



# INVITATION TO TENDER

## General Cleaning

REFERENCE: DN311385

PROCUREMENT PROCEDURE: EU OPEN

<b>Deadline for submission:</b> (UK date and time)	<b>DATE:</b>	<b>3 June 2018</b>
	<b>TIME:</b>	<b>23:30</b>

<b>Status:</b>	Issued
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#### **CLIENT APPENDICES (SUPPLIED SEPARATELY)**

<b>Appendix Ref.</b>	<b>Appendix Title</b>
Appendix A	Specification – Universal requirements all lots
Appendix A1	Specification - Lot 1
Appendix A2	Specification - Lot 2
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Appendix B	Conditions of Contract
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Appendix C1	Lot 1 Group 1 Schedule 1 - Sterte C and D
Appendix C2	Lot 1 Group 1 Schedule 2 - High rise
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Appendix C9	Lot 1 Group 4 Schedule 1 - Sheltered Housing Offices A
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Appendix C11	Lot 1 Group 6 Schedule 1 - Sheltered Common Rooms
Appendix C12	Lot 2 schedule of addresses - Extra care and Canford Heath Road
Appendix C13	Lot 3 schedule of addresses - sheltered and extra care housing guest bedrooms

#### **SUPPLIER RESPONSE DOCUMENTS (SUPPLIED SEPARATELY)**

<b>Supplier Response Document Ref.</b>	<b>Supplier Response Document Title</b>
Part A	Not Used
Part B	SQ Part 1 and 2
Part C	Not Used
Part D	Not Used
Part E	Not Used
Part F	Mandatory Requirements & Quality Statements
Part G	Undertakings
Part H	Price

	<b>GLOSSARY OF KEY TERMS</b>
<b>Authority</b>	means the signatory authority or any successor authority or any legal person or entity appointed by the signatory authority to act for or to replace the signatory authority.
<b>Goods and/or Services and/or</b>	means the requirements of the Authority as summarised in section 2 Summary of Requirements and fully described in the

<b>Works</b>	Specification supplied as a Client Appendix.
<b>Invitation to Tender (ITT)</b>	means this document, inviting Tenderers to submit a Tender.
<b>Regulations</b>	means The Public Contracts Regulations 2015.
<b>Tenderer</b>	means an organisation that submits a completed Tender in response to this Invitation to Tender document.
<b>You / Your</b>	means the potential supplier completing this document i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Regulations and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.

### PROCUREMENT TIMETABLE

Please be aware that these are indicative timescales (with the exception of the deadlines in bold below) and may be subject to change.

EU Open Timetable	
Activity	Target Date
OJEU Contract Notice issued	30 April 2018
Invitation to Tender issued	2 May 2018
<b>Deadline for the Authority supplying additional information</b>	25 May 2018 by 14:00
<b>Deadline for submission of tenders</b>	<b>3 June 2018 by 23:30</b>
Evaluation of written submissions completed	15 June 2018
Interviews and presentations	w/c 25 June 2018
Intention to award notification	w/c 9 July 2018
Standstill period concluded	w/c 23 July 2018
Contract formally awarded	w/c 23 July 2018
Commencement of the contract	1 September 2018
The successful tenderer must be available from contract award to commence the contract mobilisation as detailed in the tender documents.	

## **1. INTRODUCTION AND PERIOD OF CONTRACT**

### **1.1. INTRODUCTION**

Poole Housing Partnership (PHP) is an Arms Length Management Organisation (ALMO) appointed to manage the Borough of Poole's housing stock on their behalf. The contract will be between Poole Housing Partnership and the successful bidder.

The current contract to deliver cleaning services is coming to an end and PHP are seeking to re-procure the service in 3 separate lots as follows:

#### **Lot 1 – Cleaning of the shared areas in blocks of flats and sheltered housing schemes to include satellite staff offices:**

- Cleaning of the shared areas in blocks of flats, approximately 215 blocks serving approximately 1860 flats
- Cleaning of shared areas, offices and shared facilities at Sheltered Housing schemes, approximately 27 sites
- Six (6) Groups of properties as follows:

Group1:

- Sterte C and D
- High rise
- Lagland Court

Group 2:

- General needs up to 2 storey
- General needs up to 4 storey
- Sheltered housing up to 2 storey
- Sheltered housing up to 4 storey

Group 3:

- Hostels

Group 4:

- Offices A

Group 5:

- Offices B

Group 6:

- Sheltered Housing common rooms

Tenderers note that the price for Lot 1 is fixed at £127,000.

