Invitation to tender

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| **Date** | 31/07/2025 |

**S**UBMISSION NO LATER THAN: 14:00:00 ON Wednesday 03 SEPTEMBER 2025

**BUSINESS TRAVEL MANAGEMENT SERVICES FRAMEWORK AGREEMENT**

**FRAMEWORK REF: ORE/25/032**

Deadline dates and times are strict; late submissions will NOT be accepted.

Unsigned or incorrectly signed submissions will be regarded as a non-compliant application and therefore rejected.

Suppliers may also be rejected if they do not provide a complete response to this invitation to tender.

Document history

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| --- | --- | --- | --- | --- | --- |
| **Revision** | **Date** | **Prepared by** | **Checked by** | **Approved by** | **Revision History** |
| 1 | 07/07/25 | Sian Kerrison | Amanda Johnson |  |  |
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# Introduction & Background

## **Introduction**

You are hereby invited by the Offshore Renewable Energy Catapult (ORE Catapult) to quote for provision of the Service(s) as described in [Section 5](#_Scope_of_Work) below.

As a private sector organisation that receives funding from a public authority, it may be a requirement as part of a grant funding agreement, to comply with the Procurement Act 2023 for some of its requirements. Therefore, this Invitation to Tender (“ITT”) has been issued by ORE Catapult as part of an “Open” competitive procurement exercise in accordance with the "Open" procedure for tendering under the Procurement Act 2023 (as amended from time to time).

All personal information or personal data supplied in relation to this tender will be treated as confidential. It will also be subject to the General Data Protection Regulation [EU] 2016/679 (“GDPR”). ORE Catapult will request personal information or personal data for the purposes of this tender where we have a legitimate interest in doing so in order to assess whether the Tenderer meets the requirements.

## **What is a Framework Agreement?**

A framework agreement is an agreement or other arrangement between one or more buying authorities and one or more suppliers which establishes the terms (in particular the terms as to price and, where appropriate, quantity) under which the supplier will enter into one or more contracts with ORE Catapult in the period during which the framework agreement applies.

The value of the framework is the estimated value of all contracts envisaged to be awarded under the agreement during its duration.

Frameworks do not in themselves create any contractual obligations, whereas a call-off does. In placing a call-off contract with a supplier from a framework, ORE Catapult will be making a commitment to purchase the specified services from that supplier.

## **Type of Framework Agreement**

The Business Travel Management Services Framework Agreement will be a single-supplier Framework, therefore one (1) Travel Management Company (“TMC”) shall be appointed to provide Travel Services to ORE Catapult and any Trading Subsidiaries.

The term of the framework shall be for a period of two (2) years with the option to extend for up to a further twenty four (24) months, at the discretion of the Authority. Any such extensions shall be subject to satisfactory performance of the Travel Management Company, giving a total potential Framework Agreement Term of four (4) years.

## **Background**

### Catapults

The Catapults are elite technology and innovation centres established by the UK Government (through Innovate UK) in high growth industries and are designed to bridge the gap between Government, universities, research institutions and innovative businesses of all sizes. Their objective is to transform great research rapidly into commercial success to support the industry and to generate economic growth. Catapults represent a long-term strategic investment by Innovate UK in the UK’s innovation capability.

### Offshore Renewable Energy Catapult

ORE Catapult ([https://ore.catapult.org.uk](https://ore.catapult.org.uk/)) is the UK's leading technology innovation and research centre for offshore renewable energy. Headquartered in Glasgow, it has world-leading test and demonstration facilities in Blyth, Northumberland and Fife, Scotland. The senior management team is split between Glasgow and Blyth, with extensive technical expertise and knowledge at both locations.

ORE Catapult’s vision is to be the world’s leading offshore renewable energy technology centre by 2030.

ORE Catapult will play a key role in delivering the UK’s largest clean growth opportunity, through our mission to accelerate the creation and growth of UK companies in the offshore renewable energy sector. We will use our unique facilities and research and engineering capabilities to bring together industry and academia and drive innovation in renewable energy.

