

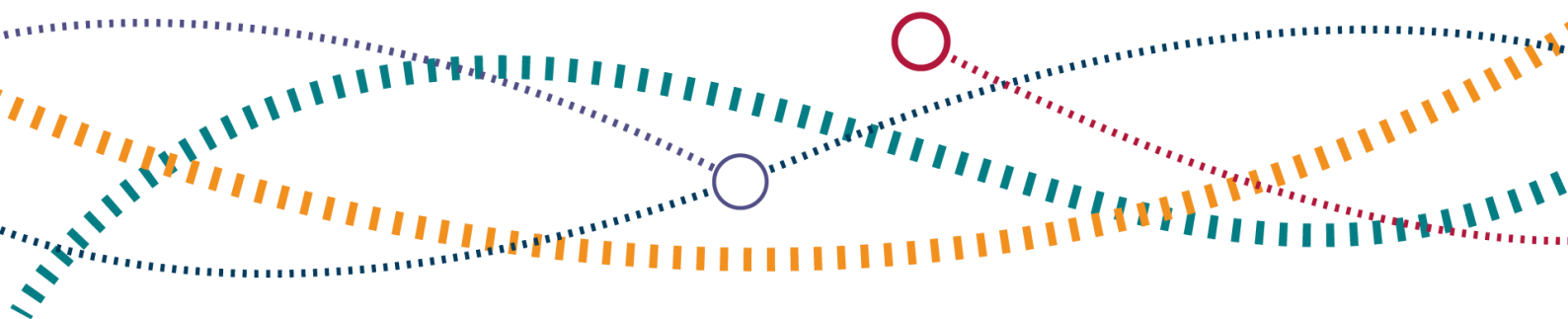


Invitation to Tender (ITT) and Statement of Requirement

Consultancy support for accessibility regulatory activities

23 October 2025

- CPV Code: **79410000**
- Supplementary Code: **71311200**
- Tender Reference: **ORR CT 25-52**



Contents

Purpose of the document	3
1. Introduction to the Office of Rail and Road	4
Our strategic objectives	4
Supplying ORR	4
Small and Medium Enterprises	6
2. Statement of Requirement	7
2.1 Background of the project	7
2.2 Project Objectives and Scope	8
2.3 Project Outputs, Deliverables and Contract Management	9
2.4 Project Timescales	11
2.5 Budget and Payment Schedule	11
2.6 Further project related information for bidders	12
3. Tender Response and Evaluation Criteria	14
3.1 The Tender Response	14
3.2 Evaluation Criteria	15
4. Procurement Procedures	20
Tendering Timetable	20
Tendering Instructions and Guidance	20

Purpose of the document

The purpose of this document is to invite proposals for **Consultancy support for accessibility regulatory activities** for the Office of Rail and Road (ORR).

This document contains the following sections:

- (1) Introduction to the Office of Rail and Road
- (2) Statement of Requirement
- (3) Tender Proposal & Evaluation Criteria
- (4) Procurement Procedures

1. Introduction to the Office of Rail and Road

The Office of Rail and Road is the independent safety and economic regulator of Britain's railways who also hold National Highways to account for its day-to-day efficiency and performance, running the strategic road network, and for delivering the five year road investment strategy set by the Department for Transport (DfT).

ORR currently employs approximately 360 personnel and operates from 6 locations nationwide. The majority of personnel are located at ORR's headquarters, 25 Cabot Square, London.

Our strategic objectives

1. A safer railway:

Enforce the law and ensure that the industry delivers continuous improvement in the health and safety of passengers, the workforce and public, by achieving excellence in health and safety culture, management and risk control.

2. Better rail customer service:

Improve the rail passenger experience in the consumer areas for which we have regulatory responsibility and take prompt and effective action to improve the service that passengers receive where it is required.

3. Value for money from the railway:

Support the delivery of an efficient, high-performing rail service that provides value for money for passengers, freight customers, governments, and taxpayers.

4. Better Highways:

National Highways operates the strategic road network, managing motorways and major roads in England. Our role is to monitor and hold it to account for its performance and delivery, so that its customers enjoy predictable journeys on England's roads.

