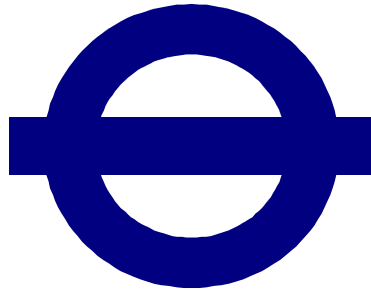




INVITATION TO TENDER FOR



OJEU REFERENCE NUMBER: 2014-000115

Volume 1 – Instruction to Tenderers

**TfL Computer Aided Facilities Management Operators and
Space Planning Services Contract**

SUBJECT TO CONTRACT

Internal Reference Number: ICT11654

Version:

Final

Date:

19th December 2014



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PREFACE

1 GENERAL GLOSSARY & ABBREVIATIONS

1.1 Unless the context otherwise requires, the following words and expressions used within this Invitation to Tender shall have the following meanings:

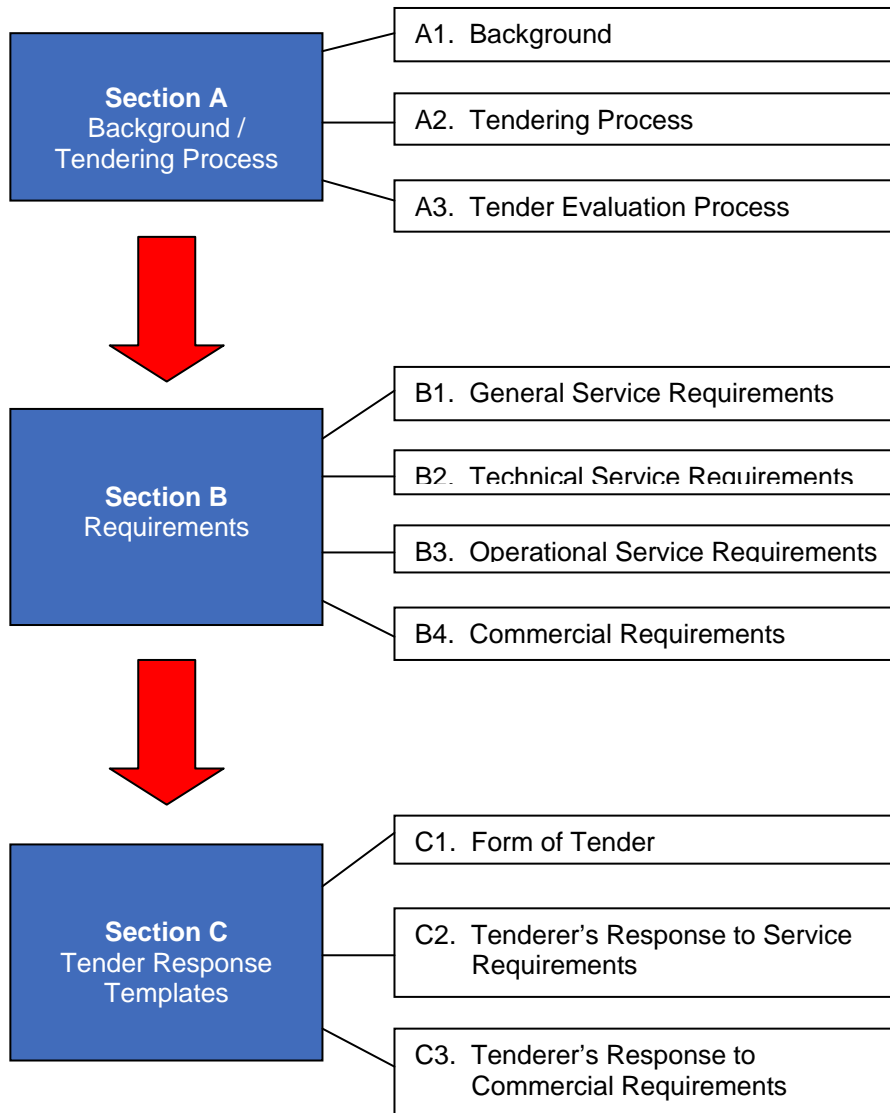
TERM	MEANING
“Authority”	means <i>Transport for London</i>
“Conditions of Tender”	means the terms and conditions set out in this ITT relating to the submission of a Tender
“Contract”	means the agreement to be entered by the Authority and the Provider(s) following any award under the procurement exercise
“Contracting Bodies”	Means the Authority and any other contracting authorities described in the OJEU Contract Notice
“Deadline”	Means 12:00 23 January 2015, the date by which Tenderers are required to submit a Tender Response
“Due Diligence Information”	means the background and supporting documents and information provided by the Authority for the purpose of better informing the Tenderers’ responses to this Invitation to Tender
“EIR”	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“ITT”	means this Invitation to Tender documentation and all related documents published by the Authority and made available to Tenderers and includes the due diligence Information.
“OJEU Contract Notice”	means the advertisement 2014-000115 issued in the Official Journal of the European Union
“Order”	means an order for the provision and support of a Wide Area Network for the Transport for London Fare Collection system served by any Contracting Body on the Provider
“Service Provider”	means the organisation(s) awarded the Contract
“Public Buying Organisation”	means a duly constituted public sector organisation which procures goods/services for and on behalf of contracting authorities
“Standard Services”	means the services set out at Schedule 3 of the Contract
“Tender”, “Response”, “Tender Response”, “Tendered Response” or “ITT Response”	means the Tenderers formal offer in response to this Invitation to Tender
“Tenderers”	means the organisations being invited to respond to this Invitation to Tender



1.2 In this Invitation to Tender the following abbreviations are ascribed the meanings detailed in the table below:

ABBREVIATION	MEANS
GLA	Greater London Authority
GPS	Government Procurement Service
ITT	Invitation to Tender
KPI	Key Performance Indicator
MI	Management Information
OJEU	Official Journal of the European Union
PIN	Prior Indicative Notice
TfL	Transport for London

2 STRUCTURE OF THE ITT DOCUMENT





SECTION A: BACKGROUND / TENDERING PROCESS

A1 BACKGROUND

A1.1 Introduction

- A1.1.1 A call for competition has been made in accordance with Article 44 of the Council Directive 2004/17/EC of 31st March 2004 by means of a contract notice drawn up in accordance with Annex VII A published in the Official Journal of the European Union number D: 2014-000115.
- A1.1.2 A Pre-Qualification Questionnaire (PQQ) was issued on the 21 November 2014 and following detailed analysis of supplier responses, a shortlist of Tenderers was drawn up and it is to this end that this Invitation to Tender (ITT) has been issued.
- A1.1.3 This ITT addresses the requirement described in the Contract Notice and PQQ for the provision of **ITC11654 TfL Computer Aided Facilities Management Operators and Space Planning Services Contract** in detail.
- A1.1.4 The aim of this document is to:
- Identify TfL's technical, operational, functional and commercial requirements.
 - Provide Suppliers with a framework for submitting responses detailing the process that will be followed
 - Describe the basis on which responses will be evaluated
 - Provide a basis for contractual arrangements

A1.2 Transport for London ("TfL")

A1.2.1 What is Transport for London?

Created in 2000, Transport for London (TfL) is the integrated body responsible for the Capital's transport system. Its role is to implement the Mayor's Transport Strategy (MTS) and manage transport services across London, for which the Mayor has ultimate responsibility.

TfL is accountable for both the planning and delivery of transport facilities, which enables it to take a truly integrated approach to how people, goods and services move around London. It is directed by a Board whose members are chosen for their understanding of transport matters and appointed by the Mayor of London, who chairs it. TfL's Commissioner and the chief officers are responsible and accountable for the day-to-day operations of the organisation and the work of its 25,000 employees.

A1.2.2 What does it do?

TfL manages London's buses, London Underground (LU), the Docklands Light Railway (DLR), London Overground and London Trams. It also runs London River Services (LRS), Victoria Coach Station (VCS), Emirates Air Line and London Transport Museum. Every day, more than 10 million journeys are made on the TfL network.



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As well as running London's Congestion Charging scheme, TfL manages a 580km network of main roads, all of London's 6,000 traffic lights, regulates taxis and the private hire trade and runs Barclays Cycle Hire. Considerable progress is also being made to improve road safety and encourage people to make more sustainable travel choices. To ensure greater accessibility, TfL coordinates schemes for transport users with mobility impairments as well as running the Dial-a-Ride scheme, a door-to-door service for disabled people unable to use buses, trams or the Tube.

TfL is also responsible for the construction of Crossrail, the largest addition to the south east rail network in 50 years, and once completed will be responsible for its operation.

