.</p> <p>Protection of information in transit - whilst in transit all volume being carried is secured in lockable boxes which are bolted to our freight bikes. Our vehicles have rated locks which make the vehicles immovable. The nature of freight bikes enable us to gain great access to buildings, in many cases we can enter buildings with the bikes or leave them within line of sight of the rider. Our strict operational policies ensure that any unattended vehicles have locked load spaces and are made immovable. These key policies are in place for other organisations we operate for. We carry high value items (DHL) and sensitive material (pathology samples). Our internal policies stipulate information will be protected against unauthorised access and confidentiality of information will be maintained. We operate a non disclosure agreement with HC and information security training is mandatory for all of our staff.</p> <p>Protection of information in storage/at rest - where possible we do not keep information in storage and there is a possibility that by efficient working with Libraries Services we will be able to store all HC material with them overnight, ready for a changeover of county and city materials each morning. Where information must be stored overnight we have a secure depot on a secure</p>

	<p>compound, under 24 hour cctv surveillance and security patrol. All keys and access to the depot are strictly controlled.</p> <p>Process for incident management and report – HP has a policy and procedure for incident management, which involves; incident detection, support, resolution, investigation, diagnosis, resolution and recovery steps. Potentially more important are ‘near miss’ accounts which we discuss in daily briefings to help us pre-empt potential incidents. All incidents on contract are reported A.S.A.P to the contract liaison where further action is discussed as appropriate.</p>
5	<p><b>Please obtain and attach two references from your customers for which your organisation has carried out similar services to within the last three years. References should include:</b></p> <ul style="list-style-type: none"> <li>• An outline of the services delivered,</li> <li>• Length of Contract and Value</li> <li>• Results achieved</li> <li>• Contract issues or concerns, and how these were rectified</li> <li>• Customer satisfaction</li> </ul> <p>The Council reserves the right to contact these organisations to check authenticity of the references provided. Please include:</p> <ul style="list-style-type: none"> <li>• Name of Organisation</li> <li>• Contact Name and Designation</li> <li>• Land line Telephone Number</li> <li>• Mobile Number</li> <li>• Email Address</li> </ul>
	<p>Name of Organisation –Modern Records Department - Herefordshire Council.</p> <p>Contact Name – Anthony Sawyer</p> <p>Telephone Number - 01432 260112</p> <p>Email Address - ASawyer@herefordshire.gov.uk</p> <p><i>‘Pedicargo has been providing a courier service to Herefordshire Council for the past 7 years transferring planning application files and associated materials between the Council’s central paper storage facility, the Planning office, and the Hereford Customer Services Centre. This has enabled members of the public and planning officers to view planning applications hours after their request to view, whereas prior to the introduction of the service there was a day or two day wait for files.</i></p> <p><i>95,000 items have been delivered and over 10,000 miles have been travelled by Pedicargo in the time that they have operated the courier service. This has enabled more than 3 tonnes of Co2 to be saved and thus provides a sustainable service which reduces traffic and identifies with Herefordshire Councils targets. The contract value is £25 per route (2 per day or £12,750 per annum) between the paper records store, Planning office and Customer Services Centre.</i></p> <p><i>The service has consistently been friendly, flexible and reliable, operating in all weathers. Security of the files whilst in transit has been excellent and the fact that the cycles can be taken into offices to make deliveries has improved security from files being left outside a building whilst a delivery is being made. The service has also brought positive publicity for the Council.</i></p> <p><i>There have been no issues with the service over the whole of the time it has operated. Any requirements, including for route planning and for information security, have been met with the Pedicargo operators always keen to engage and look for opportunities to improve. I have been very satisfied with every aspect of the service.’</i></p>

Name of Organisation –Transport Strategy Team - Herefordshire Council.

Contact Name – Tina Kilner

Telephone Number - 01432 383652

Email Address - TKilner@herefordshire.gov.uk

*'Pedicargo have been providing a delivery service for our team for over 5 years! The value of the work can be up to £1500 per annum.*

*Pedicargo deliver high-value folding bikes from offices across Hereford to local bike shops, and arrange to return them after servicing, on our instructions. We changed to using this service as it is more responsive and time/more cost effective than using Council staff.*