Supplying ORR

The ORR procurement unit is responsible for purchasing the goods and services necessary for ORR to achieve its role as the economic and health & safety regulator of the rail industry.

The ORR Procurement unit subscribes to the following values:

- to provide a modern, efficient, transparent and responsible procurement service;
- to achieve value for money by balancing quality and cost;
- to ensure contracts are managed effectively and outputs are delivered;
- to ensure that processes have regard for equality and diversity; and
- to ensure that procurement is undertaken with regard to Law and best practice.

For further information on ORR please visit our website: www.orr.gov.uk.

Small and Medium Enterprises

ORR considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs) and voluntary organisations. However, any selection of tenderers will be based on the criteria set out for the procurement, and the contract will be awarded on the basis of the most advantageous tender.

Small and Medium Enterprises and Voluntary Organisations:

Enterprise Category	Headcount	Turnover	Or	Balance Sheet Total
Micro	<10	≤ € 2 million		≤ € 2 million
Small	<50	≤ € 10 million		≤ € 10 million
Medium	<250	≤ € 50 million		≤ € 43 million
Large	>251	> € 50 million		> € 43 million

Please ensure that you indicate how your organisation is categorised on the Form of Tender document which should be submitted along with your proposal.

2. Statement of Requirement

2.1 Background of the project

2.1.1 Regulation 45 of the Railways (Interoperability) Regulations 2011 as amended mandates compliance with standards for rail vehicle accessibility for main line passenger vehicles. The applicable standards depend on the date of introduction of the vehicles. The Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010 mandates standards for non-main line passenger vehicles. ORR is the enforcing authority in both cases, using powers defined in the Health and Safety at Work etc Act 1974 (HSW). These will be referred to here as 'HSW-enforced duties'.

2.1.2 The majority of the applicable standards define engineering requirements. A small number of them, such as the provision of boarding aids and of passenger information, require management arrangements to be in place.

2.1.3 ORR's current approach to compliance and enforcement is to respond reactively to accessibility complaints, concerns, or non-compliances identified by staff while carrying out other duties.

2.1.4 ORR's Interoperability and Rail Vehicle Engineering team provides advice on compliance with the vehicle standards and on requirements for management systems arising from HSW-enforced duties, and has served improvement notices for non-compliances.

2.1.5 ORR's consumer team regulates against accessibility requirements mandated through the operator's licence, which require operators to provide assistance to disabled passengers. The enforcement regime is different and does not draw on HSW powers

2.1.6 The Department for Transport leads for accessibility policy on rail vehicle standards, and is empowered to grant dispensations, exemption and exclusions that may affect the application of the standards.

2.1.7 When considering whether HSW-enforced duties have been met, it is necessary to take into account the standards applicable to the vehicle, the existence of any modification to the law granted by DfT, guidance on the standards and any relevant aspects of the licence conditions.

2.1.8 Formal enforcement can be taken by warrant-holding HM Inspectors of Railways, in accordance with ORR's enforcement policy. The support this contract will give is

intended to analyse and document the extent of a legal breach in sufficient detail to inform a decision on enforcement action to be taken by a warrant-holding inspector.

2.2 Project Objectives and Scope

2.2.1 This tender seeks to secure expert, independent advice on potential non-compliances with rail vehicle accessibility standards. ORR expect this working arrangement to be in place for approximately 36 months, with the potential for extension. The consultant will need to be dynamic and respond to short notice requests from ORR. Initial response to public complaints may require a response within two weeks.

2.2.2 This would form a call-off element to the contract (at a stated day rate) to provide the expertise.

2.2.3 The consultant will initially report to member of the Interoperability and Rail Vehicle Engineering team, although this may be modified on the basis of experience.

2.2.4 The consultant will be required to evaluate potential rail vehicle non-compliance scenarios against statutory requirements, drawing on information published by DfT and evaluating material provided by the duty holder. Direct engagement with duty holders and DfT may be required. The analysis and advice provided to ORR must be robust and evidence based.