# ITT Process

## **Stages**

This invitation to tender (“ITT”) comprises of the following two (2) stages:

### Stage 1: General Due Diligence

Submissions will be evaluated based on the following “PASS/FAIL” Criteria:

|  |  |
| --- | --- |
| **Submission of the following documents** | **Evaluation** |
| Tenderer Response Document – Appendix 2 – if not submitted, this will be deemed an automatic fail | PASS/FAIL |
| Commercial Submission – Appendix 3, Offer Worksheet – if not submitted, this will be deemed an automatic fail | PASS/FAIL |
| **General Due Diligence** | |
| The following questionnaires will be evaluated based on the given response to each question.  Where information or documentation to be submitted by tenderers is or appears to be incomplete or erroneous, or where specific documents are missing, ORE Catapult reserve the right request the tenderer concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit, provided that such requests are made in full compliance with the principles of equal treatment and transparency. | |
| Selection Questionnaire via the on-line e-procurement portal | PASS/FAIL |

A “FAIL” on any of the Stage 1 General Due Diligence criteria will result in the tender response being rejected in its entirety.

ORE Catapult may decide not to proceed to Stage 2 Award if deemed not to be in their best interests.

### Stage 2: Award

All Tenderers successfully passing all Stage 1 criteria, will be evaluated and scored against the predefined and advertised Stage 2 Evaluation Criteria at Section 10 (Evaluation Criteria).

NB: Please ensure you include your responses to the Stage 2, Technical & Commercial evaluation criteria, with your submission. This will not be asked for at a later date. Failure to provide this information will result in your submission being deemed non-compliant and being eliminated from further evaluation.

### Stage 3: Demonstrations

ORE Catapult reserve the right to carry out a selection interview. It is anticipated that only the top 3 highest scoring companies will be invited to participate in interview.

## **Timetable**

This timetable is indicative only. ORE Catapult reserves the right to change it at its discretion.

|  |  |
| --- | --- |
| **Stage** | **Target Date/Time** |
| Deadline for submission of questions in relation to this ITT | 28 August 2025 @ 1200hrs |
| Deadline for submission of completed Tender Documentation[[1]](#footnote-2) | 03 September 2025 @ 1400hrs |
| Evaluation of submitted tenders | 03-15 September 2025 |
| Demonstrations | 15 – 19September 2025 |
| Issue of accept / decline letters | 22 September 2025 |
| Mandatory Standstill Period (if applicable) | 8 working days |
| Issue formal Contract award letter | 03 October 2025 |
| Implementation | 03 October to 31 October 2025 |
| Contract commencement | 03 November 2025 |

## **Guidance Notes for Completion**

### “ORE Catapult” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to select suitable suppliers to carry out the provision of the Service.

### “You”, “Your” or “Tenderer” means the body completing this ITT i.e. the legal entity seeking to carry out the provision of the Service. The “Tenderer” is intended to cover any economic operators defined by the Procurement Act 2023 and could be a registered company; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.

### This ITT has been designed to assess the suitability of Tenderers to deliver ORE Catapult's requirement(s).

### Tenderers are to respond to the ITT on the basis that ORE Catapult has no prior knowledge of your organisation or individuals employed by your organisation. Supplementary documentation may be attached to the ITT only where directed to do so. Such material must be clearly marked with the name of the Tenderer and the question to which it relates.

### It is the Tenderer’s responsibility to provide all the answers and information requested in a clear, concise and logical manner and at the appropriate points within the document. Cross referencing and reliance on enclosures (other than where specifically requested) should be avoided. In particular please DO NOT:

* include any promotional literature or cross-reference to any web-based material – this will not be considered as part of the selection process;
* provide any information other than that requested, as this will not be considered as part of the selection process;
* personalise or alter the ITT in any way (e.g. changing the original format, reducing the content by removing questions or altering the running order), as this may lead to your submission being disqualified;
* submit documents in a format other than Word, Excel or PDF;
* include any marketing material with your submission.

### ORE Catapult reserves the right to take into consideration additional information publicly available from external sources when undertaking the evaluation.

