SOFT MARKET TESTING QUESTIONNAIRE

**Uniforms for Franchised Services – Managed Service**

Return Date: Friday 17th June 2022 Noon

**THIS IS NOT A CALL FOR COMPETITION**

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# How to respond to this Questionnaire

This Soft Market Testing (SMT) comprises of two Stages.

**Stage 1 -** Interested organisations are required to complete the ‘Soft Market Testing Questionnaire’ in section 3 which is divided in two parts, the first requires company information and the second includes questions designed to obtain information of key interest to TfGM to understand the capabilities of the marketplace.

**Stage 2** - Organisations ***may*** be invited to a meeting to explore further their approach, proposal and solution to deliver the project.

Organisations are invited to respond to all questions, as completely and openly as possible.

All information provided by an organisation will be treated as confidential as set out within the document in particular section 2.

There is no page or word limit on the information provided by organisations.

If organisations have any questions about this SMT, such questions should be submitted to TfGM using the messaging facility within the opportunity advertised on The Chest. The question and response may be circulated to all organisations, with anonymity of the organisation preserved. Organisations must not raise questions through any other channels, including emails direct to TfGM. No questions will be responded to, other than those raised through The Chest as described above.

Please return your responses, in MS Word format (format unchanged) via TfGM’s e-procurement portal (The Chest) <https://www.the-chest.org.uk/> using the messaging option by **no later than 12 noon on Friday 17th June 2022.**

**Participation in this pre-market consultation exercise will not include or preclude any organisation from participating in any future procurement exercise. Any responses provided will not prejudice your involvement in any future procurement exercise. Information provided in the response will not be used in any evaluation of any subsequent response to a potential future procurement exercise.**

1. Introduction
   1. Background

Transport for Greater Manchester (TfGM) is the transport delivery arm for the Greater Manchester Combined Authority (GMCA). TfGM oversees transport and travel across Greater Manchester, home of the UK’s largest regional economy outside London and a diverse population of over 2.8 million people.

Over 2.1 billion journeys are generated every year on the Greater Manchester (GM) transport network. This success has its challenges as congestion on GM roads costs businesses £1.3 billion a year. TfGM wants 50% of all trips in Greater Manchester to be made by walking, cycling and public transport by 2040, which will enable us to deliver a healthier, greener and more productive city-region without increasing overall traffic levels.

* 1. Current Situation

Greater Manchester is on a Journey.

A journey to deliver a London-style transport system which includes our buses and trams by 2025 and our commuter trains by 2030.

A journey to a network which is simple and easy to use, which supports seamless end to end journeys by foot, bike and public transport with London-level fares, a daily cap and single ticket, no matter how many times or how the journey is made.

A journey to a system which is accessible to all, owned by, run for and accountable to Greater Manchester, with audio visual announcements on all services, real-time information, level access at stops, stations and interchanges, all under a single identifiable and respected brand.

A journey which connects our people, our neighbourhoods, our towns and cities and which helps people to travel sustainably to home, to school, to work and the many leisure and cultural destinations GM has to offer.

A journey to improve our health, our air quality and to help us achieve our commitment for GM to be net zero by 2038, one which offers an attractive alternative to the car with an ambition for a fully electric system by the end of the decade.

Buses are absolutely central to our Bee Network vision and the decision to franchise them marks the biggest change to public transport in GM in over 30 years - unlocking our ability to connect communities with essential services, jobs, homes and opportunities. We have already seen how buses can unlock communities through the success of the Our Pass scheme. This game changing initiative has opened up GM for our young people – with more than 14.5 million journeys on buses since it launched and around 45,000 current members.

**This is not a call for competition**.

* 1. Purpose of this SMT

The purpose of this market engagement exercise covering procuring a Managed Service for Franchised Service Uniforms is to enable TfGM to gain a better understanding of the capabilities of the market and available technology that could support a reformed bus market in Greater Manchester. This knowledge will assist TfGM in planning any future specifications.

TfGM is requesting information as part of a soft market testing exercise. This is to seek the market’s views on Uniforms for Franchised Services – Managed Service. TfGM wishes to understand your views on the capacity of the market to supply these products and/or these services and the level of interest in this proposed procurement activity.

TfGM is seeking responses to the questions below from any interested parties. It would be helpful if you would answer as many of the questions as possible as this will assist us with the development of proposals for the way forward. The responses will be used by TfGM as part of an information gathering exercise to help further frame the project and service output specification ready for procurement. No information provided in the response to the SMT will be used in any evaluation of any subsequent response to a procurement exercise.

* 1. Services Required

There will be a Bee Network branded uniform that successful bus franchise operators are required to provide their drivers. TfGM is looking to put a framework in place to provide surety of cost and consistency across all franchised services. TFGM is looking to appoint a supplier to provide a fully managed service for the manufacture, stock holding, order control and direct supply of uniforms to multiple bus operators across the GM area.