2.2.5 The cases will arise on an unpredictable reactive basis. A maximum budget has been set based on current foreseeable need of upcoming work. There may be a possibility that fewer cases are opened than expected within the contract period and therefore ORR expects to only be invoiced for work that is undertaken within the contract period.

Although the work is reactive, ORR anticipates 4-8 cases per year based on historical trends. This estimate is indicative only and does not constitute a commitment. Bidders should demonstrate flexibility in resource allocation to accommodate fluctuations in case volume.

2.2.6. The successful consultant will work with data, information and access to systems that may be very sensitive and will be expected to work to agreed security arrangements.

The consultant will be required to comply with ORR's information security policies, including secure handling of sensitive data, use of encrypted communications, and access controls. Bidders should outline their approach to meeting these requirements, including any relevant certifications (e.g. Cyber Essentials Plus, ISO27001).

2.2.7. The project will start with a set-up phase, to establish ways of working. The consultant will propose a methodology for ORR acceptance which will include service levels and charge rates for activities.

2.2.8 It is envisaged that most cases will be initiated by a public complaint requiring an initial response to be proposed to ORR within two weeks. Follow-up work may be required, over agreed timescales.

2.2.9 Each case will conclude with a review of the effectiveness of the process.

2.2.10 There will be a wider quarterly review of the arrangements

2.3 Project Outputs, Deliverables and Contract Management

Contract Structure

This contract will be awarded as a call-off agreement, with individual Statements of Work (SoWs) issued as required. Each SoW will typically be commissioned on a fixed-fee basis, agreed in advance based on the scope and deliverables for that specific piece of work.

The overall contract will be subject to a maximum ceiling price.

Outputs and Deliverables

The overall project will be composed of discrete SoWs for each activity required, such as an allegation of ineffective management arrangements or a technical compliance with a vehicle. Progress with each activity will be reviewed through its delivery and at conclusion. An overview will also be taken of the effectiveness of the arrangements on a quarterly basis. The supplier and the ORR project manager will work together to optimise the processes.

- Weekly feedback to ORR project manager on progress with individual activities, by videoconference, telephone call or email, as agreed with ORR project manager.
- Email confirmation of receipt of documentation for each activity.
- Report of outcome of activity undertaken as defined by ORR project manager, including conclusions as to whether required standard or outputs have been met. To be produced in MS Word / MS Excel.
- Review at the conclusion of each activity of the effectiveness of the processes, by videoconference with written record.

- Quarterly review of effectiveness of processes by videoconference with written record.

2.3.1 Setup phase

Establish and document the process to be followed. Each SoW is likely to be different but the principles of the initial problem statement, the review of applicable standards and the evaluation of the evidence against them, and the report back with conclusions will be common.

The supplier shall propose service levels and rates for each package of work.

2.3.2 Implementation phase

Following a request by ORR to the consultant to review a case, the following deliverables are expected:

- a. After one working day, the consultant is expected to acknowledge receipt of the request, identify the lead of the review and expected completion date of the review. Deadlines will be agreed to align with ORR's Public Correspondence Team commitments for response.
- b. Identify any additional information that may be required or any missing information.
- c. Engagement with the duty holder to clarify and resolve issues, including keeping the ORR lead informed.
- d. Once the review is complete, produce a synopsis of findings and produce a set of advice and/or recommendations for the ORR to consider.
- e. Review the effectiveness of the process at the conclusion of each case.
- f. Carry out wider quarterly reviews of the arrangements.

ORR reserves the right to amend and review these outputs and deliverables depending on the nature of the SoW.

Contract Management Requirements

The project deliverables will be agreed for each SoW. The output will take the form of a written report on the extent of any legal breach identified. The report will identify and cross-reference the assessed material that relates to the conclusions.

As described in Outputs and Deliverables above, project management will be composed of:

- Weekly feedback to ORR project manager on progress with individual activities, by videoconference, telephone call or email, as agreed with ORR project manager for each activity.
- Review at the conclusion of each activity of the effectiveness of the processes, by videoconference with written record from the supplier, agreed with ORR.
- Quarterly review of effectiveness of processes by videoconference with written record from the supplier, agreed with ORR.