### It is the Tenderer’s responsibility to ensure ORE Catapult is not misled. The information provided in the ITT will be relied upon and taken to be true and accurate. If it is subsequently determined that any information supplied was inaccurate and was relied upon for evaluation purposes, ORE Catapult reserves the right to exclude the offer to supply (if still under evaluation) or if the Contract has been awarded and the information inaccurately supplied had a significant bearing on the award then ORE Catapult shall be at liberty to terminate the Contract without incurring any financial or legal liability. In addition, ORE Catapult shall reserve the right to pursue all costs in establishing the reprovision of the Contract. It remains the responsibility of the Tenderer to keep ORE Catapult informed of any matter that may affect continued qualification.

### Please ensure that all responses are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified.

### It is the responsibility of the Tenderer to ensure that your response is unambiguous and complete and to seek clarification, if necessary, of the requirements via the e-procurement portal.

### ORE Catapult may request additional information to be supplied in response to the evaluation questions in Section 10. If this is a requirement, Appendices should be clearly identified as such in your submission.

### Note that where ORE Catapult has stated a word or page maximum response and tenderers ignore the information and exceed the word / page count maximum; ORE Catapult reserve the right only to consider information provided within the first part of the response meeting the maximum requirement *e.g. maximum word count is 500 words and tenderers submit 600 words, ORE Catapult will only read first 500 words.*

### ORE Catapult will not be responsible for any expenses incurred in the preparation of any submission, in attendance at any meetings, visits or clarifications.

Verification of information provided

### Whilst reserving the right to request information at any time throughout the procurement process, ORE Catapult may enable the Tenderer to self-certify that there are no mandatory/discretionary grounds for excluding their organisation. When requesting evidence that the Tenderer can meet the specified requirements ORE Catapult may obtain such evidence after the final tender evaluation decision i.e. from the successful Tenderer(s) only.

Sub-Contracting arrangements

### Where the Potential Supplier proposes to use one or more sub-contractors to deliver some or all of the Contract requirements, Section 4.7 (Additional Due Diligence Questionnaire) of the Appendix 2 Tenderer Response Document must be completed by each sub-contractor and included with in your submission.

### ORE Catapult recognises that arrangements in relation to sub-contracting may be subject to future change and/or may not be finalised until a later date. However, Tenderers should be aware that where information provided to ORE Catapult indicates that sub-contractors are to play a significant role in delivering the Contract, any changes to those sub-contracting arrangements may affect the ability of the Tenderer to proceed with the procurement process or may (at the absolute discretion of ORE Catapult) require reassessment of the Tenderer’s bid by ORE Catapult. Tenderers should therefore notify ORE Catapult immediately of any proposed change to sub-contractor arrangements. ORE Catapult reserves the right to accept the proposed changes in exceptional circumstances only and/or to deselect the Tenderer prior to any award of Contract, based on such a change and the updated information. Where the Tenderer is acting as a lead partner on behalf of a consortium, changing the lead partner is at the absolute discretion of ORE Catapult and in any event, is likely to require a full reassessment of the bid, additional requirements may need to be fulfilled by the Tenderer.

Consortia ****arrangements****

### If the Tenderer completing this ITT is doing so as part of a proposed consortium, the following information must be provided;

* names of all consortium members;
* the lead member of the consortium who will be contractually responsible for delivery of the Contract (if a separate legal entity is not being created); and
* if the consortium is not proposing to form a legal entity, full details of proposed arrangements within a separate Appendix.

### Please note that ORE Catapult may require the consortium to assume a specific legal form if awarded the Contract, to the extent that a specific legal form is deemed by ORE Catapult as being necessary for the satisfactory performance of the Contract.

### All members of the consortium will be required to provide the information required in all sections of the ITT as part of a single composite response to ORE Catapult i.e. each member of the consortium is required to complete the form.

### Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

### ORE Catapult recognises that arrangements in relation to sub-contracting may be subject to future change and/or may not be finalised until a later date. However, Tenderers should be aware that where information provided to ORE Catapult indicates that sub-contractors are to play a significant role in delivering the Contract, any changes to those sub-contracting arrangements may affect the ability of the Tenderer to proceed with the procurement process or may (at the absolute discretion of ORE Catapult) require reassessment of the Tenderer’s bid by ORE Catapult. Tenderers should therefore notify ORE Catapult immediately of any proposed change to sub-contractor arrangements. ORE Catapult reserves the right to accept the proposed changes in exceptional circumstances only and/or to deselect the Tenderer prior to any award of Contract, based on such a change and the updated information. Where the Tenderer is acting as a lead partner on behalf of a consortium, changing the lead partner is at the absolute discretion of ORE Catapult and in any event, is likely to require a full reassessment of the bid, additional requirements may need to be fulfilled by the Tenderer.

Confidentiality

### When providing details of contracts in answering Section 4.1 of the General Due Diligence Questionnaire (Requirement Specific Questions), the Tenderer agrees to waive any Contractual or other confidentiality rights and obligations associated with these Contracts.

### ORE Catapult reserves the right to contact the named customer contact in Section 4.1 of the General Due Diligence Questionnaire (Requirement Specific Questions) regarding the Contracts included. The named customer contact does not owe ORE Catapult any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

### ORE Catapult confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or Contracting authorities defined by the Procurement Act 2023, as appropriate.

Signing of ITT Document

### The Tender Declaration at Para 2 and the No Collusion Certificate at Para 3 of the Appendix 2, Tenderer Response Document, must be signed where indicated and must be signed only by persons authorised to do so on the Tenderers’ behalf e.g. Director/Company Secretary. Failure to comply with this instruction may lead to your submission being deemed non-compliant and rejected in its entirety.

### Digital signatures are acceptable. Alternatively, please print the finished document, sign all sections where indicated in permanent wet ink, and scan to a common electronic document format e.g. Adobe PDF (recommended). Upload the scanned document to the portal. Retain the wet ink original should it need to be inspected by ORE Catapult for compliance.

# E-Procurement Portal Submission

## Any questions in relation to this ITT must be posted via the e-procurement portal ONLY. Any questions asked via e-mail to ORE Catapult will not receive a response. The name of the Tenderer posing a question is visible to ORE Catapult but remains anonymous to all other Tenderers (unless included in the text of the question). All updates / amendments / clarifications in relation to the ITT will only be issued via the e-procurement portal. This will provide an audit trail of all discussions / clarifications. Any questions asked that can clearly be answered by reading the published documentation shall not receive a response.

## All requests to extend the deadline shall be made via the e-procurement portal ONLY. No application for extension will be considered if received less than seven (7) calendar days prior to the submission deadline date fixed in the ITT. For the avoidance of doubt, ORE Catapult do not have access to submissions until after the ITT submission deadline.

## Tenderers are advised not to leave it until the last day to upload responses / documents in case of technical difficulties. ORE Catapult accepts no responsibility for failure of the e-procurement portal, therefore all technical problems with the system must be reported via e-mail to the portal support team before the submission deadline.

## The option to submit the completed tender submission is given at the last stage of the three (3) stage submission process. Please note, that all questions at stage one (1) are required to be answered before the option to click on “submit response” button, is given. Once the tender submission has successfully been submitted, the response manager table will display an onscreen confirmation with the time and date stamp of submission, shown. Should tenderers require any assistance during this process, or do not receive the onscreen confirmation in the response manager table, you are strongly advised to seek assistance from Delta, directly. Delta can be contacted via e-mail on helpdesk@delta-esourcing.com or via telephone to their Delta support team on +44(0)800 923 9236. Lines are open 8am – 6pm (GMT/BST).

## Any Tenderer that has expressed interest via the e-procurement portal (and therefore has downloaded / received an ITT) but has subsequently decided not to make a formal submission should withdraw their interest via the e-procurement portal, giving a reason for withdrawal wherever possible.

# General Conditions of Contract

## ORE Catapult General Conditions of Contract are shown separately at Appendix 1.

## Any caveats to the General Conditions of Contract must be red line items only, as all caveats will be evaluated as per Section 10 below.