Additional general information about TfL and its modes can be found on www.tfl.gov.uk.

Transport Trading Limited (TTL) is a wholly owned subsidiary of TfL.

A1.3 CAFM Team

- A1.3.1 TfL's current solution is delivered by a single service provider that provides both CAD and space planning resources (staff) and the associated back office systems and processes.
- A1.3.2 The existing scope of service provision model comprises:
- A1.3.3 CAFM Operators, Space Planning, CAD Drawing Office and Building services as part of its accommodation strategy for the relocation of staff within the TfL buildings portfolio.
- A1.3.4 CAFM Operators, Space Planning, CAD Drawing office and Building services with expertise to ensure Commercial, Projects and Accommodation CAD Drawing Office version control, produce visualisations for interior design projects and specifications. They will also be required to survey buildings and produce CAD drawings to scale.
- A1.3.4 The CAD Drawing Office management functionality that specialises in providing a comprehensive, prompt and reliable service for CAFM, Space Planning, CAD Drawing Office and Building services and projects.
- A1.3.5 CAFM Operators, Space Planning, CAD Drawing Office and Building service initiate where necessary, the maintenance of the CAFM systems and data requirements across the Commercial Projects and Accommodation portfolio of buildings services. The management of these CAFM Services provision is not exhaustive and needs on going management daily.

A1.4 Overview

- A1.4.1 Within TfL's Commercial Directorate, Projects & Accommodation is responsible, amongst other things, for the moves activities, related minor works and the provision of furniture and loose assets to the Head Office portfolio and Operational Portfolio.
- A1.4.2 TFL requires the robust provision of a single service covering Computer Aided Facilities Management, Space Planning and Drawing Office capabilities to support its accommodation strategy for the relocation of staff within TfL's property portfolio.
- A1.4.3 This specification defines the range of the Service to be provided by the supplier of CAFM services (the "Contractor" or the "CAFM Team") to TfL.
- A1.4.4 The Contractor will provide a holistic service that includes a CAFM team based at a TfL site to undertake the functionality outlined in Volume 2: Statement of Requirements.



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A1.4.5 The CAFM Team and relevant members of the Projects and Accommodation team will require a system to complete the processes listed in this document.

CAFM CAD Drawings / IT

A1.4.6 CAFM CAD Drawing Office management functionality which specialise in providing a comprehensive, prompt and reliable service for CAFM and Space Planning, Mechanical and Electrical, Asbestos drawings and services and projects underpinning quality assurance.

Moves and Space Planning and data tasks volumes

A1.4.7 Existing Volume Data for CAD Contract is as follows:

TfL Head Office Portfolio:

1.8m sq. ft.
15k desks
42 buildings
251 floors

Operational Sites:

390 stations, depots, sidings, train crew accommodation, offices, training centers and piers

Year Average:

- 3447 ACRs (jobs/requests) received from the business
- 2856 ACRs completed
- 9,901 staff moved

Increased the capacity of our sites +582 desks just through furniture and layout changes.

Number of drawings CAFM Services team will handle is around 40,000PA

Maintenance of systems and data

A1.4.8 Maintenance of CAFM systems and data requirements across the TfL Portfolio of buildings. The management of these CAFM Services provision is not exhaustive and needs ongoing daily management.

A1.4.9 Accurate and timely maintenance and control of accommodation space, loose assets information and the associated portfolio charging mechanisms.
That all related records are maintained and updated on a regular basis.

A1.4.9 Maintenance of an asset register for furniture, seating, storage and IT equipment and other loose assets as agreed.

A1.4.10 Assistance in managing its Asbestos Register.

Service

A1.4.11 A professional proactive and pre-emptive CAFM Service, Space Planning, Drawing Office and data management and service delivery, bringing knowledge, experience and skills to the delivery of the services to TfL

A1.4.12 A flexible approach at all times as circumstances dictate because the portfolio is changing in size, and buildings, or parts of buildings, may be added, removed, leased or removed from the contract during the life of the contract.

A1.4.13 Innovation and continuous improvement of service delivery.



A1.4.15 Update and audit of existing CAFM systems, drawings by category, type, building service, spatial data, occupancy, loose assets and asbestos.

A1.5 Objective of this Procurement

A1.5.1 The objective of this Procurement is to establish an agreement with a service provider for the provision of a CAFM service comprising of Functional and Non-Functional components to meet the following objectives:

Business Objectives

An holistic service contract to meet TfL Computer Aided Facilities Management (CAFM) Planning team needs, comprising of CAD Operators, Space Planning services, drawing office function for design / planning, 2D and 3D visualisations data handling for building refurbishment projects (mechanical, electrical CAD drawings) and in addition, the building of CAD drawings (issue & version control, data management control, surveying of buildings and associated specific data).

System Objectives

All Business Objectives to be met by a service that ensures data and IPR security.

The system will achieve the functionality of the existing TfL systems as a minimum requirement, and will be compliant with the requirements laid out in this document.

Reference data content within the service will be delivered with the latest versions available.

Project Objectives

To ensure TfL Computer Aided Facilities Management (CAFM) Planning business activities are available and fully operational after the existing desktop application and web portal contracts expire in 2014.

A1.5.2 The duration of the agreement will be three years with the option to extend by up to a two years at TfL's sole discretion.

A1.5.3 The Authority shall at its sole discretion and upon reasonable notice prior to the expiry of the then Term be entitled to notify the Supplier in writing of its intention to extend the Term of this Contract. The Authority shall be entitled to extend the Term by up to two (2) years. The provisions of this Contract shall continue to apply mutatis mutandis to any such extensions of the Term. On receipt of any such written notice from the Company by the Supplier this Contract shall be deemed extended accordingly.

A1.6 Scope of work

A1.6.1 The scope of work includes the provision of CAD Operators, Space Planning services, drawing office function for design / planning, 2D and 3D visualisations data handling for building refurbishment projects (mechanical, electrical CAD drawings) and in addition, the building of CAD drawings (issue & version control, data management control, surveying of buildings and associated specific data).

A1.6.2 The contract is for an end to end service available without interruption for the duration and at the times specified. TfL do not expect this to be impacted by vacations, sickness or training periods of the personnel employed by the service provider.



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A1.6.3 It should be noted that TfL's Accommodation Strategy will inevitably change both the profile and occupancy of a variety of buildings e.g. Head Office, Operational Railway, Overland Railway, Surface and commercially let building portfolio during the period of this contract. The successful bidder will need to have the capacity to adjust and meet changing business requirements.

A1.6.4 Within TfL's Commercial Directorate, Projects and Accommodation (TfL) is responsible, amongst other things, for the moves activities, related minor works and the provision of furniture and loose assets to the Head Office portfolio and Operational Portfolio. Facilities Operations, also within the Commercial directorate, is highly dependant on the provision, maintenance and updating of drawn and spatial information produced and maintained within the drawing system and its related database. This is essential to support maintenance and asset management activities as well as supporting information for safety and statutory issues such as water and asbestos records.

A1.6.5 Both the actual drawings and the related data derived from them are crucial to both departments delivering a service to the wider TfL business, dealing with current issues and future planning.

A1.6.6 Space Planning and Design includes:

- Space planning (2D and 3D)
- 3D CAD drawings walk through
- As Built record drawings and modifications
- Building, floor plans (measured survey of office, retail and commercial floor plans)
- Remodelling of occupied areas to support accommodation change and neighbourhood working introduction
- Lease plans (Land registry compliant lease plans)
- Layout and draughting
- Elevations
- Site plans
- Mechanical
- Electrical
- Fire evacuation plans and assembly points
- Building services (asbestos, cleaning, catering, security, utilities and meter locations)
- Location map drawings across Group Property & Facilities' portfolio of buildings

A1.6.7 Spatial Data and Drawing Management includes:

- Strategic planning to best align portfolio with business need
- Portfolio management, financial, occupancy and spatial data and reporting
- Benchmark Facilities related services through CAFM data management
- Furniture and occupancy surveys
- Portfolio drawings data, information and drawing audits
- Building services (asbestos, cleaning, catering, security, utilities and meter locations)

A1.6.8 Drawing Office Management includes

- CAD drawings and data issue control and archiving
- As Built record drawings and modifications
- Building assets and services details
- Lease Plans (Land registry compliant lease plans)
- CAD data handling
- Architectural
- Mechanical



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- Electrical
- Asbestos drawing register
- Building services (asbestos, cleaning, catering, security, utilities and meter locations)
- Paper to CAD conversions
- Scanning and digitalising historical CAD drawings and data
- Record CAD drawings and data storage system with search, retrieval and data cataloguing and archive/restore facility
- Location maps drawings across TfL portfolio of buildings

A1.6.9 CAFM space planners ensure that space plans comply with statutory regulations and ergonomic best practice, they must also comply with industry standard CAD data structure CPIC Uniclass, BS1192 (Collaborative production of architectural, engineering and construction information; Code of Practice), Control of Asbestos Regulations 2006 (Information drawing and data register), HSG264, HSG227 and RICS Code of Measuring Practice and The Construction (Design and Management) Regulations 2007.