2.4 Project Timescales

The provisional project timetable is as follows:

2.4.1 Chose a supplier

November – December 2025 Identify supplier and put contract in place.

2.4.2 Setup phase

December 2025 – February 2026 Introduce supplier to ORR's accessibility regulatory processes, and develop a framework for managing work packages.

2.4.3 Learning phase

February – April 2026 Supplier reviews work packages and engages with duty holders with close support from ORR's Rail Vehicle Engineering team.

2.4.4 Delivery phase

April 2026 – March 2028 Supplier operates autonomously, reporting to Rail Vehicle Engineering Team

2.5 Budget and Payment Schedule

The maximum budget for this piece of work is £80,000 (inc. of expenses, exc. of VAT).

2025-26	£40,000
2026-27	£20,000
2027-28	£20,000

ORR recognises that market conditions may evolve during the contract period. While rates must remain valid for the duration of the contract, ORR may consider rate adjustments for future SoWs where justified and **agreed** in writing.

Payment Options

On basis of hourly rate for activities and deliverables agreed with ORR project manager at the initiation of each activity. Where an activity is likely to extend over a protracted period then invoicing for partial activities with associated intermediate deliverables may be agreed.

2.6 Further project related information for bidders

Intellectual Property Rights

ORR will own the Intellectual Property Rights for all project related documentation and artefacts.

Transparency requirements

Please note ORR is required to ensure that any new procurement opportunity above £25,000 (excluding VAT) is published on Central Digital Platform, unless the ORR is satisfied it is lawful not to. Once a contract has been awarded as a result of a procurement process, ORR is required to publish details of who won the contract, the contract value and indicate whether the winning supplier is a SME or voluntary sector organisation.

Confidentiality

All consultants working on the project may be required to sign a confidentiality agreement and abide by the Cabinet Office's protective marking guidelines, which ORR uses to protectively mark a proportion of its information. In addition, the consultant may be required to sign additional confidentiality agreements as required by external stakeholders.

Sub-Contractors

Contractors may use sub-contractors subject to the following:

- That the Contractor assumes unconditional responsibility for the overall work and its quality;
- That individual sub-contractors are clearly identified, with fee rates and grades made explicit to the same level of detail as for the members of the lead consulting team.

Internal relationships between the Contractor and its sub-contractors shall be the entire responsibility of the Contractor. Failure to meet deadlines or to deliver work packages by a subcontractor will be attributed by ORR entirely to the Contractor.

Conflict of Interest

At the date of submitting the tender and prior to entering into any contract, the tenderer warrants that no conflict of interest exists or is likely to arise in the performance of its obligations under this contract; or

Where any potential, actual or perceived conflicts of interest in respect of this contract exist, tenderers need to outline what mitigation/safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.

The ORR will review the mitigation/safeguards in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if tenderers cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their tender will be deemed non-compliant and may be rejected.

3. Tender Response and Evaluation Criteria

3.1 The Tender Response

The proposals for this project should include an outline of how bidders will meet the requirement outlined in section (ii) “Statement of Requirement”. The following information should be included:

(a) Understanding of customer's requirements

- Demonstrate an understanding of the requirement and overall aims of the project.
- Confirm capability to evaluate compliance in respect of accessibility legislation and standards:
 - The Railways (Interoperability) Regulations 2011 as amended
 - The Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010
 - PRM TSI (2008-2014)
 - PRM NTSN (2021)
 - ACC NTSN (2025)

(b) Approach to customer's requirements

- Provide an explanation of the proposed approach and any methodologies bidders will work to;
- Details of your assumptions and/or constraints/dependencies made in relation to the project
- A template project plan to show how the way each task will be documented so that outputs and deliverables will be produced within the required timescales, detailing the resources that will be allocated;
- An understanding of the risks, and explain how they would be mitigated to ensure delivery

- Details of your approach to our security requirements as outlined in the SOR.
- What support bidders will require from ORR;