## Requests to amend the General Conditions of Contract post Contract award shall not be accepted.

# Scope of Work

## **Framework Background**

### The purpose of this ITT is to assist ORE Catapult in establishing a Business Travel Management Services Framework Agreement.

### One (1) supplier shall be appointed to provide Business Travel Management Services to ORE Catapult and any Trading Subsidiaries.

### Following successful appointment, any Services required under this Framework Agreement shall be called-off in accordance with the nature of the individual expertise required.

### ORE Catapult **does not** guarantee any volume or value of work from any Lot within this Business Travel Management Services Framework Agreement.

## **Requirement**

### ORE Catapult require an experienced Travel Management Company (“TMC”) to manage all Travel Services for Authorised Bookers for travel across UK, Europe and Internationally for business purposes only.

### The TMC shall be required to remain flexible and may be required to vary the provision of services either by variation to the original service or by taking on new services whatever they may be. Provided they are “reasonable” and fall within the overall scope of what the TMC would reasonably be expected to deliver under the terms of this Framework Agreement.

### ORE Catapult shall be entitled, at any time during the Term of this Framework Agreement, to place an Order for services from the TMC.

### The TMC shall be required to provide the following Travel Services, as a minimum:

* Rail (UK – including sleeper trains);
* Rail (Europe & International – including sleeper trains);
* Ferries;
* Air (UK)
* Air (Europe & International);
* Visa & Passport Services;
* Currency Exchange Services;
* Taxis;
* Airport Parking;
* Car Hire (UK) inclusive of Collision Damage Waiver and drivers under the age of 25;
* Car Hire (Europe & Internation) inclusive of Collision Damage Waiver and drivers under the age of 25;
* Group Bookings;
* Meetings, Conferences & Events bookings;
* Hotels (UK)
* Hotels (Europe & International); and
* Buses (including bus hire).

### The TMC shall be required to provide the following Service requirements, as a minimum:

* Dedicated Account Manager;
* Monthly and on-demand management information reporting;
* 24/7/365 UK based customer support team (phone, e-mail, on-line and app chat);
* Online Booking Services;
* Online approvals (to agreed, pre-set limits)
* Offline Booking facility for complex travel itineraries;
* Risk management;
* Pre-travel Advice
* Carbon Offsetting reports;
* Mobile apps e.g. Apple, Android etc ;
* Consolidated Fortnightly/Monthly invoicing ;
* Traveller Tracking (Duty of Care);
* Travel Alerts (e-mails, in-app messages, text) and ;
* Crisis Management

### Tenderers are to note that the requirements listed above are by no means exhaustive. Additional Travel Services may be required and the TMC shall therefore be required to remain flexible throughout the Term of the Framework and extension thereafter.

## **Outputs and Milestones**

### The TMC shall be required to attend quarterly meetings with ORE Catapult.

### The TMC shall provide ORE Catapult access to Management Information Reports covering the following, but not limited to;

* Travel Analysis – for example type of travel, cost centre analysis, booker analysis, out of policy bookings, Co2 reporting
* Billing – these report shall detail specific invoices and credit notes
* Account Management Reporting – for example demonstrating year on year spend, top travellers, top destinations

## **Implementation**

### The TMC shall ensure a smooth implementation and provide details of account managers, project manager and identity any risks early on.

## **5.5 Payment Terms**

### ORE Catapult shall pay the invoiced amounts within thirty (30) days from the date of the invoice. However, Tenderers are invited to detail any discounts that may be offered for payment made earlier e.g. within fourteen (14) days.

### Please note that ORE Catapult operate a strict no PO (Purchase Order) no pay (payment) policy.

### All invoices and statements shall be sent electronically to ORE Catapult’s Finance email address [finance@ore.catapult.org.uk](mailto:finance@ore.catapult.org.uk) and **MUST** quote the relevant purchase order number.

# Contract Term

The initial Term shall be for a period of two (2) years with an option to extend for up to a further period of twenty four (24) months, with an indicative start date of 03 November 2025.

