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Security Services Framework 2021 - 2025 Further Competition Invitation to Tender

Former DVSA Cardington – CCTV and Alarm Response Services

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Table of Contents

Introduction	1
Part 1 – Commission Requirement	1
Part 2 – Instructions for Submitting a Response	1
Part 3 – Standard Forms	1
Part 1 - Commission Requirements	2
1. Commission Background	2
2. Objectives	2
3. The Services	2
4. Site Information (if appropriate)	2
5. Service Deliverables	3
6. Indicative Programme	5
7. Management	5
8. Risks	6
9. Payment	6
Other Requirements	7
10. Termination	7
11. Conflict of Interest	7
12. Confidentiality	7
Part 2 - Instructions for Submitting a Response	8
1. General	8
2. Site Visit Requirements	9
3. Quality	10
4. Pricing	10
5. Evaluation	11
6. Documents to be Returned	11
7. Evaluation Criteria	12
9. Worked Example	15
Part 3 – Response	17
3.1 Response Form	17
3.2 Pricing Schedule	19

Appendix

1	Homes England Policies
2	Site Plan
3	Site Access Request Forms
4	Site Rules
5	Site Risk Assessment

Introduction

The purpose of this Further Competition Invitation to Tender (ITT) is to award the call-off contract for provision of CCTV and Alarm Response Services at Former DVSA Cardington, Harrowden Lane, Bedford, MK44 3EQ.

We ask you to respond to the questions detailed in Part 2, Section 6 (Evaluation Criteria) using the [Response Form](#) and to return the Response Form and Pricing Schedule in Part 3 with your tender.

This Further Competition ITT is divided into 3 parts:

Part 1 – Commission Requirement

- Details the commission requirements; and
- Details additional terms and conditions for the Further Competition. The successful Supplier will be subject to both the terms and conditions of this Further Competition and the Framework Contract. Unless otherwise defined in these instructions, terms used shall have the meaning given to them in the Framework Contract.

Part 2 – Instructions for Submitting a Response

- Contains important information and instructions on preparing and submitting a tender response. Please read these instructions carefully prior to submitting your tender response; and
- Outlines the evaluation criteria which will be used for assessment. It is important that Suppliers familiarise themselves with the criteria and ensure they are considered when compiling their tender response.

Part 3 – Standard Forms

- Contains the standard forms required to be completed and returned by the Supplier when submitting a tender response.

Part 1 - Commission Requirements

1. Commission Background

Prior to marketing and disposal, Homes England holds and manages surplus public land bringing with it duties of care for health and safety, trespass and other liabilities. Homes England addresses these risks by procuring Security Services including but not limited to manned guarding, reception security, mobile patrols, key holding, alarm response, CCTV and event-activated services via its Security Services Framework 2021 - 2025.

Homes England wishes to appoint a Supplier from this Framework to provide CCTV and Alarm Response Services (in accordance with Part 3 Scope of Services of the Framework Contract) at the Former DVSA Cardington, Harrowden Lane, Bedford, MK44 3EQ.

2. Objectives

Homes England's core objectives for the provision of security services under the Framework are:

- Achieve a consistent standard of security provision across the range of sites by adopting the Framework as a generic service specification to be supplemented by building or site-specific needs and variations where appropriate;
- Establish a performance-based specification to promote continuous improvements in security provision;
- Protect property, personnel and legitimate visitors to premises from injury, loss or damage;
- To allow Homes England to proactively and quickly manage site risk via high quality security Suppliers;
- Promote diligent provision of security services to deter activities of thieves, vandals and trespassers in or upon premises through an appropriate presence; and
- Protect and enhance the corporate image of Homes England.

3. The Services

Services required under this further competition are:

- CCTV; and
- Activation Monitoring and Alarm Response.

In pricing and delivery of the Services, the Supplier shall refer to Framework Contract, Schedule 3; Part 1 – KPI, Part 2 – SLA, Part 3 – Scope of Services.

4. Site Information (if appropriate)

CCTV and Alarm Response Services are required to the Former DVSA Cardington, Harrowden Lane, Bedford, MK44 3EQ. A Site Plan is provided at Appendix 2.

The main site is securely fenced around its entire perimeter. The site can be accessed from the south of Paul Waller Avenue via a set of coded padlock secured 1.4m high double vehicle gates that open into the site from Harrowden Lane. The Supplier will be provided with codes for the gates. Codes should not be provided to third parties under any circumstances.

Cars cross Paul Waller Avenue at two locations to link the housing estates located on either side of the Avenue. Cars are not permitted to turn onto Paul Waller Avenue. Pedestrians, dogs, and cyclists do use the road even though private land signage has been erected.

There is a pedestrian walkway from the estate to the new field and basketball area.

Further construction is happening to the south of the site. Cardington Aircraft hangers are also located to the south of the site.

There are no welfare facilities on the site and no utilities.