(c) Proposed delivery team

- Key personnel including details of how their key skills, experience and qualifications align to the delivery of the project; and
- Project roles and responsibilities
- Confirmation that you have carried out the necessary employment checks (e.g. right to work in the UK)
- Some relevant examples of previous work that bidders have carried out (eg. case studies) and details of at least two relevant reference projects along with contact details of clients

(d) Pricing

Hourly rates for the staff involved in each activity, which may be set out as a blended day rate or a tiered rate card. The methodology for deriving the rates should be set out. Each activity will require agreement with ORR of the breakdown of the personnel who will be involved with the activity, along with associated charge rates and anticipated time inputs. A maximum fee will be agreed at the start of each activity, but which can be revised with agreement from the ORR project manager.

(e) Conflicts of Interest

Confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement and outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.

3.2 Evaluation Criteria

Tenders will be assessed for compliance with procurement and contractual requirements which will include:

- Completeness of the tender information
- Completed Declaration Form of Tender and Disclaimer

- Tender submitted in accordance with the conditions and instructions for tendering
- Tender submitted by the closing date and time
- Compliance with contractual arrangements
- Submission of Cyber Essentials, Cyber Essentials Plus or ISO27000 certification (or equivalent).

Tenders that are not compliant may be disqualified from the process. We reserve the right to clarify any issues regarding a Bidder's compliance. It will be at ORR's sole discretion whether to include the relevant Bidder's response in the next stage of the process.

The contract will be awarded to the Bidder(s) submitting the '**most advantageous tender**'. Tenders will be evaluated according to weighted criteria as follows:

Methodology (30%)

The proposal should set out the methodology by which the project requirement will be initiated, delivered and concluded. In particular, it must:

- (a) Explain the methodology and delivery mechanisms to ensure that the requirements of this specification are met in terms of quality;
- (b) Explain how your organisation will work in partnership with ORR's project manager to ensure that the requirement is met
- (c) Explain how your organisation will engage with external stakeholders;
- (d) Outline how the proposed approach utilises innovative consultation methodologies to develop a diverse and comprehensive evidence-base

Delivery (10%)

The proposal should set out how and when the project requirement will be delivered. In particular, it must:

- (a) Delivery plans and milestones will be agreed for each Statement of Work issued under this call-off contract. Bidders should describe their general approach to project management and delivery assurance;
- (b) Demonstrate an understanding of the risks, and project dependencies and explain how they would be mitigated to ensure project delivery;

- (c) Describe your general approach to resource allocation and project delivery for consultancy assignments of this nature. Please outline how you ensure the right mix of skills and capacity is available to meet evolving requirements under a call-off contract, and how you would respond to Statements of Work as they are issued.

Experience (40%)

The proposal should set out any experience relevant to the project requirement. In particular, it must:

- (a) Provide CVs of the consultants who will be available to deliver the project;
- (b) Highlight the organisation's relevant experience for this project, submitting examples of similar projects.

Cost / Value for money (20%)

Bidders must submit a rate-based pricing proposal for the project. This should include:

- (a) A completed rate card showing day rates for all proposed personnel grades. Bidders must provide rates for each grade expected to support the contract.
- (b) The option to propose a blended rate card, where a single average day rate is applied across all consultant grades, or a tiered rate card, grouping roles into pricing bands based on seniority and responsibility.
- (c) All rates must be:
 - (i) Inclusive of overheads and expenses.
 - (ii) Valid for the duration of the contract.
- (d) ORR will evaluate cost proposals based on value for money, using a weighted day rate model. The lowest total estimated cost will receive the maximum score for price. This score will then be weighted according to the cost weighting set out in the evaluation criteria.

Please note that consultancy grades should align with the following definitions:

Grade	Requirement
Junior consultant	Demonstrable experience in a wide range of projects in their specialist field. Evidence of client facing experience and support services to wider consultancy projects.