#### **Lot 2 – Extra care schemes and Canford Heath Road**

- Cleaning of the shared areas of 2 x extra care schemes
- Cleaning of the shared areas of 1 x development comprising 3 blocks of 62 flats in total

#### **Lot 3 – Sheltered and extra care housing guest bedrooms**

- Cleaning and laundry (chamber maid services), at sheltered and extra care housing schemes, approximately 10 sites

Tenderers may visit premises by prior appointment only. Any request for an appointment must be directed by email to [G.Percival@poole.gov.uk](mailto:G.Percival@poole.gov.uk) . All other contact with the Authority must be managed as per section 4.1 of this document.

## **1.2. PERIOD OF CONTRACT**

The initial Contract shall commence on 1 September 2018 and expire on 31 August 2021.

The initial contract duration shall be 36 months.

The Authority has 2 options to extend the contract and each option shall be an additional 12 months.

The maximum period of this contract shall therefore be 60 months and this period includes all options to extend.

Options to extend are subject to satisfactory performance throughout the life of the contract and the Authority's confirmation of funding availability (budget).

*Tenderers note that Clause 8 of the terms and conditions of contract states that the Price shall remain fixed for the 12 (twelve) month period from (and including) the Commencement Date, following which the Supplier may submit to the Council a request for a price revision ("Price Revision") and in such cases the Supplier shall provide documentary proof of increased costs; or a change in market conditions in support of a Price Revision request.*

## **2. SUMMARY OF REQUIREMENTS**

PHP seeks to deliver well maintained, safe and attractive estates. An integral aspect of achieving this is through the delivery of a cleaning service to the shared areas of the properties that we manage. This portfolio ranges from general needs high rise flats, to sheltered common room and extra care facilities. The cleaning tender has been split into three lots in order to ensure that the best possible service in terms of quality and price can be delivered across the portfolio.

Full Specifications of the requirements are set out in client Appendix A1, A2 and A3.

Please read the Contract and Specification thoroughly as they are documents against which your responses will be evaluated.

### **2.1. LOTTING STRATEGY**

Lots are used in this procurement to support small businesses and SMEs.

There are no constraints on applying for single or multiple lots. This means that each Lot could be awarded to a different supplier or they could all be awarded to the same supplier or any variation thereof.

<b>Lot ID</b>	<b>Lot Title</b>
Lot 1	<ul style="list-style-type: none"><li>• Shared areas in blocks of flats and sheltered housing schemes to include satellite staff offices</li></ul>
Lot 2	<ul style="list-style-type: none"><li>• Extra care schemes and Canford Heath Road</li></ul>
Lot 3	<ul style="list-style-type: none"><li>• Sheltered and extra care housing guest bedrooms</li></ul>

### **3. INFORMATION FOR TENDERERS**

In submitting Supplier Response Documents in response to this Invitation to Tender, Tenderers agree to behave as described throughout this Invitation to Tender. In the event of any breach of the conditions of tendering the Authority shall be entitled to reject the Tenderer forthwith and to claim from the Tenderer any wasted costs or losses directly arising from the breach. In the event of any material breach of the terms of this Invitation to Tender which occur or which are discovered after a legal contract has been made the Authority shall be entitled to claim from the Tenderer damages for breach of contract or any other legal remedy open to it including termination of any contract.

#### **3.1. ACCURACY OF INFORMATION**

Information supplied by the Authority (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of such information. The Authority cannot accept responsibility for any inaccurate information obtained by Tenderers.

Tenderers should consider only the information contained within this Invitation to Tender, or otherwise communicated in writing to Tenderers via the discussions feature of our procurement portal at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) .

#### **3.2. COMMUNICATION OF INFORMATION**

Any information relating to the Authority and supplied by the Authority or otherwise acquired by you in connection with this ITT shall be kept by you in strictest confidence and on trust not to disclose it to any person except that such information may be disclosed so far as is necessary for the purpose of obtaining information and quotations i.e. Bond / Guarantee (where necessary) for the preparation and submission of this tender.

Tenderers shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the tender or proposed tender, except where the disclosure in confidence of the approximate amount of tender is necessary to obtain insurance cover required for the purpose of the tender.

No part of this document may be produced or transmitted in any form or by any means without prior written approval of the Authority.

The tender shall be a bona-fide tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.

Tenderers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from tendering or between you agree as to the amount of any other tender to be submitted.