A1.6.10 CAFM software owned by TFL: AutoCAD MAP 3DS Max 2010, SketchUp V8.

Hosted supplied software: WEBCoRE, WEBCoRE Viewer and Archibus V17 permissions levels managed through WEBCore user login.

A1.7 Transition to Live Service

A1.7.1 TfL require a seamless transition from the existing CAFM Services environment(s) to the new live services with zero downtime ensuring minimal risk.

The transition will include the data migration including all archived content and full Space Planning capabilities throughout the transition period.

The Respondent proposal should address the following points in relation to the transition to live services:

- A description of the processes and procedures that will be used to enable the transition of the exiting operational CAFM service provision , technical capability and technical solution to proceed from implementation (project) stage into live operation;
- A description of the readiness activities that will be performed which include:
 - Planning stage
 - Testing
 - Training
 - Service Management
 - CAFM operational processes set up and commissioning
- A definition of day one operations and how operational ready for service will be demonstrated to TfL including risk based scenario planning.
- Demonstrates an understanding of TfL deployment processes.

The above points are only a guide and should not be assumed to be a comprehensive or exhaustive list.



A2. TENDERING PROCESS

A2.1 General

A2.1.1 These instructions are designed to ensure that all Tenderers are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. If you have any doubt as to what is required or will have difficulty in providing the information requested, please contact:

Procurement Operations Team
via the Authority's e-tendering portal at:
<https://eprocedure.tfl.gov.uk>

A2.1.2 Tenderers should read these instructions carefully before completing the Tender documentation. Failure to comply with these requirements for completion and submission of the Tender Response may result in the rejection of the Tender. Tenderers are advised therefore to acquaint themselves fully with the extent and nature of the services and contractual obligations. These instructions constitute the Conditions of Tender. Participation in the tender process automatically signals that the Tenderer accepts these Conditions of Tender.

A2.1.3 All material issued in connection with this ITT shall remain the property of the Authority and shall be used only for the purpose of this procurement exercise. The Authority reserves the right that upon request, all due diligence information shall be either returned to the Authority or securely destroyed by the Tenderer (at the Authority's option) at the conclusion of the procurement exercise.

A2.1.4 The Tenderer shall ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions and the Conditions of Tender.

A2.1.5 Other than the designated Authority contact named in Section A2.1.1, the Tenderer shall not make contact with any other employee, agent or consultant of the Authority who are in any way connected with this procurement exercise during the period of this procurement exercise, unless instructed otherwise by the Authority.

A2.1.6 The Authority shall not be committed to any course of action as a result of:

- issuing this ITT or any invitation to participate in this procurement exercise;
- an invitation to submit any Tender Response in respect of this procurement exercise;
- communicating with a Tenderer or a Tenderer's representatives or agents in respect of this procurement exercise; or
- any other communication between the Authority (whether directly or by its agents or representatives) and any other party.

A2.1.7 Tenderers shall accept and acknowledge that by issuing this ITT the Authority shall not be bound to accept any Tender and reserves the right not to conclude a Contract for some or all of the services for which Tenders are invited.

A2.1.8 The Authority reserves the right to amend, add to or withdraw all or any part of this ITT at any time during the procurement exercise.



A2.2 Tenderers Conference

A2.2.1 Not Applicable

A2.3 Confidentiality

A2.3.1 Subject to the exceptions referred to in Section A2.3.2, the contents of this ITT, any clarifications, due diligence and any related documents are being made available by the Authority on condition that:

A2.3.1.1 Tenderers shall at all times treat the contents of the ITT, any clarifications, due diligence and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;

A2.3.1.2 Tenderers shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;

A2.3.1.3 Tenderers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender; and

A2.3.1.4 Tenderers shall not undertake any publicity activity within any section of the media.

A2.3.2 Tenderers may disclose, distribute or pass any of the Information to the Tenderer's advisers, sub-contractors or to another person provided that either:

A2.3.2.1 This is done for the sole purpose of enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer; or

A2.3.2.2 The Tenderer obtains the prior written consent of the Authority in relation to such disclosure, distribution or passing of Information; or

A2.3.2.3 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or

A2.3.2.4 The Tenderer is legally required to make such a disclosure.

A2.3.3 In Sections A2.3.1 and A2.3.2 the definition of 'person' includes but is not limited to any person, firm, body or association, corporate or incorporate.

A2.3.4 The Authority may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and the Authority may make any of the Contract documents available for private inspection by its officers, employees, agents or advisers. The Authority also reserves the right to disseminate information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer, subject to the duty to protect each Tenderer's commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the Freedom of Information Act, as explained in Sections A2.4.1 to A2.4.4).

A2.4 Freedom of Information

A2.4.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA'), the Authority may, acting in accordance



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with the Secretary of State's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FoIA, or the EIR be required to disclose information submitted by the Tenderer to the Authority.

A2.4.2 In respect of any information submitted by a Tenderer that is considered as commercially sensitive, the Tenderer should:

- (a) Clearly identify such information as commercially sensitive;
- (b) Explain the potential implications of disclosure of such information; and
- (c) Provide an estimate of the period of time during which the Tenderer believes that such information will remain commercially sensitive.

A2.4.3 Where a Tenderer identifies information as commercially sensitive, the Authority will endeavour to maintain confidentiality. Tenderers should note, however, that, even where information is identified as commercially sensitive, the Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations (EIR). In particular, the Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.

A2.4.4 Where a Tenderer receives a request for information under the FoIA or the EIR during the procurement process, this should be immediately passed on to the Authority and the Tenderer should not attempt to answer the request without first consulting with the Authority.

A2.5 *Tender Validity*

A2.5.1 Your Tender should remain open for acceptance for a period of three months. A Tender valid for a shorter period may be rejected.

A2.6 *Timescales*

A2.6.1 Set out below is the proposed procurement timetable. This is intended as a guide and whilst the Authority does not intend to depart from the timetable it reserves the right to do so at any stage.



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DATE	STAGE
19 December 2014	ITT issued to selected providers
29 December 2014	Acknowledgement of Receipt of Tender Deadline for Tenderers to confirm intention to submit an ITT. Please submit via the portal identified in A2.1.1
22 December 2014	ITT Clarification period opens
16 January 2015	ITT Clarification period closes
23 January 2015	Tender Return Date
26 January 2015	Evaluation of ITT Responses commences
30 January 2015	Evaluation of ITT Responses completed
w/c 2 February 2015	Solution Demonstration
6 February 2015	Full Evaluation Complete
9 February 2015	Standstill (10 Days)
20 February 2015	Contract award

A2.7 Authority's Contact Details

A2.7.1 Unless stated otherwise in these Instructions or in writing from the Authority, all communications from Tenderers (including their sub-contractors, consortium members, consultants and advisers) during the period of this procurement exercise must be directed to the designated Authority contact named in Section A2.1.1.

A2.7.2 All communications should be clearly headed submitted to the Procurement Operations team and include the name, contact details and position of the person making the communication.

Requests for Tender clarifications must be submitted in accordance with the procedure set out in Section A2.16.

A2.8 Intention to Submit a Tender

A2.8.1 Tenderers must confirm their intent to submit a Tender and be bound by the Conditions of Tender no later than 12:00 on 29 December 2014.

A2.8.2 In the event that a Tenderer does not wish to participate further in this procurement exercise, please notify the Authority no later than 12:00 on 29 December 2014.

A2.9 Preparation of Tender

A2.9.1 Tenderers must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Tenders. Tenderers are solely responsible for the costs and expenses incurred in connection with the preparation and submission of their Tender and all other stages of the selection and evaluation process. Under no circumstances will the Authority, or any of their advisers, be liable



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for any costs or expenses borne by Tenderers, sub-contractors, suppliers or advisers in this process.

A2.9.2 Tenderers are required to complete and provide all information required by the Authority in accordance with the Conditions of Tender and the ITT. Failure to comply with the Conditions and the ITT may lead the Authority to reject a Tender Response.

A2.9.3 The Authority relies on Tenderers' own analysis and review of information provided. Consequently, Tenderers are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Tenders and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement process.