# Compulsory Insurance Cover

In accordance with the ORE Catapult General Conditions of Contract referred to in Section 4, the Contractor shall have affected and shall maintain appropriate levels of insurance as follows:

|  |  |
| --- | --- |
| **Employer’s (Compulsory) Liability Insurance** | £10m\* |
| **Public Liability Insurance** | £10m |
| **Product Liability Insurance** | £10m |
| **Professional Indemnity Insurance (if applicable)** | £10m |
| \*It is a legal requirement that **all** companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. | |

# Reporting Arrangements

The personnel provided to deliver the Service(s) shall report directly to, and only take instructions from Amanda Johnson, Commercial Finance Manager (and Chief Executive Officer as required).

# Proposal

****Return of the ITT****

## Tenderers must submit the following documents as separate downloads:

* Appendix 1 General Conditions of Contract – red line clauses only
* Appendix 2 Tenderer Response Document;
* Appendix 3 Offer Worksheet;
* Appendix 5 Questionnaire and
* Section 10.1 (1) Technical Proposal

Failure to comply with this instruction may lead to your submission being deemed non-compliant and rejected in its entirety.

## No submission will be considered unless it is received by the specified date / time as hereinafter defined and using the e-procurement system specified in the ITT. The phrase "specified time" means the time fixed on the e-procurement portal which may be altered only by the ORE Catapult Procurement Team.

## ITTs received by any method other than via the e-procurement portal shall be deemed non-compliant and therefore rejected. For the avoidance of doubt, all hard copy (paper) or e-mailed submissions will be automatically rejected.

## **Alternative Tenders** Alternative tenders may be offered involving modifications to the specified requirements. Any alternative tender involving modifications will be assessed on its merits and, if considered valid, may be accepted without recourse to re-tendering. In all instances where alternative tenders are submitted the Contractor must also submit a Primary Tender being exactly to the specification and requirements of the ITT, in order to see where costs differ. Should an alternative tender be submitted ORE Catapult General Conditions of Contract shall apply and not be affected in any way.

## **Complaints** If you have a complaint or grievance regarding this procurement process please contact: **Offshore Renewable Energy Catapult** Inovo 121 George Street Glasgow G1 1RD For the attention of: Finance Director Email: [procurement@ore.catapult.org.uk](mailto:procurement@ore.catapult.org.uk) Tel: +44 (0)333 004 1400

## **Technical Proposal**

Tenderers shall submit a Technical proposal based on the criteria detailed in Section 10.1 (i) below.

## **Commercial Proposal**

Prices shall be provided on a fixed fee basis and shall be in pounds sterling and exclusive of VAT.

Tenderers should also specify any other costs associated with the delivery of the Service. Claims for any additional costs, not stated, will not be considered at a later date.

At a minimum, ORE Catapult encourages all of its suppliers to pay employees the ['Real Living Wage'](https://scottishlivingwage.org/).

Any obvious arithmetical errors will be rectified by the appropriate officer checking the tenders and the amount of tender shall be held to be the amount of the documents so rectified and the tenderer informed in writing of the corrected amount.

Where there is an obvious and genuine error in rates occurring, the tenderer will be given the opportunity of either confirming that they agree to their tender being considered with the error remaining or withdrawing their tender. Should the tenderer decide to withdraw their tender, it will not be considered for acceptance.

## **Expenses**

For the avoidance of doubt all travel shall be carried out in full compliance with ORE Catapult Business Expenses Policy & Procedure, available on request. For the avoidance of doubt, suppliers shall be responsible for arranging and booking their own travel and accommodation.

## **ORE Catapult Rights**

ORE Catapult reserves the right to accept any part of the ITT. ORE Catapult is not bound to accept the lowest priced ITT, or any ITT, or part thereof.

ORE Catapult reserves the right to cancel or withdraw this ITT at any stage.

ORE Catapult shall not be held liable for any costs associated with your participation in this procurement process including costs associated with the preparation or submission of your tender submissions.