Due to the location of the site in proximity to residential properties there is a requirement for Security Suppliers to interact with members of the public. Suppliers should ensure that members of the public are dealt with courteously and that queries are forwarded to Homes England and / or their appointed Managing Agent promptly.

Due to the requirement to interact with members of the public the Supplier should take into consideration "Code of Practice on the English language requirements for public sector workers" in particular Para 3.13 and 3.14 included in Appendix 1.

"Agency workers and self-employed contractors

3.13. Agency workers are not employed by a public authority and the terms on which they are engaged depend on the contract between the employment agency and the public authority and their own arrangements with the employment agency. If an individual agency worker is unable to meet the necessary standard of spoken English or Welsh fluency, a public authority can consider terminating the agreement with the employment agency for their engagement in accordance with the terms of the contract between the employment agency and public authority.

3.14. Self-employed contractors work for public authorities in accordance with the terms of a services contract. The terms of the contract will determine the steps which a public authority can reasonably take should the individual fail to meet the necessary standard of spoken English or Welsh fluency required for a public-facing role."

Suppliers should be aware that whilst working on Homes England owned sites, they represent the 'public face' of Homes England. Suppliers should ensure that they behave in a professional manner whilst working on sites.

5. Service Deliverables

The below outlines the basic principles for delivery of Security Services at the DVSA Cardington, the site will require detailed Assignment Instructions. All assignment instructions will be produced by Security Supplier and subject to written approval of Homes England prior to contract commencement and subject to change as and when required. The appointed Security Supplier will carry out a full risk assessment with supporting method statements/safe systems of work prior to commencement.

The appointed Supplier will be required to install signage at the site stating 'Site Security Services provided by.....' and appropriate CCTV signage to meet requirements of the Information Commissioner's Office (ICO). The location and format of the signage is to be subject to final approval Homes England prior to installation on site.

CCTV

The supplier is to provide remote monitored self-powered CCTV (no mains power available) to monitor presence of unauthorised persons on the site (including members of the public). The system shall give continuous protection and meet all legal requirements associated with data protection and guidelines from ICO.

The supplier is to provide 24/7 mobile response to any confirmed video footage of trespasser activation with a response time of a maximum of 30 minutes from the point of confirmed intruder activation. There is a

requirement for the provider to follow a strict activation response protocol which is to be subject to written approval of Homes England.

General

Access to the site will be strictly controlled by Homes England's Managing Agents and only visitors pre-authorised by the Managing Agent to the security provider will be permitted to access site. The Managing Agent for the site is:

Managing Agent: Hartnell Taylor Cook

Name: Adam Drysdale

Email: Adam.drysdale@htc.uk.com

Mobile: 07493869971

It is anticipated that all Security Staff attending site shall be provided with the following uniform/PPE. This is not a definitive list. Requirements should be reviewed on completion of initial site risk assessment by the Supplier to determine any additional Uniform/PPE requirements i.e it may be deemed that Body Cameras are beneficial at the site specifically in relation to lone working. It is the sole responsibility of the Supplier to ensure that all legal requirements in relation to provision of PPE are met, Homes England holds no responsibility for this.

All PPE and Uniform provided should be company branded and clearly identify the staff as security officers. The vehicle used to travel to site should also be company branded.

- Hard Hats;
- Hi Visibility Jacket/Vest;
- Combat Trousers;
- Polo Shirt;
- Safety boots with ankle support;
- Mobile Phones; and
- Suitable torches to facilitate patrolling during hours of darkness.

Suppliers on award will be required to identify a list of staff to be allocated to this contract. Only allocated staff will be permitted to provide Services on the contract, therefore, Suppliers should ensure that a suitable 'reserve' of staff are trained should primary staff be subject to illness or other factors which may make them unable to work. Suppliers will be required to notify the Homes England and / or their appointed Managing Agent in writing should they wish to add or remove staff allocated to this contract and the reasons for this. Use of Agency Staff is not permitted on this contract.

Security staff must always carry ID badges and SIA licences. On award of the contract, the security provider must provide details of SIA licences to Homes England and / or their appointed Managing Agent, this shall include routine staff allocated to the site and any reserve officers covering periods of sickness or absence.

Upon award, an early site mobilisation visit will be essential and Homes England and its Agents reserve the right to make changes to all or any agreed arrangements. Flexibility from security provides is required and ability to respond promptly is a key requirement.

The Specification describes the requirements, but all the Services implied thereby or necessary for the full and proper completion of this contract are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service contained within the Specification have been described in reasonable detail, but the Supplier shall consider them in conjunction with manufacturers

recommendations and actual Services on site and shall include in his price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not.

In addition to the above, and critical to the safe operation of this contract, the Supplier will be required to develop a strong working relationship and understanding of site protocols to ensure risks are minimised.