Grade	Requirement
Consultant	Notable experience and in-depth knowledge of their specialist field. Evidence of a wide range of consultancy projects and client facing experience. Support work in process and organisational design and leading workshops and events.
Senior Consultant	Substantial experience in their specialist field and in a consultancy/training role. Previous experience in project management and working in a wide range of high quality and relevant projects. Familiarity of the issues/problems facing public sector organisations.
Principal Consultant	Substantial experience in their specialist field and in a consultancy/training role. Sound knowledge of the public sector and current policy and political issues affecting it. Previous experience in project management on at least three major projects, preferably in the public sector and using the PRINCE2 or equivalent method.
Managing Consultant	Substantial experience in their specialist field and in a consultancy role. In depth knowledge of the public sector and of current policy and political issues affecting it. Previous experience in project management on at least 5 major projects, preferably in the public sector and using PRINCE2 or equivalent methods.
Director / Partner	Extensive experience in their specialist field, in which they are nationally or internationally renowned as an expert. Extensive experience of leading or directing major, complex and business critical projects; bringing genuine strategic insight. In depth knowledge of the public sector and of current policy and political issues affecting it.

Marking scheme

For the Methodology, Delivery and Experience shall be scored using the following:

Table of Evaluation Methodology and Marking Scheme for Quality Criteria		
Score	Category	Definition (Explanation)
0	Unacceptable	Unanswered or totally inadequate response to the requirement. Complete failure to understand/reflect the core issues. Fails to demonstrate an ability to meet the requirement.
1	Poor	Minimal or poor response to meeting the requirement, with little or no relevance. Limited understanding misses some aspects. The response addresses few elements of the requirement and contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2	Fair	Response is mostly relevant, but elements of the response are poor. The response addresses most elements of the requirement but contains limited detail or explanation to demonstrate how some of the requirement will be fulfilled.
3	Acceptable	Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lacks details on how the requirement will be fulfilled in certain areas.
4	Good	Response is relevant and good. The response is sufficiently comprehensive to assure and demonstrate a good understanding, also providing much detail on how the requirements will be fulfilled.
5	Excellent	Excellent response fully addressing the requirement and providing significant additional evidence of how the criterion has been met and how value would be added The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

For the Price evaluation the following shall apply:

- Blended / tiered hourly rates will be set out in the tender.
- The lowest rate will be awarded the maximum price score of 100.
- All other bidders will get a price score relative to the lowest rate tendered.
- The calculation we will use to calculate your score is as follows:

$$\text{Price Score} = \frac{\text{Lowest Rate}}{\text{Bidder's Rate}} \times 100$$

Your score will then be multiplied by the weighting we have applied to this aspect of the price evaluation to provide a weighted score for the rate.

4. Procurement Procedures

Tendering Timetable

The timescales for the procurement process are as follows:

Element	Timescale
Invitation to tender issued	23 October 2025
Deadline for the submission of clarification questions	12 November 2025
Deadline for submission of proposals	21 November 2025
Award contract	05 December 2025
Project Inception Meeting	w/c 15 December 2025

Tendering Instructions and Guidance

Amendments to ITT document

Any advice of a modification to the Invitation to Tender will be issued as soon as possible before the Tender submission date and shall be issued as an addendum to, and shall be deemed to constitute part of, the Invitation to Tender. If necessary, ORR shall revise the Tender Date in order to comply with this requirement.

Clarifications & Queries

Please note that, for audit purposes, any query in connection with the tender should be submitted via the ORR eTendering portal. The response, as well as the nature of the query, will be notified to all suppliers without disclosing the name of the Supplier who initiated the query.

Submission Process

Tenders must be uploaded to the ORR eTendering portal no later than the submission date and time shown above. Tenders uploaded after the closing date and time may not be accepted. Bidders have the facility to upload later versions of tenders until the closing date/time.

The tender shall consist of two envelopes and bidders must submit the correct documents to the correct envelope as set out below:

- **Technical Envelope:** Quality response (Methodology, Delivery, Experience), Disclaimer and Cyber Essentials or ISO27000 certification (or equivalent)
- **Commercial Envelope:** Price and Form of Tender

If you are already registered on our eTendering portal but have forgotten your login details, please contact the portal administrator.

An evaluation team will evaluate all tenders correctly submitted against the stated evaluation criteria.