A2.9.4 Tenderers must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding the services and their Tenders, without reliance upon any opinion or other information provided by the Authority or their advisers and representatives. Tenderers should notify the Authority promptly of any perceived ambiguity, inconsistency or omission in this ITT, any of its associated documents and/or any other information issued to them during the procurement process.

A2.10 Submission of Tenders

A2.10.1 The Tender must be submitted using the Attachments in Section C. Failure to do so may render the Tender non-compliant and it may be rejected.

A2.10.2 The Authority may at its own absolute discretion extend the closing date and the time for receipt of Tenders specified in Section A2.10.4.

A2.10.3 Any extension granted under Section A2.10.2 will apply to all Tenderers.

A2.10.4 The Tenderer must submit their Tender via the Authority's e-tendering tool to the designated Authority contact named in Section A2.1.1 no later than 12:00 on 23 January 2015 ("the Deadline"). Tenders may be submitted at any time before the closing date. Tenders received before this deadline will be retained unopened until the opening date.

A2.10.5 The Tender and any documents accompanying it must be formatted in MS Word and Excel where applicable and be in the English language. Any document requiring a signature must be submitted in ADOBE read-only format.

A2.10.6 Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided.

A2.10.7 The Authority does not accept responsibility for the premature opening or mishandling of Tenders that are not submitted in accordance with these instructions.

A2.10.8 Tenderers should not include in the Tender any extraneous information which has not been specifically requested in the ITT including, for example, any sales literature, standard terms of trading etc.

A2.11 Canvassing

A2.11.1 Any Tenderer who directly or indirectly canvasses any officer, member, employee, or agent of the Authority concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee or agent or concerning any other Tenderer, Tender or proposed Tender will be disqualified.



A2.12 Disclaimers

A2.12.1 Whilst the information in this ITT, due diligence information and supporting documents has been prepared in good faith, it does not purport to be comprehensive nor has it been independently verified.

A2.12.2 Neither the Authority, nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:

- (a) makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the ITT; or
- (b) accepts any responsibility for the information contained in the ITT or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

A2.12.3 Any persons considering making a decision to enter into contractual relationships with the Authority following receipt of the ITT should make their own investigations and their own independent assessment of the Authority and its requirements for the services and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the ITT or any other associated documents is only authorised to be provided following a query made in accordance with Section A2.16.

A2.12.4 Any Contract concluded as a result of this ITT shall be governed by English law.

A2.12.5 The Authority reserves the right to accept whole or in part of any tender or none at all. The Authority also reserves the right not to issue any further ITT documentation for this requirement or subsequent contract.

A2.12.6 The Service will be open to all business units that are associated with the Authority organisation including the GLA Group, partner organisations & Local Authorities to use the services described within this ITT and subsequent contract.

A2.12.7 The Authority cannot guarantee to suppliers any business through the contract that is to be placed.

A2.13 Collusive Behaviour

A2.13.1 Any Tenderer who:

- (a) fixes or adjusts the amount of its Tender by or in accordance with any agreement or arrangement with any other party; or
- (b) communicates to any party other than the Authority the amount or approximate amount of its proposed Tender or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Tender or insurance or any necessary security); or
- (c) enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Tender; or
- (d) enters into any agreement or arrangement with any other party as to the amount of any Tender submitted; or
- (e) offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing



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or having done or causing or having caused to be done in relation to any other Tender or proposed Tender, any act or omission, shall (without prejudice to any other civil remedies available to the Authority and without prejudice to any criminal liability which such conduct by a Tenderer may attract) be disqualified.

A2.14 No Inducement or Incentive

A2.14.1 The ITT is issued on the basis that nothing contained within it shall constitute an inducement or incentive, nor shall have in any other way persuaded a Tenderer to submit a Tender or enter into the Contract or any other contractual agreement.

A2.15 Acceptance of Contract

A2.15.1 The Tenderer in submitting the Tender undertakes that in the event of the Tender being accepted by the Authority and the Authority confirming in writing such acceptance to the Tenderer, the Tenderer will within 30 days of being called upon to do so by the Authority execute the full Contract or in such amended form as may subsequently be agreed.

A2.15.2 The Authority shall be under no obligation to accept the lowest or any Tender.

A2.16 Queries Relating to Tender

A2.16.1 All requests for clarification about the requirements or the process of this procurement exercise shall be made in accordance with Section A2.16.3.

A2.16.2 The Authority will endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time. The Authority has designated a specific window of time to deal with clarification requests from Tenderers.

A2.16.3 Clarification requests can be submitted to the designated Authority contact named in Section A2.1.1 from 22 December 2014.

A2.16.4 No further requests for clarifications will be accepted after 12:00 on 16 January 2015.

A2.16.5 In order to ensure equality of treatment of Tenderers, the Authority intends to publish the questions and clarifications raised by Tenderers together with the Authority's responses (but not the source of the questions) to all participants on a regular basis.

A2.16.6 Tenderers should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if the Authority at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Tenderers would potentially benefit from seeing both the query and Authority's response, the Authority will:

- (a) invite the Tenderer submitting the query to either declassify the query and allow the query along with the Authority's response to be circulated to all Tenderers; or
- (b) request the Tenderer, if it still considers the query to be of a commercially confidential nature, to withdraw the query.

A2.16.7 The Authority reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

A2.17 Amendments to Tender Documents

A2.17.1 NOT APPLICABLE



A2.18 Late Tenders

A2.18.1 Any Tender received after 12:00 on 23 January 2014 may be rejected unless the Tenderer can provide irrefutable evidence that the Tender was capable of being received by the due date and time.

A2.19 Proposed Amendments to the Contract

A2.19.1 The Authority is using the Restricted procedure as detailed in the Public Services Contracts Regulations 2006. The Authority is restricted in undertaking negotiation of the Contract.

A2.20 Modification and Withdrawal

A2.20.1 Tenderers may modify their Tender prior to the Deadline by giving notice to the Authority via the Authority's e-tendering portal. No Tender may be modified subsequent to the Deadline for receipt.

A2.20.2 The modification notice must state clearly how the Authority should implement the modification and must be submitted in accordance with the provisions of Section A2.10.4.

A2.20.3 Tenderers may withdraw their Tender at any time prior to the Deadline or any other time prior to accepting the offer of a Contract. The notice to withdraw the Tender must be in writing submitted to the designated Authority contact named in Section A2.1.1.

A2.21 Right to Reject/Disqualify

A2.21.1 The Authority reserves the right to reject or disqualify a Tenderer where:

- (a) The Tenderer fails to comply fully with the requirements of this ITT or is guilty of a serious misrepresentation in supplying any information required in this document; or expression of interest; or PQQ; and/or
- (b) The Tenderer is guilty of serious misrepresentation in relation to its Tender; expression of interest; the PQQ and/or the Tender process; and/or
- (c) There is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Tenderer
- (d) The Tenderer fails to demonstrate compliance with any of the requirements that are stated as being 'Mandatory Requirements'.
- (e) The Tenderer cannot accept the terms of the Key Legal & Commercial Principles

A2.22 Right to Cancel, Clarify or Vary the Process

A2.22.1 The Authority reserves the right to:

- (a) amend the terms and conditions of the ITT process,
- (b) cancel the evaluation process at any stage; and/or
- (c) require the Tenderer to clarify its Tender in writing and/or provide additional information. (Failure to respond adequately may result in the Tenderer not being selected),

A2.23 Customer References

A2.23.1 Unless already taken up at an earlier stage in the procurement process and after the receipt of Tenders, the Authority may visit at least one customer reference site of the



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Tenderer and may seek written references from any other designated customers which are not visited.

A2.24 Notification of Award

A2.24.1 The Authority will notify the successful Tenderer(s) of their admission to the Contract in writing and will publish an Award Notice in the Official Journal of the European Union in accordance with the Public Services Contracts Regulations 2006 within 48 days of the award of the contract.

A2.25 Debriefing

A2.25.1 Following the conclusion of the Contract, all unsuccessful Tenderers will be afforded the opportunity of a debriefing. Unsuccessful Tenderers should notify the Authority in writing that they wish to be debriefed. The Authority will formally debrief the unsuccessful Tenderer within 15 days of receiving such a request.

A2.25.2 Where an unsuccessful Tenderer requests, in writing and no later than midnight on the second working day after being informed of the conclusion of the Contract, the reasons why that Tenderer was unsuccessful, the Authority will provide details of the characteristics and relative advantages of the successful Tender(s).