# Evaluation Criteria

## **Award of Contract**

Please note Appendix 5 – Questionnaire must be completed along with the below technical response and criteria.

Award of Contract will be based upon the most advantageous tender (“MAT”) received. The evaluation will be based upon the undernoted award criteria:

1. **Technical Approach** (60%)

* **Mobilisation & Service Transition – 10%**

Please provide details on your proposed mobilisation & service transition programme including details on how you would work with the individual Buying Authority’s and their current Travel Service provider to ensure a smooth transition of Service provision.

* **Proposed Travel Management System - 30%**

Please provide details on your proposed Travel Management System. Your response shall include, as a minimum, the requirements listed in his document.

* **Risk Management & Traveller Safety - 30%**

Tenderers shall demonstrate a robust risk management programme detailing their approach to traveller safety. The risk management programme shall outline the measures you have in place to handle all forms of traveller emergencies. Your response shall cover, but not be limited to:

• Risk Management;

• Pre-travel Advice (e.g. pandemic safe travel);

• Traveller Tracking ( Duty of Care);

• Travel Alerts (e-mails, in-app messages, text);

• Crisis Management.

Tenderers shall also demonstrate their ability to tailor their risk management programme to fit the specific needs of the individual Buying Authorities.

* **Account Management and Management Information Reporting – 20%**

Please outline your approach to account management. Your response shall include, as a minimum:

• How you propose to manage individual accounts;

• Skills and experience of the account manager and proposed travel management team;

• An example of a typical Management Information Report;

* Details on consolidated invoicing (fortnightly/monthly) along with an example of how invoices could be formatted.
* **Sustainability – 10%**

Please provide details of your approach to Sustainability. This should cover the following key areas as a minimum:

• A commitment to prevent and reduce environmental impact;

• A commitment of compliance with relevant legal requirements;

• A dedication to continuously improve on sustainability performance;

• Carbon Offsetting.

1. **Commercial Approach** (30%)

* Transaction fees/booking fees/additional fees – 100%

Please note there are two (2) sheets to complete within the Appendix 3 Offer Worksheet.

The lowest priced ITT will be awarded full marks i.e. 30%. The more expensive proposals will be ranked and scored in direct proportion to how much more expensive they are than the lowest priced ITT.

1. **General Conditions of Contract – PASS/FAIL**

|  |  |
| --- | --- |
| **General Condition of Contract** | |
| Does your organisation agree to the general Conditions of Contract as published at Appendix 1 of the ITT and has signed the Tender Declaration in Appendix 2 (Tenderer Response Document) of the ITT Documentation? | Yes  No |

If you have answered “No” to the above question, please submit, as a separate appendix, your proposed amendments to the General Conditions of Contract as published at Appendix 1 of the ITT.

This question **will** be evaluated on a PASS/FAIL basis and any proposed amendments will be reviewed against the following marking scheme to determine transfer of risk:

|  |  |
| --- | --- |
| **Marking Scheme** | **PASS/FAIL** |
| Unacceptable transfer of risk to ORE Catapult and/or demonstrable and material dilution of the obligations of the Contract. | Non-Compliant (FAIL) |
| Minimal transfer of risk to ORE Catapult and/or demonstrable and material dilution of the obligations of the Contract. | Compliant (PASS) |

1. **Presentation – 10%**

It is anticipated that the top three (3) highest scoring companies will be invited to participate in a presentation. Presentations shall be evaluated based upon the undernoted Award criteria:

* **Demonstration of proposed Travel Management System and its capability to meet the requirements – 100%**

**The presentations shall be conducted by relevant members of the proposed delivery team and shall follow the below format:**

|  |  |  |
| --- | --- | --- |
| **Overview of TMC** | **5 mins** | **Not scored** |
| **Demonstration of proposed Travel Management System and its capability to meet the requirements of the Buying Authorities** | **40 mins** | **Scored** |
| **Q&A clarifications** | **15 mins** | **Not scored** |

## **Tenderers invited to participate in a presentation will be informed of a date and time at least one (1) week before the allocated date. The presentations will be held virtually, via Microsoft Teams. Tenderers are to note that the Teams presentations shall be recorded by the ORE Catapult Procurement Team for evaluation purposes.**

Tenderers who are not invited to participate in a presentation will receive zero (0) points for this particular section of the evaluation process.

