

Request for Proposal – GOC Refit

May 2021

Introduction

This **Request for Proposal** ('RFP') has been prepared by the General Optical Council (GOC) for the purpose of selecting a design team to work with us to develop design proposals for the reconfiguration/refit of our office at 10 Old Bailey, as described in 'our requirements' in section one and in the 'client brief' in annex one.

About Us

The General Optical Council (GOC) is a registered charity and the statutory regulator for UK optical professions. We register around 30,000 optometrists, dispensing opticians, student opticians and optical businesses. Our mission is to protect and promote the health and safety of the public. Optical professions are a healthcare/scientific discipline which combine aesthetic sensibility with rigorous application of scientific and clinical practice for the benefit of patients and service-users - and Covid-19 has shown us, like many businesses, that whilst we can fulfil our statutory functions as a remote business, post-pandemic we will want to occupy our office in a very different way to meet our business needs.

Background

We have about 90 staff, who, pre-pandemic, were mainly based at our offices at 10 Old Bailey, some 'hot desking,' some remote, but most with a fixed desk in a conventional, modern, open-plan office environment with adjacent meeting rooms (never enough!) We also hold statutory hearings, committees and Council meetings, some of which, by law, must be open to the public. The pandemic has demonstrated we can operate almost entirely as a virtual business, with all staff working remotely, and now almost all of our hearings, and all of our committee and Council meetings are held online. However, there are some functions that can only be done from a physical location and performance in some aspects of our business has suffered during lockdown.

In our 2021 strategic plan, we committed to transforming our customer service, and over the next 12-months we will be developing a customer contact centre as part of this transformation programme (called GOC Refresh). We are developing the brief for how the contact centre might work (physically and virtually) and helping us understand how we might physically adjust our working environment to accommodate our developing plans here is an important part of the brief. We also know that when our teams begin to return to the office, we will need to occupy our space differently and learn new behaviours and routines to support the more agile, collaborative ways of working that (utilising modern technology) we've adapted to over the past twelve months. We know we will need more quiet spaces (booths or

similar) for colleagues to hold MS Team/ zoom meetings without disturbing other team members. We also know that we need to facilitate 'hot-desking' / remote working better and provide more collaborative spaces for teams to work together and with each other when they are in the office. We have also learnt that different personality types work more efficiently in different types of workspaces, and we'd like our new layout to accommodate this if possible. Whilst most of our hearings will continue online, some will need to be in the office, and we would like to explore options for making our hearing rooms more accessible to the public, accommodate social distancing and offer improved circulation space, privacy and separation for panellists, GOC hearings staff, witnesses and the parties to the case. Finally, we have updated our corporate values and behaviours, and we will be shortly be launching our new website which is the first step in the process to update our graphic 'look and feel,' and in reskinning our office, we will want to reflect our new graphic look, values and behaviours.

We have about four years left on our lease, with an option to renew for a further five years (to March 2030). We want to make the most of the space we occupy for the remainder of the lease. We are also conscious that we are a registered charity and a statutory regulator and need to offer value for money and sustainability. That may include in future sharing our space with another regulator or charity. We are not undertaking this refit just to create a more pleasant working environment, but to better support our staff in meeting our business needs and driving forward our long-term strategic goal - world class regulatory excellence whilst also upholding public confidence in the optical professions.

You can read more about us on our website, www.optical.org.

Section One – Our requirements

Selection of a design team to work with us to develop outline design proposals for the reconfiguration/refit of our office at 10 Old Bailey, as described in 'our 'client brief' in annex one.

Our requirements

We wish to appoint a design team to work with us to develop 2-3 pilot designs for internal consultation and selection; a developed design based on feedback (RIBA Stage 3 – developed design); and following approval of the developed design, technical design (RIBA Stage 4 – technical design) ready for tender issue and construction/ fit out.