A2.26 Statement of Compliance

A2.26.1 A Statement of Compliance can be found in the Form of Tender in Section C, Attachment J. This will be used by the Authority for checking the completeness of all returned Tenders in accordance with the said schedule. Tenderers shall ensure a response is provided for each item listed on the Statement of Compliance. Failure to do so may result in the Tenderer being disqualified from the award process.

A3. TENDER EVALUATION

A3.1 Introduction

A3.1.1 The Tender process will be conducted to ensure that Tenders are evaluated fairly to ascertain the most economically advantageous tender.

A3.1.2 Account will also be taken of any factors which may impact on the Tenderers suitability that emerge from the tendering process and relate to information previously provided by the Tenderer as part of the PQQ process. If the Tenderers circumstances have changed significantly from the position stated in the PQQ this may lead to the Tenderer no longer being able to participate further in the Tender process.

A3.2 Evaluation of Tenders

A3.2.1 Tenderers Response to the questions contained in the Response Requirement and their Response to the Specification along with pricing information and any other information, specifically related to the evaluation of Tenders and requested by the Authority in this ITT will be evaluated against the criteria found in Tables A3.2.1a and A3.2.1b below:

A3.2.1a Phase One (Technical Capability, Service Transition, Commercials)

Main Criteria Headings	Total Weighting %	Main - Criteria Weighting %	Sub-Criteria	Sub-Criteria Weighting %
Technical	(90%)	(55%)	Service Provision	45%



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Capability (Service Requirements)			Space Planning Attributes	30%
			Data Management, IT Management and Security	25%
Proposal for Service Transition		(15%)	Migration and Mobilisation	50%
			Implementation	50%
Commercial / Contractual Price (Fixed Term) per year		(30%)	Software Licence Costs	30%
			Support Maintenance Costs	10%
			Rate Cards	15%
			Service Transition / Contract Exit Costs / data migration	15%
			Acceptance of TfL's Terms and Conditions	30%

The commercial pricing shall be evaluated on the basis of the inverse proportion to lowest cost, using the formula:

$$\frac{\text{Lowest Cost} \times \text{Sub Criteria weighting}}{\text{Bid Cost}}$$

A3.2.1b Phase Two (Reference and Solution Demonstration)

Main Criteria Headings	Total Weighting %	Main - Criteria Weighting %	Sub-Criteria	Sub-Criteria Weighting %
Reference and Solution Demonstration	(10%)	(100%)	Presentation and Demonstration of the system	50%
			Scenario Based Demo	50%



- A3.2.2 The Tenderer(s) who, in the opinion of the Authority at the conclusion of the evaluation, offer the most economically advantageous Tender(s) to the Authority having regard to the award criteria set out Table A3.2.1 above will be awarded the Contract.
- A3.2.3 Tenderers should read these instructions carefully before completing the Tender documentation. Failure to comply with these requirements for completion and submission of the Tender Response may result in the rejection of the Tender. Tenderers are advised therefore to acquaint themselves fully with the extent and nature of the services and contractual obligations. These instructions constitute the Conditions of Tender. Participation in the tender process automatically signals that the Tenderer accepts these Conditions of Tender.
- A3.2.4 All material issued in connection with this ITT shall remain the property of the Authority and shall be used only for the purpose of this procurement exercise. The Authority reserves the right that upon request, all due diligence information shall be either returned to the Authority or securely destroyed by the Tenderer (at the Authority's option) at the conclusion of the procurement exercise.
- A3.2.5 The Tenderer shall ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions and the Conditions of Tender.
- A3.2.6 Other than the designated Authority contact named in Section A2.1.1 the Tenderer shall not make contact with any other employee, agent or consultant of the Authority who are in any way connected with this procurement exercise during the period of this procurement exercise, unless instructed otherwise by the Authority.
- A3.2.7 The Authority shall not be committed to any course of action as a result of:
- issuing this ITT or any invitation to participate in this procurement exercise;
 - an invitation to submit any Tender Response in respect of this procurement exercise;
 - communicating with a Tenderer or a Tenderer's representatives or agents in respect of this procurement exercise; or
 - any other communication between the Authority (whether directly or by its agents or representatives) and any other party.
- A3.2.8 Tenderers shall accept and acknowledge that by issuing this ITT the Authority shall not be bound to accept any Tender and reserves the right not to conclude a Contract for some or all of the services for which Tenders are invited.
- A3.2.9 The Authority reserves the right to amend, add to or withdraw all or any part of this ITT at any time during the procurement exercise.
- A3.2.10 The Tenderer(s) who, in the opinion of the Authority at the conclusion of the evaluation, offer the most economically advantageous Tender(s) to the Authority having regard to the award criteria set out Table A3.2.1 above will be awarded the Contract.



A3.3 Evaluation Process

A3.3.1 The evaluation process will feature some, if not all, of the following phases:

a) Phase One (Total Weighting 90% - Technical Capability, Proposal for Service Transition and Commercial):

- All suppliers' submissions will be marked against the scoring criteria outlined within this document.
- At the end of this stage, potential candidates that are in a position of winning based on the reference and demonstration score will be taken through to the final stage – Phase Two.

b) Phase Two (Total Weighting 10% - Reference and Solution Demonstration):

Phase Two will take the form of a Presentation and Demonstrations as below:

i) Generic Presentation and Demonstration of the system:

The shortlisted suppliers will be asked to present slides based on their proposed solution which will show conceptually how the system works, integrates and is supported.

The presentation will give TfL a good understanding of the various proposed systems:

- Concepts, rules, data-flows and outcomes
- Usability of system (for end users)
- Ease of use of the applications (logical linked flow of process)
- The user(s) journey from service request creation through to on the day changes (a single process flow)

It will also give TfL the opportunity to further clarify any uncertainties relating to in each of the shortlisted suppliers written submission (Q & A sessions).

ii) Scenario Based Demonstration

The final stage of this phase will be a Scenario based Demo encompassing of two typical examples of day to day task and activities.

TfL will provide two different scenario case studies to the suppliers to run through as part of the presentation. This will give evaluators the opportunity to see a typical service request processed as this test of service provision is considered vital.

References will only be taken up with the prior arrangement and agreement of the potential supplier.

As a result of the Presentation and Demonstrations, TfL reserves the right to re-visit the initial evaluation scoring and to raise further clarification questions.

A3.3.2 Marking Criteria

The scores for the questions requiring a detailed response in Section B will be evaluated against the following criteria:



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Question Marking Criteria:

Title	Score	Descriptor
Outstanding	4	Exceptional demonstration by the Tenderer of the relevant ability, understanding, experience, skills, and resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value and continuous improvement, with evidence to support the response.
Good	3	Above average demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
Meets the Requirement	2	Demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response.
Poor	1	Some minor reservations of the Tenderer's relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.
Unacceptable	0	The response does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Tenderer has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response.

Acceptance of TfL's Terms and Conditions:

Title	Score	Descriptor
Meets Requirements	4	Awarded where, viewed as whole, a Bidder makes no comment or, where comment is made, this solely relates to the identification and/or correction of manifest errors. Where this is the case TfL will assume that all provisions are accepted as drafted subject to the correction of any such errors.
Minor Issues	3	Awarded where, viewed as a whole: (i) a Bidder makes no comment on or amendment to most provisions. Where this is the case TfL will assume that such provisions are accepted as drafted; and (ii) relevant amendments or comments are entirely a matter of drafting and have little effect on the commercial and/or legal risk allocation or overall fit with the key principles; and/or (iii) relevant amendments or comments which affect the commercial and/or legal risk allocation or overall fit with the key principles have a robust and specific justification which means that they should not be treated as materially disadvantageous to TfL
Moderate Issues	2	Awarded where, viewed as a whole: (i) relevant amendments or comments represent a moderate change in commercial and/or legal risk allocation which worsens TfL's position; and/or (ii) relevant amendments or comments raise moderate issues in



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		terms of overall fit with the key principles
Serious Issues	1	Awarded where, viewed as a whole: (i) relevant amendments or comments represent a significant change in commercial and/or legal risk allocation which worsens TfL's position; and/or (ii) relevant amendments or comments raise serious issues in terms of overall fit with the key principles.
Very Serious Concerns	0	Awarded where the Bidder's stated position , viewed as a whole, is unacceptable to TfL, taking into account the overall commercial and legal risk allocation and overall fit with the key principles and may prevent TfL signing the contract on that basis. <i>(Note: this may be as a result of a single amendment or issue)</i>

Requirements Marking Criteria:

TfL reserves the right to eliminate any bidder from the competition, where they fail to comply with a Mandatory Requirement.