#### **3.3. COSTS OF TENDERING**

The Authority shall not be liable for, or pay any direct or indirect costs howsoever incurred by any Tenderer in the preparation of their tender, or for the costs of any post-tender clarification meetings, presentations or by any Tenderer who fails to respond by the deadline set.

#### **3.4. TUPE**

- 3.4.1. It is the responsibility of Tenderers to consider the effect and applicability of the Transfer of Undertakings – Protection of Employment (TUPE) to the facts and circumstances of this procurement and to act accordingly. Unless this

procurement affects employees of the Authority the Authority will not give any opinion on the applicability or effect of TUPE and you should take your own legal and any other professional advice to satisfy yourselves regarding the likelihood of TUPE applying to any employee as defined by TUPE and in no circumstances shall the Authority incur any liability in relation to any TUPE issues except as required by law.

- 3.4.2. TUPE CONDITIONS FOR CONTRACTOR EMPLOYED STAFF. If TUPE applies unless the current provider advises Tenderers that its employees will not be transferring you are advised that the commencement of the provision of the Service is likely to be a “relevant transfer” to which TUPE will apply.
- 3.4.3. If TUPE applies the Tenderer shall perform and discharge all its obligations in respect of all the transferring employees before and after the service commencement date. The tenderer shall indemnify the Transferor and the Authority against all administrative and professional adviser costs incurred and any employee liabilities arising from the Tenderers failure to perform and discharge any such obligation by act or omission at any time.
- 3.4.4. Apart from this clause 3.4.4 and clauses 3.4.1 to 3.4.6 hereof the terms and conditions of contract relating to TUPE will apply from the date of award. You should be aware that as a result of the operation of TUPE, if TUPE applies the contracts of employment of the employees who are engaged in the Service will have effect from the service commencement date as if originally made between the Tenderer who is awarded the Contract and the transferring employee. The Authority does not warrant or accept any liability for the completeness or accuracy of any employee liability information or any information supplied by current providers or forwarded to Tenderers by the Authority and Tenderers must make their own enquiries and carry out all due diligence in this regard.
- 3.4.5. If TUPE applies the Tenderer will procure that it and any approved sub-contractor will ensure that any transferring employees are permitted to remain in their current pension scheme if this is possible and will comply with any legal requirements regarding the provision of pensions for employees prevailing at the service commencement date and for the contract period.
- 3.4.6. Further terms and conditions relating to TUPE may be found in the conditions of contract.

### **3.5. CANVASSING**

Tenderers must not, in connection with this Invitation to Tender:

- 3.5.1. offer any inducement, fee or reward to any member or officer of the Authority; or
- 3.5.2. do anything which would constitute a breach of the Bribery Act 2010; or
- 3.5.3. canvass any of the persons referred to in CANVASSING in connection with the Contract; or
- 3.5.4. contact any member or officer of the Authority (except as authorised by this Invitation for the purpose of asking genuine questions about the process or



the tender) about any aspect of the proposed Contract or for soliciting information in connection therewith.

### **3.6. FREEDOM OF INFORMATION ACT**

Information in relation to this tender may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000.

Tenderers should state in their Supplier Response Documents if any of the information supplied by them is confidential or commercially sensitive or should not be disclosed in response to a request for information under the act. Tenderers should state why they consider the information to be confidential or commercially sensitive. This will not guarantee that the information will not be disclosed but it will be examined in the light of the exemptions provided in the act.

It is important to note that information may be commercially sensitive for a time, for example, during a tender process, but afterwards it may not be. The timing of any request for information may be extremely important in determining whether or not information is exempt. However Tenderers should note that no information is likely to be regarded as exempt forever.

### **3.7. PUBLIC RIGHTS OF AUDIT**

The Local Audit and Accountability Act 2014 abolished the Audit Commission and the Accounts and Audit Regulations 2015 established new arrangements for the audit and accountability of local public bodies in England. Section 3 of the 2014 Act requires a relevant authority to keep adequate accounting records and to prepare a statement of accounts. Section 25 requires a relevant authority to make various documents available for inspection to local electors. The Authority's records include contracts that the Authority has with its suppliers. Tenderers should note that any contract awarded at the conclusion of this procurement may be disclosed to a member of the public during the audit period. The Authority will take reasonable steps to ensure that data falling within the ambit of the Data Protection Act 1998 or General Data Protection Regulations and any information likely to prejudice commercial interests or other material which falls within an exemption provided under the Freedom of Information Act 2000 is not disclosed.