The selected design team will be expected to forge close working relationships with our internal Client Team (*which comprises our Director of Education (chair); Head of IT, Communications Manager; Director of Casework & Resolutions; Facilities Manager and Education Projects, Policy & Research Manager and Standards Manager*), our 5-strong Senior Management Team (CEO & 4 Directors), our Audit & Risk Committee and our leadership team in helping us establish the most effective way of occupying our space at 10 Old Bailey to meet our business needs going forward: developing the pilot designs, selecting and developing the most appropriate design and then progressing the final technical proposals.

The aim is to award the contract by the end of May 2021. We would like to construction/ fit out to be complete by the beginning of September.

Sprint One: (w/c 7th June 2021)

Initial client discussions with our internal Client Team (dates TBC), our Senior Management Team (14th June) and our leadership team (16th June) to advise on and establish final brief and discuss and agree early concepts and 2-3 pilot designs.

Sprint Two (w/c 21st June 2021)

Presentation of 2-3 pilot designs (RIBA Stage 2) for consultation at SMT (14th June or 7th July) and all staff meeting (30th June)

Presentation of 2-3 pilot designs (RIBA Stage 2) for consultation and selection of chosen pilot design by Audit & Risk Committee/SMT (28th June/ or shortly after) and approval to proceed to sprint three.

Sprint three (w/c 5th July 2021)

Finalisation of the developed design (RIBA Stage 3) in discussions with our internal Client Team, leadership team (12th July) and our Senior Management Team (7th July or 21st July)

Presentation of a developed design (RIBA Stage 3) to Audit & Risk Committee and/ or Council (14th July) for approval to proceed to sprint four.

Sprint four (19th July 2021)

Development of technical design (RIBA Stage 4 – technical design) ready for tender issue and construction (fit out in August 2021?).

Performance Expectations

GOC's Education Projects, Policy and Research Manager will be the first point of contact for the design team and will have oversight of performance and adherence to the contract terms.

Budget

We have an approved budget of up to £25,000 for the design work to RIBA stage 4 (including VAT if charged.)

We have an approved budget of up to £300,000 for the full construction cost of the refit project (including VAT if charged.)

Proposals over £25,000 for design work will not be considered.

Section Two - RFP Submission Instructions

Please read the instructions below carefully. Failure to comply with them or to return any of the required documents or information may invalidate your proposal, which must be returned by 10am, 24th May 2021 to ESR@optical.org.

To bid for this contract, you must submit a proposal which answers the questions in the 'Questionnaire' in section three, explaining how you will meet our requirements described above. You must use the pricing schedule to explain the cost breakdown for your proposed approach to carry out this work.

Questions about this RFP

You may submit, by no later than 5pm on 13th May 2021 any queries that you have relating to this RFP. Please submit queries by email to ESR@optical.org. If you wish to visit the office, please contact our office manager Jacob Sanchez to arrange a suitable date: jsanchez@optical.org

Submission of Tenders

Your proposal must be received in MS Word format (not PDF) by email to ESR@optical.org no later than 10am, 24th May 2021. Proposals must be written in the English language.

Late proposals will not be considered.

Following assessment of proposals, we reserve the right to request of the selected design team a further tender, proposals, pricing details or other additional information.

Data and Freedom of Information

The Freedom of Information Act 2000 ("FOIA") applies to the GOC, and bidders should be aware of our obligations and responsibilities under FOIA to disclose, on written request, recorded information held by the GOC. Information provided by you in connection with this proposal, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed in response to such a FOIA request, unless we decide that one of the statutory exemptions under the FOIA applies. If you wish to designate information supplied as part of this response as confidential, or if you believe that its disclosure would be prejudicial to any person's commercial interests, you must provide clear and specific detail as to the precise information involved. Such designation alone may not prevent disclosure if in our reasonable opinion publication is required by applicable legislation or Government policy or where disclosure is required by the Information Commissioner.

Warnings/Disclaimer

Offering an inducement of any kind in relation to obtaining this contract with the GOC will disqualify your proposal from being considered. You must not tell anyone else what your proposal or tender price is or will be, before the deadline for proposals.

You must not try to obtain any information about anyone else's proposal make any arrangements with another organisation about whether or not they should propose, or about their or your tender price. Failure to comply with any of these conditions may disqualify your proposal.