## **Technical Approach**

The technical proposal will be evaluated against the following evaluation criteria. A scoring of less than three (3) on any of the technical criteria will result in the response being rejected in its entirety.

|  |  |  |  |
| --- | --- | --- | --- |
| **Marking Scheme** | **Evidence** | **Score** | **Remarks** |
| ***No Response*** | No response or part response to technical and/or Commercial evaluation criteria. | ***0 FAIL*** | Not acceptable |
| ***Fails to meet the requirement*** | Misleading response or a very poor response has been provided with major deficiencies or little relevant detail proposed.  Indicates a weakness of the tenderer in understanding the requirement or simply failing to make an effort. | ***1***  ***FAIL*** | Not Acceptable |
| ***Partially meets the requirements*** | Poor response only partially satisfies requirement/standard, with SIGNIFICANT deficiencies apparent and /or is inconsistent with other proposals.  Response may be fairly generic, with evidence of having been used for other tenders.  The scope of work may simply have been repeated back without addressing the specific requirement.  Elements in the answer may be considered impractical, unbelievable, unconvincing or unworkable, or largely irrelevant to the project. | ***2  Fail*** | Major concerns |
| ***Almost meets the requirement*** | Response meets the minimum requirement but remains basic with reservations about the quality and/or the extent of the evidence provided which could have been expanded upon.  Response is sufficient but does not inspire. | ***3 PASS*** | Minor concerns |
| ***Meets the requirement*** | Response is relevant and good and is sufficiently detailed to demonstrate a good understanding of the requirement.   Includes a level of detail which adds meaning to the proposal but stops short of being truly exceptional. | ***4 PASS*** | Confidence |
| ***Fully meets the requirement*** | Evidence is consistent, comprehensive and directly relevant to the project in all aspects and is beneficial to ORE Catapult and significantly better than other responses.  Response is supported by relevant and clear commitments.  Proposals are highly credible, realistic, workable, practical and believable.  The response is innovative and includes a full description of techniques and measurements that will be employed in the final solution. | ***5 PASS*** | Absolute confidence |

## **Combined Approach**

The technical and commercial scores will be combined (Technical 60% / Commercial 30% / Presentations 10%) to determine the quotation which provides the most appropriate combination of quality and value for money.

## **Abnormally Low Responses**

Where the overall tendered amount appears to be abnormally low, the supplier will be required to provide further written details of the constituent elements of the overall tendered amount or the tendered rates or any other information considered to be relevant.

Any failure to provide such information, where requested, may exclude the mini competition from further consideration. If, having considered the information provided, ORE Catapult is of the view that either the tendered total of the prices is abnormally low or any tendered amounts are abnormally low, the mini competition may be rejected in accordance with [The Procurement Act 2023 Regulation 19 (3)(c)](https://www.legislation.gov.uk/ukpga/2023/54)

1. General Conditions of Contract
2. Tenderer Response Document
3. Offer Worksheet
4. OPERATION OF THE FRAMEWORK
5. Questionnaire

|  |  |  |  |
| --- | --- | --- | --- |
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| Aberdeen  Subsea UK  Energy Transition Zone Building W-01  Altens Industrial Estate  Aberdeen  AB12 3LE | Cornwall  Hayle Marine Renewables Business Park  North Quay Hayle Cornwall TR27 4DD | Pembrokeshire  Marine Energy Engineering Centre of Excellence (MEECE)  Bridge Innovation Centre  Pembrokeshire South West Wales  SA72 6UN | China  11th Floor, Lan Se Zhi Gu No. 15  Ke Ji Avenue Hi-Tech Zone Yantai City Shandong Province China |
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1. For the avoidance of doubt, if the submission deadline is different than the date published via the e-procurement portal, the date on the e-procurement portal shall apply. [↑](#footnote-ref-2)