### **3.8. GOVERNMENT TRANSPARENCY INITIATIVE – PUBLICATION OF TENDER DOCUMENTS AND CONTRACTS**

The Government has set out the need for greater transparency across public sector organisations to enable the public to hold public bodies and politicians to account. As part of this initiative Government requires local authorities to publish on line all tender documents for new contracts valued over £5,000 and the resulting contracts. Tenderers applying for this Contract should be aware that if their tender is successful information about the resulting contract will be published and the documents made available to those requesting them. In some cases, limited redactions will be made.

## 4. INSTRUCTIONS FOR TENDERERS

### 4.1. TENDER ENQUIRIES / QUESTIONS

During the tender period Tenderers must seek to eliminate ambiguity by asking questions. Beware that if you make an assumption that leads you to submit a “qualified tender” then the risk that such tender will be rejected is increased as the Authority reserves the absolute right to reject a qualified tender.

All questions and requests for clarification regarding this Invitation to Tender must be submitted in writing using the messaging feature of our procurement portal at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk).

A copy of all the questions and answers will be maintained and distributed periodically to all recipients to the Invitation to Tender.

If a Tenderer expresses that the question is confidential and the Authority believes in its absolute discretion that the response to the question is of sensitive or confidential nature, it will only be sent to the Tenderer who asked the question.

The Authority will endeavour to circulate a complete list of answers to all questions up to the *deadline for the Authority supplying additional information* detailed in the *Procurement Timetable*. Questions received after this date will not be answered.

### 4.2. DOWNLOADING SUPPLIER RESPONSE DOCUMENTS

Supplier Response Documents must be downloaded for completion electronically via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk).

Note that this system requires that you operate Internet Explorer v11 or more recent or Google Chrome.

### 4.3. COMPLETING SUPPLIER RESPONSE DOCUMENTS

Do not make any changes to the text, formatting or numbering of the Supplier Response Documents supplied to you except insofar as you are completing response fields. Supplier Response Documents will be evaluated on the basis that no changes have been made.

Organisations wishing to tender must complete all of the procurement documents prefixed “*Supplier Response Document – Part*”. The following table presents the names of the Supplier Response Documents provided to you and the file-naming convention that you are required to follow prior to submission:

DOCUMENT NAME	FILE-NAMING CONVENTION
Supplier Response Document – Part B – SQ Part 1 and 2	<i>Supplier’s Name – Part B - SQ Part 1 and 2</i>
Supplier Response Document – Part F – MRs & Quality Statements – Lot 1	<i>Supplier’s Name – Part F – MRs &amp; Quality Statements – Lot 1</i>
Supplier Response Document – Part F – MRs & Quality Statements – Lot 2	<i>Supplier’s Name – Part F – MRs &amp; Quality Statements – Lot 2</i>
Supplier Response Document – Part F – MRs & Quality Statements – Lot 3	<i>Supplier’s Name – Part F – MRs &amp; Quality Statements – Lot 3</i>
Supplier Response Document – Part G – Undertakings	<i>Supplier’s Name – Part G – Undertakings</i>
Supplier Response Document – Part H –	<i>Supplier’s Name – Part H – Price – Lot 2</i>

Price – Lot 2	
Supplier Response Document – Part H – Price – Lot 3	<i>Supplier's Name – Part H – Price – Lot 3</i>

Note that it is your responsibility to ensure that all parts of your tender documentation are completed and submitted as described in this Invitation to Tender, and signed and dated where required. The Authority is not obliged to consider any tender which is incomplete or not prepared or not submitted in accordance with instructions.

Responses must be written in English language. Prices must be presented in GBP, exclusive of VAT, but inclusive of all other costs where not stated in Supplier Response Document – Part H - Price.

When completing Supplier Response Document - Part F – Mandatory Requirements & Quality Statements, you **MUST** ensure that you are silent on Price. Your responses to Quality Statements must not refer to any sum or part sum submitted in Price (Part G or Part H) of the Supplier Response Documents. Beware: Do not combine Supplier Response Documents into a single PDF. Failure to observe this instruction may result in your submission being disqualified.

#### **4.4. VARIANTS**

Variants / variant tenders are not permitted.

#### **4.5. SUBMITTING SUPPLIER RESPONSE DOCUMENTS**

Tenderers must upload and submit Supplier Response Documents electronically via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk). Note that you must *upload* your documents and then *submit* your documents. Note that if you *upload* your documents but fail to “*Submit*” them then the Authority will not receive them.

Submitted Supplier Response Documents must be readable with MS Office 2010 or Adobe.

