

# The London 2012 Business Network

Opportunities from London 2012

BULLETIN #128 – 21 March 2011

## Opportunity



<b>Opportunity Title</b>	<b>Lost and Found Service for the London 2012 Olympic and Paralympic Games</b>
Buying Organisation	The London Organising Committee of the Olympic Games and Paralympic Games Ltd
Website	<a href="http://www.london2012.com">www.london2012.com</a>
Opportunity Method	Contract Opportunity
Opportunity Type	London 2012 supply chain (private sector)
Nature of Opportunity	Services
Estimated contract value (GBP)	Not disclosed
Description	<p><b>About the Opportunity:</b> The London Organising Committee of the Olympic and Paralympic Games (LOCOG) invite expressions of interest for the design and management of a lost and found service to Games-time spectators on behalf of the Event Services team.</p> <p>The external provider of this service would need to FULFILL PART OR ALL OF the following criteria:</p> <ul style="list-style-type: none"><li>- Provide an interactive database for logging/retrieving up to 30,000 lost and found items (if the database exists as a public-facing webpage, this database would need to comply with LOCOG branding regulations and customisation)</li><li>- Daily collection during the Games dates (27 July to 12 August and 29 August to 9 September) of items from 30 venues and delivery to a secure warehouse/storage facility</li><li>- Provide a warehousing facility for storage of found items (from July to December 2012)</li><li>- Deliver a service to reconnect found items with owners (web-based and ideally call centre-based as well), including a payment system for delivery</li><li>- Disposal of unclaimed items three months following the end of Games (resale, donation and/or disposal)</li></ul>

- Delivery of lost and found data/database contents to LOCOG and destruction of data following this information transfer
- Training of LOCOG volunteers on use of lost and found database

The successful supplier will be required to work with and include the products and services of London 2012 Official Partners, in particular this will include VISA as the exclusive Consumer Payment Systems partner.

**About the buyer's selection process:**

Nature of this opportunity: Provide a lost and found property service for the 2012 Olympic and Paralympic Games that incorporates a database solution, secure warehousing facility, process for reuniting items with owners and a disposal solution.

Responses to these CompeteFor questions will be evaluated and a shortlist of potential suppliers will be prepared. Successful applicants will be those which, in LOCOG's sole opinion, are most capable of fulfilling LOCOG's requirements as set out in this opportunity.

Successful shortlisted suppliers will be e-mailed with details of next steps after the opportunity has closed on CompeteFor. In addition to responding to these questions on CompeteFor, applicants should be prepared to provide evidence to their responses, in the event of being shortlisted.

Bidders should note that LOCOG may manage the next phase of the procurement process online using our eTendering system.

LOCOG operates a fair and transparent procurement process. Further information on that values that underpin LOCOG procurement can be found in our Diversity and Inclusion Business Charter, available here on the London 2012 website:  
<http://www.london2012.com/businesscharter>

LOCOG's view of value for money is different to that of some other companies. In support of our vision for London 2012 (as described in the 'About the buyer' section below), we must consider a broad range of criteria when assessing proposals from bidders. As such, LOCOG defines value for money on the basis of a range of criteria, namely:

- Quality, delivery and disposal
- Commercial
- Sustainability
- Diversity and inclusion
- Legal, financial, health and safety

For further information about LOCOG and our procurement process, please read the LOCOG Invitation to Tender (ITT) Part 1 which is available on the London 2012 website:  
<http://www.london2012.com/ITT1>

**About the buyer:**

LOCOG is responsible for preparing and staging memorable Olympic and Paralympic Games in 2012. LOCOG is also responsible for staging a series of Test Events in the run-up to the Games; recruiting and training volunteers; and overseeing the four-year Cultural Olympiad leading up to the Games.

Find out more about LOCOG and the people delivering the Games:  
<http://www.london2012.com/about-us>

LOCOG's vision is to use the power of the Games to inspire lasting change.

This means change in people's lives; in levels of sport participation; in attitudes to disability; and change in the communities across London, particularly east London. It means change in attitudes towards sustainability and protecting the world we live in; in how everyone participates and engages with the Games; and in how cities host the Games.

To realise this vision we aim to deliver Games that:

- provide experiences of a lifetime;
- capture the imagination of young people all over the world; and
- create physical, social and sporting legacies to meet the long-term needs of people and their communities.

Our suppliers will play a critical role in helping LOCOG to stage a memorable Games and supporting the delivery of our vision for London 2012. LOCOG contract opportunities cover a range of goods and services, split into eight different categories:

- Artists, performance and events
- Facilities management and catering
- Security
- Services
- Sports
- Technology
- Transport and logistics
- Venues and infrastructure

We will periodically update and share our schedule of future CompeteFor opportunities. View the latest information on the London 2012 website:  
<http://www.london2012.com/futureopportunities>

Delivery point	UK
Details of specialist staff required (if any)	Trained staff experienced in database management and handling lost and found items. Call Centre or customer service experience required if Call Centre or Public Claim Centre service can be provided.
Business Categories	<ol style="list-style-type: none"><li>1. Delivery services</li><li>2. Database services</li><li>3. Computer systems and software (sales)</li><li>4. Computer support and services</li></ol>

5. Call centres
6. Recycling Services
7. Storage services
8. Web site design
9. Logistics
10. Telephone answering services and message centres
11. Computer systems and software (development)

CompeteFor  
response  
deadline 05/04/2011 17:00

Estimated  
tender close  
date 03/05/2011

Estimated  
contract award  
date 18/05/2011

Estimated  
contract start  
date 31/05/2011

LOCOG reserves the right at any time to alter the scope of work requested pursuant to this opportunity or to withdraw the opportunity completely.

LOCOG regrets being unable to provide feedback following responses on CompeteFor.

Suppliers who are successful in winning work with LOCOG will be required to sign up to our standard terms which can be downloaded from the London 2012 website:

<http://www.london2012.com/documents/business/locog-standard-terms-of-procurement.pdf>

**Additional  
information  
for bidders**

Include any  
special notes  
for bidders

Marketing rights are only granted to our international and UK partners:

<http://www.london2012.com/about-us/the-people-delivering-the-games/international-and-uk-partners/index.php>

To ensure that Suppliers do not prejudice LOCOG's ability to raise money from its marketing partners, contracts with Suppliers contain the London 2012 'No Marketing Rights Clauses'. These prevent Suppliers from marketing their involvement in the Games and also prohibit ambush marketing.

For further information, please see the 'No marketing rights protocol' which is available from the London 2012 website:

<http://www.london2012.com/documents/business/no-marketing-rights-suppliers-protocol-feb-2010.pdf>