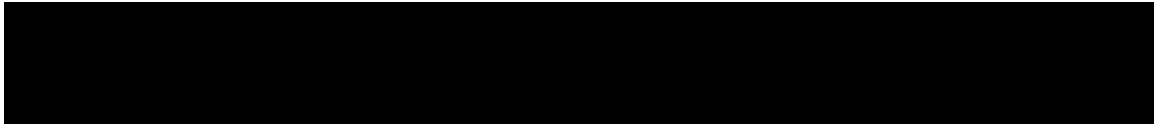
*Pedicargo also regularly deliver event materials from our offices to other Hereford businesses and back, which are collected and delivered in a tight timescale.*

*The work has been reliably carried out on time and at the quoted prices. It has also supported the commitment of the Council to work sustainably, reducing the CO2 emissions from our activities and congestion within Hereford. Pedicargo provide more than a delivery service for us, as they also communicate with the businesses on our behalf.*

*When issues with deliveries arise (e.g. if the business won't accept the delivery at the designated location) Pedicargo have been reliable at quickly communicating with us and making appropriate decisions if necessary.*

*We are very satisfied with the high quality and reliability of the service that we receive.'*

Other references available on request from:



## **FINANCIAL RESPONSE**

1. Bidders shall provide an quote for the annual operation of the city-wide courier service (1).
2. Bidders shall submit a set of rates for the on-demand services listed below and a total cost for the estimated volumes (2).
3. The sum of (1) and (2) will be used as the financial response.

<b>City-Wide Courier Service</b>			<b>Total Annual cost</b>
			£
Annual Service Charge			£25,500

	Item cost	Estimated volume pa	Total estimated cost
	£		£
<b>Size of load:</b>			
Small (up to an A4 Box or equivalent)	£4	100	£400
Medium (up to 3 x A4 boxes or equivalent)	£6	100	£600
Large (up to 6 x A4 boxes or equivalent)	£8	50	£400
<b>Extra charges:</b>			
Urgent delivery (Within 2 hours) / Timed delivery	£2	50	£100
<b>On-request Services:</b>			
Signed on receipt service if required	£0	n/a	£0
Email confirmation of delivery	£0	n/a	£0
			<b>Total cost for evaluation</b>
			£27,000

## **Part 5**

### **Terms and Conditions**


(See Appendix A)

**PART 6**

**Declaration**

**(To be signed and returned with the Tender submission).**

I accept the terms and conditions as contained in the Council's Contract in respect of the **Services** and are duly authorised to sign tenders and give such certificates for and on behalf of:

<b>Name of Organisation</b>	Hereford Pedicabs Ltd.
<b>Telephone No.</b>	07718320195
<b>Postal Address</b>	Bankside, Portway, Burghill, Hereford, HR4 8NG
<b>Name</b>	Will Vaughan
<b>Role within the Organisation</b>	Director
<b>Signature</b>	

<b>Date</b>	26 <sup>th</sup> June 2014
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<b>Name</b>	
<b>Role within the Organisation</b>	
<b>Signature</b>	

<b>Date</b>	
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## PART 7

### Form of Tender

(Incorporating Collusive Tendering Certificate)

**To: Herefordshire Council, PO Box 4, Plough Lane, Hereford, HR4 0LE**

In this certificate, the word "person" includes any persons and any body or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

We agree to conform to the Instructions for Submitting a Tender as outlined in the Invitation to Tender documentation. Having examined the Tender Documents for the performance of the above service, we offer to carry out the said Service in conformity therewith for the sum of: (please provide the figures in words).

Unless and until a formal agreement is prepared and executed, the Tender together with your written acceptance thereof, shall constitute a binding Contract between us.

We understand you are not bound to accept the lowest Tender or any Tender you may receive and you will not pay any expenses incurred by us in connection with the preparation and submission of this Tender.

We certify that this is a bona fide Tender, and that we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and undertake that we will not do, at any time before the hour and date specified for the return of this Tender, any of the following acts:

- Communicate to a person other than the Contact Officer, the amount or approximate amount of the proposed Tender, except where disclosure in confidence, is necessary, to obtain insurance premium quotations for the preparation of the Tender.
- Enter into any agreement or arrangement with any other persons that they shall refrain from Tendering.
- Offer or agree to pay or give any sum of money or valuable consideration, directly or indirectly, to any person for doing or causing any act or thing of the sort described above, in relation to any other Tender or proposed Tender for the Service.

I / We agree with the above and am / are duly authorised to sign tenders and give certificates for and on behalf of:

**Name of Organisation**

Hereford Pedicabs Ltd

**Telephone No.**

07718320195

**Postal Address**

Bankside, Portway, Burghill, Hereford, HR4 8NG

**Name**

Will Vaughan

**Role within the Organisation**

Director

**Signature**