Do not submit any information that is not requested in this document. Only submit the documents listed above in 4.3 COMPLETING SUPPLIER RESPONSE DOCUMENTS and any other documents directly requested. Files must be named in accordance with the file naming convention set out in 4.3 COMPLETING SUPPLIER RESPONSE DOCUMENTS.

Electronic submission of all required documents via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) is mandatory. This should include electronic signatures, where tenderers have the capability. Where electronic signatures are not possible, scans of supplementary documentation and/or relevant signature pages may be submitted, accompanied by a covering memo on company letterhead.

The Authority will make reasonable efforts to open your document(s) however if they cannot be opened then document(s) may be excluded.

Tenders submitted after the deadline for submission will be rejected unless clear electronic proof of submission within the time allowed is available. The Authority's decision on whether clear proof of submission has been provided will be final.

Tenders must not be submitted except via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk).

#### **4.6. TENDER ACCEPTANCE PERIOD**

Unless specifically withdrawn in writing, tenders shall remain open for acceptance for a period of 6 months from the return date.

If there is a legal challenge to the Authority's decision to award the tender which is not resolved before the end of the tender acceptance period, tenders must remain valid for acceptance for a period of 28 days after the date the challenge is resolved finally whether by agreement between the parties to the challenge or following a decision by the High Court.

The decision of the Authority on whether any action by any person amounts to a legal challenge under the preceding paragraph shall be final.

The Authority may seek clarification from Tenderers at any time during the procurement process.

#### **4.7. NUMBER NOT USED**

#### **4.8. SELECTION OF TENDERER**

Upon conclusion of the evaluation, the scores for 'price' and 'quality' will be combined, and the Tenders ranked accordingly.

The Tenderer to be offered the Contract will be advised accordingly via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk). Such award, offered pursuant to this Invitation to Tender, will be on the basis of the most economically advantageous tender, based on the evaluation methodology described herein.

Tenderers whom it is proposed will not be offered the Contract will be advised of this via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) and will be entitled to receive feedback on the relative merits and characteristics of their tender submission compared with that of the accepted tender.

In accordance with the Regulations, the award of the Contract will be subject to a mandatory standstill period of at least 10 days between the notification of award decision and contract conclusion. If representations are received during the standstill period, the Authority may have to suspend the award of the Contract and extend the standstill period until any issues have been resolved.

#### **4.9. ACCEPTANCE OF TENDER**

The Authority does not bind itself to accept the lowest or any tender, and reserves the right to accept a tender in part.

The award to the successful Tenderer is subject to the formal approval process of the Authority. Until all necessary approvals are obtained; no contract will be entered into.

Upon conclusion of all the above stages, a formal Contract will be entered into between the Authority and the successful Tenderer. A letter of award sent by the Authority will be evidence of a binding legal contract between the Authority and the Tenderer.

#### **4.10. MISCELLANEOUS**

Where supply arrangements are subject to further instructions this will be done by purchase order. Purchase orders are sent to suppliers by email only. In such cases you must provide an email address that is appropriately monitored (e.g. [sales@ABC.co.uk](mailto:sales@ABC.co.uk)).

here supply arrangements are subject to further instructions (i.e. Purchase Orders), and the same goods or services are purchased over and over again, you may be required to support the development of an electronic catalogue to improve our access to your products.

Where, in the Authority's opinion, the supply arrangement will generate a significant volume of invoices you must submit your invoices electronically.

Remittance advice is sent to suppliers by email only. You must provide an email address that is appropriately monitored (e.g. [remittance-advice@ABC.co.uk](mailto:remittance-advice@ABC.co.uk)).

## **5. CONDITIONS OF CONTRACT**

The applicable terms and conditions of contract for Lot 1, Lot 2 and Lot 3 are provided as client Appendix B:

Terms and Conditions Set 7 - Goods and Services long form.

These are attached as a separate document within [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk).

In the absence of a formal document signed by the Authority and the successful Tenderer to any agreement and setting out the terms of the agreement between them, and for as long as such absence persists, then the acceptance of the Tenderer's written tender shall itself constitute a binding agreement between the Authority and the successful Tenderer, the terms of which unless amended by agreement between the Authority and the successful Tenderer shall be the Terms and Conditions as referenced above and the prices and operational proposals set out by the Tenderer in their tender.

## 6. EVALUATION

In order to be transparent, and in order that Tenderers fully understand how their Supplier Response Documents will be evaluated, full details of the evaluation process are described below. Should any Tenderer not understand any element, they should in first instance make contact with the Authority as described in 4.1 TENDER ENQUIRIES / QUESTIONS.