A3.4 Award of Contract

A3.4.1 The Authority will inform all Tenderers via the E-Procurement messaging tool of any intention to award a Contract. Following a minimum standstill period of 10 calendar days, subject to there being no substantive challenge to that intention, a Contract will be formally awarded to the successful Tenderer(s).

A3.4.2 All unsuccessful Tenderers will be provided with an “unsuccessful letter“ via the E-Procurement messaging tool at the start of the standstill period notifying them of the outcome of the evaluation exercise. This will include details of:

- the award criteria;
- the score of the Tenderer;
- the name of the successful Tenderer(s) and why that Tenderer was successful;
- the score for the successful Tenderer(s).

A3.4.3 Unsuccessful Tenderers will be able to seek a debrief in accordance with Section A2.25



SECTION B: REQUIREMENTS

GENERAL INSTRUCTIONS

This section provides a high level view of the User Functional Requirements of each component of the Service plus the Non Functional requirements.

Requirement Details are to be read in context to the information provided in Section A.

Objectives

The following is a summary of the objectives content to be met by the service.

Business Objectives

An holistic service contract to meet TfL Computer Aided Facilities Management (CAFM) Planning team needs, comprising of CAD Operators, Space Planning services, drawing office function for design / planning, 2D and 3D visualisations data handling for building refurbishment projects (mechanical, electrical CAD drawings) and in addition, the building of CAD drawings (issue & version control, data management control, surveying of buildings and associated specific data).

System Objectives

All Business Objectives to be met by a service that ensures data and IPR security.

The system will achieve the functionality of the existing TfL systems as a minimum requirement, and will be compliant with the requirements laid out in this document.

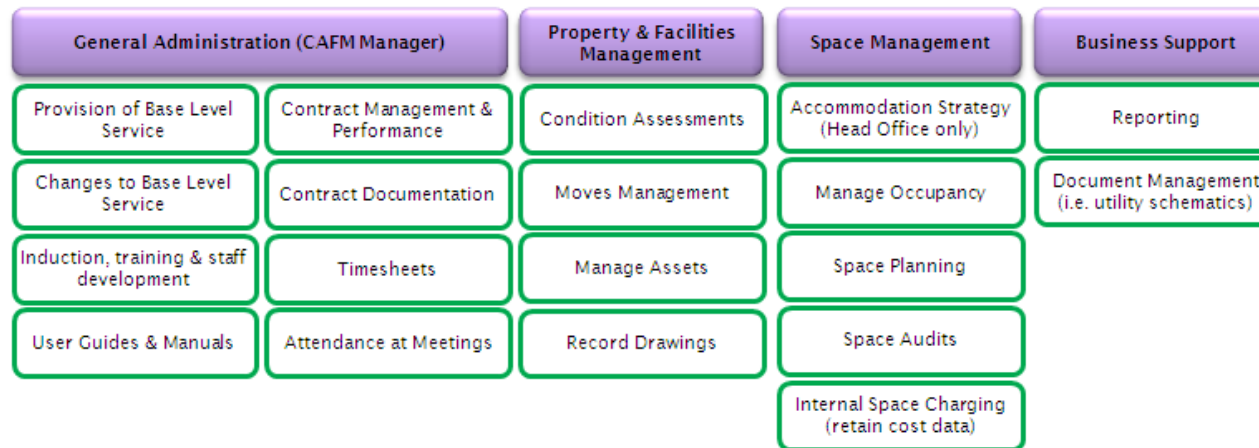
Reference data content within the service will be delivered with the latest versions available.

Project Objectives

To ensure TfL Computer Aided Facilities Management (CAFM) Planning business activities are available and fully operational after the existing desktop application and web portal contracts expire on 31st March 2015.

Service Context

This process model illustrates the types of activities and capabilities that TfL require from its CAFM Service provider



There are three types of requirements defined in the tables and sections that follow. These are denoted in the column titled, “Req. Type” with an “M”, “D” or “I”. These abbreviations should be used by the Service Provider as directions on how to respond to the requirement:

- M= Mandatory Requirement.** The Tenderer shall respond to these requirements with a (Y)es or (N)o response. The Tenderer shall provide their responses to the requirements following the instructions defined in Section C. If a (N)o response is declared, indicating the Tenderer is unable to provide the service defined in the requirement, then the Tenderer may be disqualified from the tendering process during the evaluation process.
- D= Desirable Requirement.** The Tenderer shall respond to these requirements with a (Y)es or (N)o response. There will be no automatic disqualification associated with a (N)o answer, however the Tenderer should be aware that the responses to these requirements will be evaluated and scored accordingly.
- I= Information.** The Tenderer shall respond to these requirements with a (A)cknowledge to confirm they are aware of the information provided.

B1. SERVICE PROVISION

The objective of this section is to obtain verifiable evidence of the bidder's capability to provide a holistic service to the required standards. Evidence to provide confidence that the bidder will maintain that capability over the period of performance. Detailed information regarding the bidder's experience in



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currently performing similar work. Supporting information to underwrite the capability and experience detail provided by the bidder. This information will be used to assess capability and experience of bidders on a competitive basis.

Tenderers should follow instructions in Section C, responding to each of the requirements outlined in the tables below.
(Min 50, Max 500 words per requirement)

Reqt. Ref:	Requirement Detail	Reqt. Type	Response required
B1.01	<p>The Service requirement is a complete business service including but not necessarily exclusive to hosting, applications and personnel.</p> <p>To allow TfL to assess the Service, the Bidders should include a management summary that provide details including diagrams that illustrates the components of the service, its stakeholders, activities, applications, their relationships and all products that are used.</p> <p>This does not have to be a prescriptive architecture and TfL welcome comment on variation.</p> <p>Where you identify risks in the various areas and their relationships from a TfL perspective, describe what these might be and your approach to managing and minimising these risks.</p>	M	Comply Y/N
B1.02	<p>List all the applications included in the architecture with details of ownership and version management.</p> <p>Scoring will be higher where these applications are Open Source or Commercially Off the Shelf.</p> <p>Where the applications are bespoke, include the rationale and your strategy for its integration with other products.</p>	M	Comply Y/N
B1.03	<p>Provide an architectural overview of similar services you are currently supplying including details of service scale and the components used with a comparative matrix to the proposed TfL service.</p>	M	Comply Y/N
B1.04	<p>The Service Provider shall provide evidence of all relevant certification and accreditation they possess or are working towards.</p>	M	Comply Y/N



B1.05	Overview of the methodology used to train the Service Providers resources for existing and proposed service components and highlight any impact this might have on the service including the management approach to avoid such issues	M	Comply Y/N
B1.06	In order for TfL staff to be able to perform varying levels of activities across the service, training will be required. Provide details of the training components and methodology that you would undertake with reference to start-up and throughout the contract including what materials would be included.	M	Comply Y/N
B1.07	<p>Performance Monitoring</p> <p>Please provide an overview of the methods you use to monitor the service performance including the criteria used and the methods of sharing the reports with TfL</p>	M	Comply Y/N
B1.08	<p>Any external organisation requiring physical access to any TfL operating location is required to meet certain conditions to gain access.</p> <p>The document Appendix F: Contractor Site Rules sets out the requirements for access to the various operating entities.</p> <p>The Service Provider shall make themselves aware of the processes, training and certifications required to ensure access can be gained to all Sites.</p> <p>List all certifications currently held or in the process of being obtained.</p>	D	Comply Y/N
B1.09	<p>UK Government requires Public Sector bodies to be Building Information Modelling (BIM) compliant.</p> <p>Please give an overview of how your services might assist TfL to meet this obligation either in its current state or in the future</p>	D	Comply Y/N



B2. SPACE PLANNING ATTRIBUTES

This section provides the technical specification for the CAFM services, describing the functionality that shall be delivered.

