TENDER RESPONSE – PART D – QUALITY EVALUATION FOR BIKE SHARE CONCESSION - CHRISTCHURCH

Strategic Procurement

DN 476800

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Evaluation Criteria Questions to be Scored

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of “0” in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.

Page Limits Per Question

Responses should not exceed the page limits indicated within each question.

The page limit is based on a single side of the size of the paper indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being a response to each question. Once the response has been completed, it should be saved in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Question Weightings

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

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Criteria Number	Evaluation Criteria
E1	**Bidder's relevant experience and contract examples** Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. Examples should not included previous contracts completed for the procuring Authority. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.

	Contract 1	Contract 2	Contract 3
Name of customer organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Point of contact in the organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Position in the organisation	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
E-mail address	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Description of contract	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Contract Start date	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Contract completion date	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>
Estimated contract value	<<RESPONSE>>	<<RESPONSE>>	<<RESPONSE>>

Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E1 - *Bidder Name*' and upload as part of your tender submission.

Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.

E2	**Bidder's approach to safety** The safety of residents and visitors is of primary concern. Describe how you will ensure the ongoing safety of both users and non-users of the scheme including but not limited to

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	maintenance reporting, levels of servicing, additional measures such as provision of road safety information and community engagement.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E2 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E3	**Bidder's approach to the Council's requirements regarding nuisance** The Council requires that: When a bicycle is considered to be causing a Danger or Obstruction, the bicycle is removed within two hours. Tenderers note that if a bicycle is causing an immediate Danger, the relevant Highway Authority may remove them without prior notice and the Operator will be liable for all associated costs. When a bicycle is reported to be causing a Nuisance, a maximum response time of 24 hours will be observed. The operator will provide 24/7 communication channels. This must include a telephone number clearly advertised on the operator website, mobile app and on the bicycles themselves. Customer enquiries made during core business hours (0800-1800) will go direct to the Operator. An after-hours phone menu will be available for queries outside of business hours, where not direct with the Operator. Describe how you will meet these requirements.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E3 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E4	**Bidder's approach to bike parking including geo fenced "preferred parking" areas, and balancing demand** The operator should identify preferred parking places for bikes. These will be geo- fenced parking areas and also marked physically through either lining or signage marked by either lining or signage. Bikes should also be actively rebalanced so that supply meets demand. Please provide details of your preferred solution for Christchurch, with a clear indication of the number of bays and type of marking proposed. Any penalties or incentives to users should also be listed.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E4 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E5	**Bidder's Project Plan and Organogram** Provide the following: • Project Plan with Gantt Chart showing key milestones including numbers of bicycles to be introduced. • Organogram of the Operator company structure.

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	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E6	**Bidder's approach to meeting the requirements of the specification** Please provide detailed information regarding the type and number of bikes that you propose to purchase to operate the scheme. Your response should include sufficient detail to ensure that all essential requirements of the service specification will be met. Please also outline any of the desirable requirements that your proposal will also meet and any future technologies that may be considered applicable within the next five years.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E6 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E7	**Bidder's approach to accessibility** Please explain how the Bike Share scheme will be made inclusive and accessible to all residents irrespective of age, income or disability.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E7 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E8	**Bidder's approach to achieving modal shift** A key outcome of the scheme will be to reduce congestion by minimising single occupancy car use at peak times. Please explain how you will actively engage and market the Bike Share scheme to commuters within Christchurch to maximise usage and encourage modal shift. Integration with other sustainable transport modes will also be essential to offer an attractive alternative to the private car. Please explain how this will be achieved.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E8 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
E9	**Bidder's Business Plan** Please complete Tender Response- Part K -Business Plan to demonstrate your financial viability and sustainability at a headline level. This will present Annual Costs and Turnover.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'E9 *'Tender Response – Part K - Business Plan and Funding"* and upload as part of your tender submission.
E10	**Bidder's approach to allocation of BCP funding for equipment**

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	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'E10 *'Tender Response – Part K – Business Plan and Funding"* and upload as part of your tender submission.

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