Except where Lot specific differences are described below the evaluation process will be applied separately to each Lot as follows.

### 6.1. SCORING

Each scored question will be scored with reference to the scoring table set out below. Each response will be scored a point 0 to 10, whole numbers only, 0 being the lowest and 10 being the highest. Scores shall be awarded as follows:

<b>Score 0</b>	No Response	No response	<b>Weak</b>
<b>Score 1</b>	Extremely Weak	Very poor proposal/response, does not cover all of the associated requirements, major deficiencies, unrealistic or impossible to implement and manage. No relevant detail proposed	
<b>Score 2</b>	Very Weak	Poor proposal/response, only partially covers the requirements, deficiencies in detail apparent, difficult to implement and manage. Little relevant detail proposed	
<b>Score 3</b>	Weak	Mediocre proposal/response, with minor deficiencies either in thinking or detail, problematic to implement and manage. Significant detail missing	
<b>Score 4</b>	Fair - Below Average	Proposal/response partially satisfies the requirements, with small deficiencies apparent, needs some work to fully understand it. Some useful detail provided	<b>Fair - Good</b>
<b>Score 5</b>	Fair - Average	Satisfactory proposal/response, would work to deliver all of the Authority's requirements to the minimum level	
<b>Score 6</b>	Fair - Above Average	Satisfactory proposal/response, would work to deliver the majority of the Authority's requirements to the minimum level with some evidence of where the Participant could exceed the minimum requirements	
<b>Score 7</b>	Good	Good proposal/response that convinces the Authority of its suitability Response slightly exceeds minimum the requirements	
<b>Score 8</b>	Strong	Robust proposal/response, exceeds minimum requirements, including a level of detail or evidence of original thinking which adds value to the bid	<b>Strong - Excellent</b>
<b>Score 9</b>	Very Strong	Proposal/response well in excess of expectations, with a comprehensive level of detail given including a full description of techniques and measurements employed	

<b>Score 10</b>	<b>Outstanding/ Excellent</b>	Fully thought through proposal/response, which is innovative and provides the reader with confidence of the suitability of the approach to be adopted	
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The evaluation manager is responsible for ensuring that each evaluator is able to justify their scores. Scores for each question are assessed for variance from the most often occurring score for that question. If the variance is significant then the evaluator will be challenged and required to justify their score. If a score cannot be justified to the satisfaction of the evaluation manager then the score will be moderated up or down. This process is called moderation. The moderated score for a given question is taken as the final score for the given question response.

Pass Score(s) may be used to ensure a minimum level of quality across one or more criteria. Where applicable the Pass Score(s) will be applied to the final score(s) for the applicable question response(s) - i.e. following moderation. If a Tenderer fails to achieve any Pass Score then the Tender will be rejected and discounted from further evaluation.

## **6.2. MINIMUM LEVELS OF SUITABILITY**

SQ Parts 1 and 2 are incorporated into the Supplier Response Document - Part B (SQ Part 1 and 2).

In this Open procedure SQ Parts 1 and 2 are used to test that a potential supplier meets minimum levels of suitability.

The SQ part(s) of the Supplier Response Documents will be evaluated before any other parts:

- If all elements are completed to the satisfaction of the Authority then the Authority will continue with the evaluation as described below.
- If all elements are not completed to the satisfaction of the Authority then the Authority will not evaluate other parts of your Supplier Response Documents and your Tender will be discounted from further evaluation.

## **6.3. EVALUATION OF SQ PARTS 1 AND 2**

Evaluation of SQ Parts 1 and 2 follows a pass / fail model based on tenderer self-declaration.

Note that if the relevant documentary evidence referred to in the SQ is not provided upon request and without delay we reserve the right to cease further consideration of the SQ submission and to deem it ineligible for selection.

## **6.4. NUMBER NOT USED**

## **6.5. NUMBER NOT USED**

## **6.6. EVALUATION OF INVITATION TO TENDER**

The following quality and price weightings will be used to determine the most economically advantageous tenders (MEAT):

Lot 1:

- Quality 100 %: (Technical merit, aesthetic and functional characteristics of the solution offered)



- Price 0 %: (Total overall costs, taking into account tendered prices and any on-going support and maintenance costs for the contract period)

Lot 2:

- Quality 60 %: (Technical merit, aesthetic and functional characteristics of the solution offered)
- Price 40 %: (Total overall costs, taking into account tendered prices and any on-going support and maintenance costs for the contract period)

Lot 3:

- Quality 60 %: (Technical merit, aesthetic and functional characteristics of the solution offered)
- Price 40 %: (Total overall costs, taking into account tendered prices and any on-going support and maintenance costs for the contract period)

Please note that throughout the evaluation process, the right is reserved to seek from Tenderers clarification at any stage as an aid to fully understand their offers.