It is envisaged that this soft market testing will inform approximate lead times and the financial implications of volume orders. To align with legal requirements, one item of the uniform will contain the operators’ logo alongside the Bee Network brand, which can be added to multiple items. The current proposed rollout approach is that a supplier will be in place to allow operators to meet this obligation from day one of the franchised services.

Uniform specification is still under development but for the purposes of this document it is envisaged that the uniform will consist of the minimum following items:

Dress Shirt - Standard colour with single colour logo embroidered in one position

Tie – Standard Design

Jumper - Standard colour with single colour logo embroidered in one position

Trousers/Skirt - Off the shelf colour e.g. Black/Navy/Grey unbranded

Hi Vis Coat - Standard high vis yellow with single colour logo printed front and back

Hi Vis Vest - Standard high vis yellow with single colour.

1. Confidentiality and Freedom of Information

Please be aware that we are subject to the disclosure requirements of the Freedom of Information Act (FOIA) and that potentially any information we hold is liable to disclosure under that Act. For this reason, we would strongly advise that any information you consider to be confidential is labelled as such.

TfGM is committed to open government and to meeting its legal responsibilities under the Freedom of Information Act 2000.  Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act.  TfGM may also decide to include certain information in the publication scheme which TfGM maintain under the Act.  Under the Freedom of Information Act 2000 ("FOIA"), members of the public or any interested party may make a request for information to the TfGM.

TfGM will consider the disclosure of any information, including prices, contained in the SMT document, subject to the exemptions the FOIA.

1. Soft Market Testing Questionnaire
   1. Organisation information

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| **GENERAL INFORMATION** | |
| **Full name, address and website** | |
| Trading name of the organisation |  |
| Address |  |
| Town/ City |  |
| Postcode |  |
| Country |  |
| Website URL |  |
| **Main contact for correspondence about this questionnaire** | |
| Name |  |
| Position |  |
| Telephone number |  |
| Mobile phone number |  |
| Email address |  |
| **Trading Status** | |
| Trading status of organisation:  ☐ a limited company  ☐ a public limited company  ☐ a limited liability partnership  ☐ other partnership  ☐ a sole trader  ☐ a third sector  ☐ other (please specify) | |
| Date of registration in country of origin |  |
| Company registration number (if applicable) |  |
| Charity registration number (if applicable) |  |

* 1. Questions for the market

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| **Question 1**  **What would the lead time be from contract award and delivery of final design to stock available ready to be distributed to operators?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 2**  **What would TfGM need to provide to you to progress, when would you need brand guidelines in the procurement process?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 3**  **What would the cost of managing the end-to-end process be?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 4**  **How would volume of orders effect pricing taking into account economies of scale?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 5**  **What’s the lead time on an operator placing and order and receiving it and what is the process and lead times for re-stocking?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 6**  **Do you work with clients in the uniform design process?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 7**  **Do you have the ability to ensure initial stock is in place without the need for an up-front payment?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 8**  **Can you provide detail on the individual cost, range and life cycles of garments, e.g., difference in cost between printed and embroidered logo’s and difference for bespoke colours vs off the shelf as well as difference in lead times and timescales for a bespoke option such as a clip-on tie or cravat?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 9**  **Can you give an example on how you report, what Management Information you provide and how SLA processes work with clients?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 10**  **Could you outline the process for operators raising orders? Do you offer a credit option where individuals make direct orders? What frequency could operators raise orders? Is there a minimum amount of orders that can be raised at one time?** |
| **Response (Including estimated costs where relevant)** |

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| **Question 11**  **Are you a member of any Public Sector Procurement Frameworks that may be relevant for this procurement exercise? If so, please detail. Examples include but not limited to CCS, YPO etc.** |
| **Response (Including estimated costs where relevant)** |

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| **Additional Information** |
| Please provide any further information below that you believe will be useful to TfGM in understanding the market landscape, risks, and opportunities, in relation to Uniforms for Franchised Services – Managed Service. |
| **Response** |

**Thank you for completing this questionnaire**

**UNDERTAKING BY THE PARTICIPANT**

I/We certify that the information supplied is accurate to be best of my/our knowledge and that I/we accept the conditions and undertakings requested in the questionnaire.

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| --- | --- |
| Name\* |  |
| Signed | Duly authorised on behalf of the Participant  **(Electronic signature required here)** |
| Position |  |
| Date |  |

\*Please note the term “Participant” refers to sole proprietor, partnership, incorporated company, and cooperative as appropriate. The undertaking should be signed by a partner or authorised representative in her/his own name and on behalf of the Participant.