Tenderers should follow instructions in Section C, responding to each of the requirements outlined in the tables below.
(Min 50, Max 500 words per requirement)

B2.1 Space Planning Capability

Reqt. Ref:	Requirement Detail	Reqt. Type	Response required
B2.01a	<p>Space Planning must be able to create, amend, update or delete data items with the ability to undo in a single work session using the products listed in B1.02 where the items are a mixture of geometry and attribution.</p> <p>Please provide an overview of the capabilities provided by the core products included a description of accuracy functionality</p>	M	Comply Y/N
B2.01b	<p>With reference to the data capture in B2.01a please demonstrate how this data is committed to a core FM repository and the subsequent availability to the wider stakeholder needs.</p> <p>Higher scoring will be awarded where the results are immediate or near real time.</p>	M	Comply Y/N
B2.02	<p>TfL capture details in Space Planning based on +/- millimetre geometric accuracy</p> <p>Please detail the levels of accuracy that your systems can maintain and the accuracies that are captured as part of the service. Include any variations to this simple statement and the rationale applied where this occurs</p>	M	Comply Y/N
B2.03	<p>Statutory regulations, ergonomic best practice and industry standard CAD data structure CPIC Uniclass, BS1192 (Collaborative production of architectural, engineering and construction information. Code of Practice), Control of Asbestos Regulations 2006 (Information drawing and data register), HSG264, HSG227 and RICS Code of Measuring Practice and The Construction (Design and Management) Regulations 2007 are all considered as part of TfL's FM capabilities</p> <p>Please detail which of these standards that your system complies with if any and/ or other</p>	M	Comply Y/N



	standards you adhere to		
B2.04	<p>TfL uses scenario planning that utilises unlimited version control.</p> <p>Implementation of successful scenario must be immediate and accurate without having to recreate the plan to make it 'existing' on the floor plan system.</p> <p>Please detail how your systems scenario planning drawing and data from inception of request to full or part implementation.</p>	M	Comply Y/N
B2.05	<p>The data items maintained in the method described in B2.01 need to be accessible to external users.</p> <p>Please provide a detailed overview of the method and technology (if any) that is used to provide availability to the wider stakeholders.</p>	D	Comply Y/N
B2.06	<p>TfL CAFM currently utilise a library system of facility objects in line with FM best practices for improved productivity and consistency.</p> <p>Please detail your system architecture towards object libraries with reference to set up, configure and use new library objects either through application interface, or through the database.</p> <p>Higher scoring will be given where the object libraries demonstrate object relationships and rule bases.</p>	M	Comply Y/N
B2.07	<p>In addition to the TfL CAFM team creating and managing the core repository components, there is a requirement for the team to be able to load from external sources i.e. Floor plans for new buildings, furniture objects.</p> <p>Please provide an overview of your approach to this requirement that includes single and bulk loading techniques with reference to format changes e.g. Data format, Measurement units</p>	M	Comply Y/N
B2.08	<p>Whilst TfL are looking for a holistic service provision, we would also expect TfL staff to be able to undertake aspects of the Space Planning activities as determined at point of contract award.</p>	M	Comply Y/N



	Please outline your system access management architecture so that the appropriate staff have access to appropriate functionality, including your view on responsibilities for TfL and yourselves		
B2.09	<p>Links to associated docs are required at a multitude of levels for object, floor, building etc. from one to one to one to many to many to many.</p> <p>Please describe the capability you system has in this arena and the technique used.</p>	M	Comply Y/N
B2.10	<p>Quality Assurance</p> <p>Details of the level of geometry accuracy are included in B2.02. Please give an overview of the methodology and areas that your service would offer.</p> <p>Higher scoring will be given where your service demonstrates automated processes and details of how the accuracy levels used in your QA can offer added value.</p>	M	Comply Y/N
B2.11	<p>Reporting</p> <p>For the purposes of TfL CAFM we use the term Reporting to cover drawing production and attribute reporting for the FM delivery team and for management reporting.</p> <p>Please provide a detail overview to include how reporting is delivered for all aspects, formats of reports, reusability, the graphical user interface highlighting where specialist skills are required.</p> <p>Higher scoring will be awarded where reporting is demonstrated as “business as usual” for all operators with minimal or no querying skill.</p>	M	Comply Y/N
B2.12	<p>Access to historic Records & Artefacts</p> <p>On some occasions TfL need to be able to access layouts at historic points in time</p> <p>Please describe how your system manages the retrieval of these artefacts including details of the search and retrieve options. As part of your response we would like you to outline how the system records dates in relation for the functions listed in B2.01 during artefact production and at what level of granularity, plus how you deal with assigning production information to existing artefacts</p>	M	Comply Y/N



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B2.13	<p>Survey work.</p> <p>As part of the CAFM services, the team undertake a variety of survey work for new and existing buildings - As Built.</p> <p>Please provide details of your survey capabilities, compliance and any details of qualifications should you hold them.</p>	M	Comply Y/N
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B3. DATA MANAGEMENT, IT MANAGEMENT & SECURITY SERVICES

TfL assume Intellectual Property Rights (IPR) over all data produced directly or indirectly as a part of this service. As a result the management of the data must ensure that the Data IPR is protected, that the IT Services do not compromise this assumption and the appropriate Security is in place for all processes of the Service.

This section provides the methodology and structure of data and technology management throughout the lifecycle of the contract and how these components will be protected in line with the TfL Security rationale.

Bidders are required to read Appendix D: Data, IT & Security that outlines the TfL principles and then provide answers that reference the particular requirements outlined in these documents where appropriate

Tenderers should follow instructions in Section C, responding to each of the requirements outlined in the tables below.
(Min 50, Max 500 words per requirement)

B3.1 General

Req. Ref.	Requirement Detail	Req. Type	Response required
B3.1.01	<p>As part of the service section questions you have provided an architectural overview of the hardware, applications and data repositories.</p> <p>Please supplement this answer with an overview of how you manage these as an integrated service to ensure a continued system that would meet any Service Level Agreement (SLA) that may be in place</p>	M	Comply Y/N
B3.1.02	<p>TfL generally operates a three level support model with level 1 support provided by TfL's Internal support mechanism.</p> <p>Please describe your support model including activities at various levels and how that would integrate with TfL's internal support processes.</p> <p>Where you assume a level 1 support model please detail how this is audited and reported back to TfL and the resolution model employed.</p>	M	Comply Y/N



B3.1.03	The bidder is required to review Appendix D - TfL Policies: Data, IT & Security and document any areas that you would offer alternative solutions and the rationale behind these	M	Comply Y/N
B3.1.04	The system must perform anti-virus scanning on any and all data and documents attached or submitted and act accordingly. Detail how your system manages this activity and what is your preferred application	M	Comply Y/N
B3.1.05	The solution should implement at least 'same-sign-on' if not 'single-sign-on' for the CAFM team and other users	D	Comply Y/N

B3.2 Data Management

Req. Ref.	Requirement Detail	Req. Type	Response required
B3.2.01	As a public body TfL are subject to the requirements of government for data storage. This could be on TfL site, hosted or in the cloud. Please provide an overview of the storage locations and method and how the various data stored interact.	M	Comply Y/N
B3.2.02	In order to ensure consistent reporting, TfL have adopted the principle of "single source of truth". Please describe what you understand by this statement and how and if it applies to your Data Management architecture.	D	Comply Y/N
B3.2.03	Appendix B lists CAFM data structure according to building, sites, floors etc. Please give a high level view of the database architecture to ensure easy access and retrieval. Include any justifications if you believe they are necessary	M	Comply Y/N
B3.2.04	What methodology and / or business governance do you have in place to ensure flexibility of the core database that can assimilate new file structures and conventions?	M	Comply Y/N



	TfL are aware that this has dependencies of the business drivers being communicated in a timely manner. Please include detail of what you would view as realistic and the responsibilities for both parties.		
B3.2.05	Please provide an overview of the data backup and recovery architecture you would employ to ensure TfL can access and search historic data	M	Comply Y/N

B3.3 IT Management

Req. Ref.	Requirement Detail	Req. Type	Response required
B3.3.01	With reference to your application, hardware and data hosting please detail when you are solely responsible for their support of it or if 3 rd parties are involved. If 3 rd parties are involve provide information of how you manage the relationship	M	Comply Y/N
B3.3.02	As TfL are looking for a COTS based service. Provide an overview of how you manage Application Version control.	M	Comply Y/N
B3.3.03	List all Operating Systems and version that your service is compatible with and also where it isn't	M	Comply Y/N
B3.3.04	TfL deem failure of the IT system as critical. Detail how you deal with critical failures including standard timescales and variants	M	Comply Y/N
B3.3.05	For web services, please detail any components required for TfL client installations, including Active X and plugins. Higher scoring will be issued to bidders that demonstrate these services where no client installations are required.	M	Comply Y/N

B3.4 Security



Reqt. Ref.	Requirement Detail	Reqt. Type	Response required
B3.4.01	Data held as part of the service is classified as Commercially Sensitive. Do you have published policy for managing data at this level and if so provide an overview.	M	Comply Y/N
B3.4.02	Provide details of all professional bodies that your organisation and individuals with the organisation hold in relation to data and system security	D	Comply Y/N

B4. SERVICE TRANSITION & MIGRATION PHASE

Tenderers should follow instructions in Section C, responding to each of the requirements outlined in the tables below.
(Min 50, Max 500 words per requirement)