### **6.7. QUALITY 60 %**

Quality is the subject matter of Supplier Response Document - Part F. Quality will be evaluated in successive stages as follows:

- Quality Evaluation Stage 1 - Mandatory Requirements
- Quality Evaluation Stage 2 - Quality Statements - Scored
- Quality Evaluation Stage 3 – Interview

### **6.8. QUALITY EVALUATION STAGES 1 AND 2**

Quality Evaluation Stages 1 and 2 are completed in isolation from price as follows:

#### Quality Evaluation Stage 1 - Mandatory Requirements

Quality Evaluation Stage 1 will be completed before Quality Evaluation Stage 2 is commenced.

**Mandatory Requirements:** These requirements are MANDATORY and MUST be met by Tenderers.

If the Tenderer has failed to meet any of the Mandatory Requirements then the Tender will be rejected and discounted from further evaluation.

If the Tenderer meets all of the Mandatory Requirements then evaluation will continue as described below.

Tenderers are required to respond to Mandatory Requirements by answering yes or no to the Mandatory Requirements in Supplier Response Document - Part F - Mandatory Requirements & Quality Statements.

#### Quality Evaluation Stage 2 - Quality Statements – Scored

Tenderers are required to provide an answer to all Quality Statements set out in Supplier Response Document – Part F - Mandatory Requirements & Quality Statements. Your answers will explain how you will meet the Authority's requirements.

Quality will be evaluated by the Authority based on Tenderers responses to the Quality Statements set out in Supplier Response Document – Part F - Mandatory Requirements & Quality Statements. In evaluating the responses to the Quality Statements the

evaluation panel will use their reasoned professional judgement to award scores that reflect the merits of each response.

Each response will be scored with reference to 6.1 SCORING TABLE.

Pass Scores and Weightings will be applied to scores with reference to the following table:

No.	Quality Criteria	Evaluation Type	Pass Score	Weighting (%)
	<b>Mandatory Requirement</b>			
MR1	Economic and Financial Standing	Pass / Fail	N/A	N/A
MR2	Wider group	Pass / Fail	N/A	N/A
MR3	Modern Slavery	Pass / Fail	N/A	N/A
MR4	Insurance	Pass / Fail	N/A	N/A
MR5	Financial Risk	Pass / Fail	N/A	N/A
MR6	Equality and diversity	Pass / Fail	N/A	N/A
MR7	Experience	Pass / Fail	N/A	N/A
MR8	Dealing with sharps	Pass / Fail	N/A	N/A
MR9	Waste license	Pass / Fail	N/A	N/A
MR10	Workforce DBS checked	Pass / Fail	N/A	N/A
MR11	Ability to attend site with-in 2 hours	Pass / Fail	N/A	N/A
	<b>Project Specific – Scored</b>			
QS1	References	Scored	5	0%
QS2	Experience	Scored	N/A	15%
QS3	Added value	Scored	N/A	35%
QS4	Quality	Scored	N/A	30%
QS5	Resources	Scored	N/A	10%
QS6	Health, safety and welfare	Scored	N/A	10%
		<b>Total</b>		<b>100%</b>

The highest total score for Quality will be awarded the maximum 100%. All the other tenderers' Quality scores will be given a % score relative to the highest. This will be done for each tenderer by dividing their Quality score by the highest Quality score, multiplying by 100 and the resulting score is multiplied by the Quality weighting of 60 %. This will give a score for each tenderer relative to the highest scoring tenderer.

#### 6.9. PRICE 40 %

This clause applies to Lot 2 and Lot 3 only. This is because the price for Lot 1 has a fixed price of £127,000.

Price evaluation will consider total overall costs, taking into account tendered prices and any on-going support and maintenance costs for the contract period. Price evaluation will include sensitivity analysis where appropriate.

The lowest tendered price will be awarded the maximum 100%. All the other returned tender prices will be given a % score relative to that. This will be done for each tenderer by dividing the lowest tendered price by the tenderer's tendered price, multiplying by 100 and then multiplying the product by 40 %. This will give a score for their tendered price relative to the lowest.