By issuing this Invitation to Tender ORR does not undertake to accept the lowest tender, or part or all of any tender. No part of the tender submitted will be returned to the supplier

Debrief

The debrief material shall contain comments and scores relevant to your tender. Bidders may seek clarification of the content, however no additional debriefs shall be offered. We shall not disclose comments and scores relevant to other tenders other than the total score of the winning bidder.

Cost & Pricing Information

Tender costs remain the responsibility of those tendering. This includes any costs or expenses incurred by the supplier in connection with the preparation or delivery or in the evaluation of the tender. All details of the tender, including prices and rates, are to remain valid for acceptance for a period of 90 days from the tender closing date.

Tender prices must be in Sterling.

Once the contract has been awarded, any additional costs incurred which are not reflected in the tender submission will not be accepted for payment.

References

References provided as part of the tender may be approached during the tender stage

Accessibility Guidelines

As a public body we are legally required to comply with accessibility guidelines. Please ensure any commissioned report is in a format that meets web accessibility regulations:

[Guidelines for writing accessible reports for ORR - Guidance for external suppliers | Office of Rail and Road.](#)

Contractual Information

Following the evaluation of submitted tenders, in accordance with the evaluation criteria stated in this document, a contractor may be selected to perform the services and subsequently issued with an order.

Any contract awarded, as a result of this procurement will be placed with a prime contractor who will take full contractual responsibility for the performance of all obligations under the contract. Any sub-contractors you intend to use to fulfil any aspect of the services must be identified in the tender along with details of their relationship, responsibilities and proposed management arrangements.

The proposal should be submitted in the form of an unconditional offer that is capable of being accepted by the ORR without the need for further negotiation. Any contract arising from this procurement will be based upon ORR's standard Terms & Conditions (see Form of Agreement attached). You should state in your proposal that you are willing to accept these Terms & Conditions.

ORR does not expect to negotiate individual terms and expects to contract on the basis of those terms alone. If you do not agree to the Conditions of Contract then your tender may be deselected on that basis alone and not considered further.

ORR may be prepared to consider non-fundamental changes to the standard terms and conditions in exceptional circumstances. If there are any areas where you feel you are not able to comply with the standard ORR terms and conditions, then details should be submitted as a separate annex to the proposal using the following format:

Clause Number	Existing Wording	Proposed Wording	Rational for amendment

Any services arising from this ITT will be carried out pursuant to the contract which comprises of:

- ORR Terms & Conditions;

- Service Schedules;
- this Invite to Tender & Statement of Requirement document; and
- the chosen supplier's successful tender.

ORR's Transparency Obligations and the Freedom of Information Act 2000 (the Act)

The ORR is a central Government department and as such complies with the Government's transparency agenda. As a result, there is a presumption that contract documentation will be made available to the public via electronic means. The ORR will work with the chosen supplier to establish if any information within the contract should be withheld and the reasons for withholding it from publication.

Typically the following information will be published:

- contract price and any incentivisation mechanisms
- performance metrics and management of them
- plans for management of underperformance and its financial impact
- governance arrangements including through supply chains where significant contract value rests with subcontractors
- resource plans
- service improvement plans

Where appropriate to do so information will be updated as required during the life of the contract so it remains current;

In addition, as a public authority, ORR is subject to the provisions of the Freedom of Information Act 2000. All information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. ORR may also decide to include certain information in the publication scheme which it maintains under the Act. If a bidder considers that any of the information included in its proposal is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received and the time period applicable to that sensitivity. Bidders should be aware that even where they have indicated that information is commercially sensitive ORR may be required to disclose it under the Act if a request is received. Bidders should also note that the receipt of any material marked "confidential" or equivalent by the public authority should not be taken to mean that the public authority

accepts any duty of confidence by virtue of that marking. If a request is received ORR may also be required to disclose details of unsuccessful bids

Please use the following matrix: to list such information:

Para. No.	Description	Applicable exemption under FOIA 2000
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Any enquiries regarding this publication should be sent to us at procurementteam@orr.gov.uk