B4.01	TfL's preference is to have no service break during transition. Provide a Migration Plan describing how you would achieve this with regard to the information supplied in Section A1.6	M	Comply Y/N
B4.02	TfL cannot accept data and system integrity loss during the migration phase. Provide a Data Transition Plan that mitigates that risk.	M	Comply Y/N
B4.03	To ensure the system is operational from the first day of service provision. Provide an overview of the training proposals at all levels and how this will fit with the Migration Plan.	M	Comply Y/N
B4.04	TfL's proposed Transition Engagement Model is based on a Joint Project Board formed of TfL, The Changing Workplace Ltd and the new Service Provider to manage the Exit process. The members of the project reporting to the Project Board shall be made up of TfL, The Changing Workplace Ltd and the New Service Provider representatives. As an indicative recommendation: Reporting to Project Board	D	Comply Y/N



	<ul style="list-style-type: none"> • The Changing Workplace Ltd Exit Manager • TfL Transition Manager • New Supplier Transition Manager <p>Key Project Board Members:</p> <ul style="list-style-type: none"> • The Changing Workplace Ltd Service Director • The Changing Workplace Ltd Account Director • TFL Network Manager • New Supplier Account Director • New Supplier Service Director • TFL Contract Manager <p>We would anticipate this running weekly in months 1 – 2 of exit. Please comment on how you see your involvement and if you think this could be improved</p>		
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B5. COMMERCIAL REQUIREMENTS

B5.01	<p>The Service Provider shall develop their contract cost based on the Baseline Service levels defined within the scope of works</p> <p>Cost information shall be provided in the commercial response pricing table in Section B5.2.</p>	M	Comply Y/N
B5.02	<p>A “Contract Performance Period” is the duration over which operational performance is measured and reported, and accounting and invoicing is determined. The duration of the contract will be sub-divided into operational Contract Performance Periods of nominally 28 days. Each Contract Performance Period is allocated a unique number.</p> <p>Each Contract Performance Period starts on a Sunday and ends on a Saturday.</p> <p>There are 13 (thirteen) Contract Performance Periods in a calendar year.</p>	I	
B5.03	<p>Only work directly associated with the TfL contract is to be undertaken by the Contractor’s staff sited at TfL premises.</p> <p style="text-align: right;">[No written response required]</p>	M	Comply Y/N



B5.04	<p>The Services are required to be supplied from the Start Date until the end of year 3 (Contract Term), 6 months prior to which any applicable handback period will apply.</p> <p>TfL may, at its option, extend the term of the Contract by two years by giving the Service Provider written notice of such extension no later than 6 months from the current contract end date.</p>	I	
B5.05	<p>The Form of Tender template will need completing – see Section C, Appendix J; anything relating to Reserved Information will need completing in Appendix H.</p>	M	Comply Y/N
B5.06	<p>The Contract Response Template will need completing – see Section C, Appendix G following review of the Contract found at Appendix I.</p>	M	Comply Y/N



B5.1 Pricing

B5.1.1 The potential supplier should provide pricing that reflects TfL’s aim to seek a solution which represents best value. Tenderers must provide supporting evidence and as a minimum TfL expect the following details to be provided:

- Basis of Estimate - Assumptions made, discounts applied on labour costs.
- Identify risk budget to be held by TfL. Risk log of un-factored costs.
- Financial summary - High level and low level breakdown of financials by cost type; to include:
 - breakdown of cost by product,
 - breakdown of cost by delivery category and activity,
 - breakdown of cost by labour role,
 - breakdown of number of days of effort (by labour role)
 - breakdown of day rates (by labour role)

B5.1.2 TfL must be certain that the principles that support the calculation of the charges will remain unchanged throughout the process. Tenderers are therefore required to confirm that their pricing principles are robust enough to support such an objective.

B5.1.3 Failure to provide sufficient detail on the construction of charges may exclude the Bidder from further consideration.

B5.2 Solution Cost

B5.2.1 The bidder is requested to submit a cost for all services on a fixed price, over the next 3 years, using the pricing table provided below:

Pricing Response

	Deliverables	Fixed Price		
		Year 1	Year 2	Year 3
Software License Costs	Software Licences	£	£	£
Support Maintenance Costs	Provision of Service	£	£	£
	Maintenance and Support	£	£	£
	Hosting Solution	£	£	£
Service transition /Contract Exit Costs / Data migration	Service Transition	£	£	£
	Data Migration	£	£	£
	Bespoke Configuration	£	£	£
	Training	£	£	£
	Exit Cost*	£	£	£
	Total	£	£	£

United Kingdom VAT charges (and any other applicable tax, excise or other charges) should be excluded for the purposes of the proposal. The price will remain fixed for a period of three (3) years from contract award.

The bidder should identify and provide a breakdown for any other costs arising or expenditure required.

Where any capital asset(s) is required to be purchased the bidder should indicate where ownership of the assets will lie and what the Balance Sheet treatment of these assets will be.

B5.2.2 The bidder shall submit a rate card, on the basis that time and materials work may be required. This should identify roles, rate and any discount structure (e.g. for volume). This rate card shall be evaluated against the number of days and type of labour roles, provided as supporting evidence under B5.1.1.



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B5.2.3 TfL acceptance of time and material work will be provided upon TfL's Project Manager approval of monthly timesheets. Any additional costs should be agreed between both parties before the commencement of any work.

B5.2.4 TfL is seeking a proposed milestone payment structure. Please provide your proposed milestone structure using the table below (please note this is for information only):

No	Milestone Deliverable	Cost (£)	% of Total Cost
1			
2			
3			
4			
5			
	Total		

B5.3 Service Level Agreement and Service Credits

B5.3.1 The Respondent must ensure that the proposal (both Commercial and Technical) Considers/Provides for full details of Service Level Agreement (SLA's) for the manage services and support aspects of the proposal. Service Level should be measured monthly.

B5.3.2 The proposal should provide a service credit regime against SLA Failure. This should have a monthly cap set at 100% of the month's services charge. Repeated SLA failures could result in TfL's right to terminate for convenience.



SECTION C: TENDER RESPONSE & APPENDICES

C1. REQUIREMENT RESPONSE INSTRUCTIONS

- C1.01 Bidders must ensure that each requirement response should be clearly referenced, using those references used throughout Section B.
- C1.02 TfL expects the requirement responses to provide a level of detail that will allow easy assessment of how robust and capable of delivery the proposals contained therein are.
- C1.03 Cross references between requirement responses are not permitted. Bidders should set out their proposals in full within each Requirement Response even if that leads to repetition.
- C1.04 All documents and materials that comprise the response must be written in English.
- C1.05 Where Bidders provide additional information outside of that specifically requested, this must be in clearly referenced annexes. However, TfL may choose not to take this into account when evaluating the response.
- C1.06 Embedded documents must not be used in any area of the response.

C2. APPENDICES

Appendix A - CAD Drawing Asbestos Reports/Drawings Layers M&E Layers and Symbols

- CAD Drawings Layers and Symbols Examples
- Mechanical & Electrical Drawing and Symbols Examples
- Asbestos Reports and Drawing Examples

Appendix B - CAFM Standards, Data Structure and Reports

- CAFM Space and Layering Standards Examples
- CAFM Data Structure Example
- CAFM Report Examples
- TfL Financial Periods

Appendix C - TfL Portfolio Head Office, Operational and Overland Building Portfolio

- TfL Portfolio Head Office, Operational and Overland Building Portfolio Example

Appendix D - TfL Policies: Data, IT & Security

- Information Security Controls Framework (Suppliers)
- Information Security Controls Framework
- Password Policy
- Remote Access

Appendix E - TfL Policies

- TFL Code of Conduct
- TfL Behaviours Matrix
- Bullying and Harassment Policy



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- Business Ethics Policy
- Business Expenses Policy
- Electronic Communications & Equipment Usage Policy
- Equality and Inclusion Policy
- Safety and Well Being Policy (Emergency /Security, Pandemic, Workplace Violence, Alcohol at work, Misuse of Drugs, Smoking and HIV)
- Work-Life Balance Policy
- Safety & Wellbeing Policy

Appendix F - TfL Procedures: Contractor Site Rules

- Contractor Site Rules for Head Office Buildings
- LUCAS Smartcard
- British Transport Police Authority Personal Information Questionnaire NPPV Level 1 (Levels of Force Vetting)
- Work Access Control Procedures
- TFL Anti-Fraud and Corruption Policy
- Business Ethics Policy

Appendix G – Contract Response Template

Appendix H – Reserved Information

Appendix I – Service Contract

Appendix J – Form of Tender