#### **6.10. COMBINING WEIGHTED SCORES TO SHORTLIST FOR INTERVIEW**

Tenderers should note that the Authority intends to hold interviews as part of the process to identify and appoint a contractor. Interviews will be held at the Authority's premises.

The number of Tenderers invited to interview will solely depend upon the initial evaluation of Tenderers' bids. Suitable and sufficient responses permitting a minimum of 3 and a maximum of 5 highest ranked tenderers will be taken forward to Quality Evaluation Stage 3.

For Lot 1:

The weighted scores for Quality (written submission) 100 % will be used to identify the highest ranked tenderers to be invited for interview:

For Lot 2 and Lot 3:

The weighted scores for the following will be combined to identify the highest ranked tenderers to be invited for interview:

- Quality (written submission) 60 %
- Price 40 %

#### **6.11. QUALITY EVALUATION STAGE 3 - INTERVIEWS**

Before proceeding with Quality Evaluation Stage 3 the % weighting for Quality Evaluation Stage 2 (Written Submission) is now subject to a mathematical adjustment.

For Lot 1:

The % weighting for Quality Evaluation Stage 2 is now multiplied by 0.8 such that Quality Evaluation Stage 2 is now 80% (reduced from 100%) (i.e.  $100\% \times 0.8 = 80\%$ ). This is an input to the Final Score. The 20% balance of the Quality weighting is now reserved for Quality Evaluation Stage 3.

For Lot 2 and Lot 3:

The % weighting for Quality Evaluation Stage 2 is now multiplied by 0.8333 such that Quality Evaluation Stage 2 is now 50% (reduced from 60%) (i.e.  $60\% \times 0.8333 = 50\%$ ). This is an input to the Final Score to ensure that the 60/40 (Quality/Price) ratio is maintained. The 10% balance of the Quality weighting is now reserved for Quality Evaluation Stage 3.

The objectives of the interview are:

- to evaluate the supplier's proposed team in terms of competency and motivation to optimise performance;
- to evaluate whether the supplier's vision, attitude and behaviours are aligned with our own;
- to receive presentations from key members of the tenderer's team;

Towards these objectives new criteria and new weightings will be introduced at this stage and separate marks are "reserved" for award at this stage.

Further details of interview requirements will be provided following selection.

The time allowed for the interview will be 60 minutes excluding questions from PHP.

The Authority has provisionally set aside dates for these interviews as indicated in the Procurement Timetable towards the front of this document; Tenderers are therefore

asked to keep these dates free. The Authority reserves the right to change this date if it is proves necessary to do so, and Tenderers will be notified as soon as possible of any such decision.

<b>Interview Question</b>	<b>Subject Matter</b>	<b>Weighting %</b>
IV1	Outline the added value your organisation will deliver through the performance of this contract.	35%
IV2	Describe how you will gather and respond to resident feedback on the delivery of this contract	25%
IV3	Summary of the actions you will take to deliver a high quality, customer focussed cleaning service	25%
IV4	Describe how you will deliver the contract locally. Describe how will you ensure you have the correct resources (staff, office, transport, materials) available locally	15%

The tenderer's Interview Team should be comprised as follows:

- Director
- Contracts Manager
- Local Supervisor

Each scored Quality Criteria will be scored with reference to 6.1 SCORING.

The highest total quality score from the Interview will be awarded a maximum 100%. All the other tenderers' quality scores will be given a % score relative to the highest.

For Lot 1:

This will be done for each tenderer by dividing their quality score by the highest quality score, multiplying by 100 and the resulting score is multiplied by the reserved weighting of 20 %. This will give a score for each tenderer's Interview relative to the highest scoring tenderer.

For Lot 2 and Lot 3:

This will be done for each tenderer by dividing their quality score by the highest quality score, multiplying by 100 and the resulting score is multiplied by the reserved weighting of 10 %. This will give a score for each tenderer's Interview relative to the highest scoring tenderer.

## **6.12. COMBINING WEIGHTED SCORES TO REACH A FINAL WEIGHTED SCORE**

For Lot 1:

The weighted scores for the following will then be combined to identify the tenderer with the highest combined Final Weighted Score:

- Quality (written submission) 80 %
- Quality (Interview) 20 %

The tenderer with the highest combined Final Weighted Score will be confirmed as the preferred tenderer.

For Lot 2 and Lot 3:

The weighted scores for the following will then be combined to identify the tenderer with the highest combined Final Weighted Score:

- Quality (written submission) 50 %
- Quality (Interview) 10 %
- Price 40 %

The tenderer with the highest combined Final Weighted Score will be confirmed as the preferred tenderer.