Nothing contained in this RFP or any other communication made between the GOC or our representatives and any person shall constitute an agreement, contract or representation (except for the formal written contract between GOC and our preferred supplier). Receipt by the tenderer of this RFP does not imply the existence of a contract or commitment by or with the GOC for any purpose and tenderers should note that this RFP may not result in the award of any business.

It is the responsibility of tenderers to obtain for themselves all information necessary for the preparation of their response to this RFP.

The information contained in this RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of publication. The GOC will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. We reserve the right to change any aspect of, or cease, the tender process at any time.

By issuing this RFP the GOC is not bound in any way and does not have to accept the lowest or any tender.

You will not be entitled to claim from us any costs or expenses which you may incur in preparing your tender whether or not your tender is successful and regardless of whether a contract is awarded.

Timetable

This is the timetable for submission of proposals. We reserve the right to alter this timetable.

Activity	Deadline
RFP publication	7 th May 2021
Deadline for questions on RFP	13 th May 2021
GOC responses to questions on RFP	19 th May 2021
Deadline for proposals	10am 24 th May 2021
Selection process	w/c 24 th May 2021
Contract preparation for sign-off	w/c 31 st May 2021
Project kick-off meeting	9.30am 7 th June

Section Three - Questionnaire

In order to bid for this contract you must submit a proposal explaining how you will meet our requirements described in section one. Your proposal must include the answers to the questions set out in this section of the RFP to enable the GOC to make an informed selection of the most appropriate design team. You must use the pricing schedule to explain how you will charge for the work you do.

In structuring your response, please repeat the question in your proposal and then include your answer. Please number every page sequentially and include the date and title of your document on each page. Please submit your proposal in MS Word (not PDF) format.

Additional material which may expand upon your proposal may be included as appendices.

Our questions:

Contractor information: (max 3 A4 pages)

1. Name(s), address, legal status and contact details of design team
2. Profile(s) and expertise of design team including examples/links to similar projects

Evidence you understand and can deliver what the GOC requires: (max 6 A4 pages)

3. Please describe how you will engage with the GOC (our senior management team, internal client team, leadership team, staff, Council and Audit & Risk Committee) to help us understand how we can better utilize our space now, and in the future, to meet our business needs, and in the development of pilot, detailed and technical designs.
4. Please describe your approach to the delivery of our requirements in section one and annex one, detailing how you will envision use of our space, drawing on prior examples (no sample designs required).
5. Please describe how you will manage and support the design process, the number and type of proposed FTE staff, and your capability and capacity to manage the design process (and potentially construction/ fit out) successfully
6. Please confirm the types and amounts of insurance cover you hold (including employer's liability, public liability and professional indemnity insurance).

Pricing Schedule

7. Please describe your price for each design sprint as follows: (All pricing should be in pound sterling (£GBP).)

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	Price (including VAT if applicable)
Sprint One	£
Sprint Two	£
Sprint Three	£
Sprint Four	£
Total	£

Please note: We have an approved budget of up to £25,000 for design fees (including VAT if charged and all other contractor costs)

Tenders over £25,000 will not be considered.

A more detailed budget and proposed approach to the project may be included as an appendix.

Evaluation Criteria

Proposals will be assessed with reference to the following criteria:

- extent to which proposals evidence the design team understands and can deliver the GOC's requirements
- the contractor having the best design approach, skills, qualifications and track record
- the ability to deliver proposals within time and budget

Responses to each question (above on P.7) will be scored on a range from 0 to 5. Each score has the following meaning:

0. Unacceptable
1. Unsatisfactory - below requirement
2. Weak - well below requirement
3. Meets requirement
4. Good – exceeds requirement
5. Outstanding – considerably above requirement

Weightings are given to each of the questions that are scored. Your total score will be determined by the score for each question multiplied by the applicable weighting.

Question	Weight
1	Unscored (Essential)
2	10%
3	20%
4	30%

- 5 20%
- 6 Unscored (Essential)
- 7 20%

Enc Annex One

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