In delivery of the Service the Supplier shall comply with the requirements of the following Homes England Policies (as updated):

- Homes England Safety, Health and Environmental Policy Version 14.0;
- P42 Site Visitor Access Request Procedure, Version 2.0;
- Site Rules for Visitors to Homes England Category 1 Sites – Issue 5; and
- P46 Accident and Incident Management, Version 1.0.

6. Indicative Programme

Suppliers should note the indicative programme dates when preparing their information in the Response Form.

Key Delivery Milestones	Anticipated Date
Commencement Date	18 August 2023
Completion Date	07 February 2025

Homes England endeavours to give Suppliers reasonable notice of site disposal wherever possible but continues to dispose of its estate. Homes England may at any time, and without giving reasons, serve written notice on the Supplier of its intention to terminate the Contract and/or any Instruction, and the Contract and/or any Instruction may be terminated with immediate effect upon service of such notice.

7. Management

The day-to-day management of the site provision will be by Homes England appointed Managing Agent Hartnell Taylor Cook who will work closely with the Supplier providing any necessary instruction and direction in the delivery of the Service.

The Supplier will be expected to develop a good working relationship with Homes England and / or their appointed agent to ensure delivery of high-quality Service.

Where appropriate the Supplier may be required to co-operate and work with other Suppliers / Contractors appointed by the Employer.

The Supplier shall appoint a Contract Manager to oversee the management of the Service and staff, the Contract Manager should have the appropriate seniority and skills to facilitate the effective delivery of this contract. In the event of absences or annual leave the supplier should nominate a suitable alternative contact for this contract notified to Homes England and / or their Managing Agent.

The Supplier will be required to attend meetings with Homes England and / or its appointed Managing Agent.

Frequency of meetings is as outlined below 'Meeting Requirements'.

Homes England reserve the right at no additional cost to Homes England to change the frequency of the meetings dependent on Suppliers performance and other issues arising.

Meeting Requirements:

- **Start-up meeting**

The handover meeting is anticipated to be ASAP following Contract Award, the meeting will be on site and should be attended by:

- Supplier Contract Manager

Homes England and/or their appointed Managing Agent will be in attendance, arrangements for which will be made on award of the Contract to the Supplier.

- **Review meetings**

- Quarterly review meetings are required. Meetings will be held on site, at another location or via Teams in agreement with the Supplier. The Suppliers Contract Manager shall be in attendance. The meetings will focus on the performance of the Supplier in the delivery of the commissioned Services.

- **Poor Performance Meeting**

These meetings will hopefully not be required. However, if poor performance is repeated following escalation to the Supplier's Key Personnel to resolve the issue, as required in the Framework Contract, the Framework Manager must be notified and Homes England may call for a Poor Performance Meeting. Beforehand, Homes England will present areas of concern so that the Supplier and Homes England can discuss what happened and why, what will be done to prevent it happening again and how matters will improve. The Supplier subject to such a meeting would be expected to outline in writing afterwards what improvements/modifications they will be putting in place.

The Supplier shall refer to contract clauses 23 Termination and Suspension of the Contract and Schedule 3, The Services; Part 1 – KPI of the Framework Contract.

8. Risks

The Site Risk Assessment is currently not available due to the site recently returning to Homes England. An updated Site Risk Assessment has been instructed and will be provided to the Security Supplier in due course.

9. Payment

Payment will be monthly in arrears and will be calculated as 1/12th of annual sum for routine CCTV Services. Response to alarm activations will be charged as additional cost within the month they are incurred, costs for which will be in accordance with tendered price.

The Supplier shall comply with Schedule 2 'Suppliers Fees' of the Framework Contract and acknowledges that invoices in respect of individual Instructions will only be processed for payment by Homes England where:

- a) There exists a current Instruction on the Instruction Database TMS (Transaction Management System);
- b) A purchase order has been raised via the Instruction Database TMS;
- c) The current Instruction is quoted on the invoice; and
- d) Homes England has been invoiced in accordance with Part 5 of Schedule 2.

Payment to the Supplier is directly linked to Supplier Performance as outlined in clause 4 'Performance' of the Framework Contract.

Homes England may without prejudice to any other remedy it may have withhold or suspend all or part of the payments in accordance with clause 4 'Performance' and the Suppliers failure to perform.

Other Requirements

10. Termination

Should performance during the period of this appointment prove unsatisfactory following the Poor Performance meeting provisions set out in the Management section above, Homes England will exercise its right under the Termination and Suspension of the Contract clause in the Framework Contract to give notice to terminate the arrangement with immediate effect.

11. Conflict of Interest

Homes England will exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform Homes England, detailing the conflict in a separate Appendix.

12. Confidentiality

This Further Competition ITT and associated information is confidential and shall not be disclosed to any third party without the prior written consent of Homes England. Copyright in this Further Competition ITT is vested in Homes England and may not be reproduced, copied or stored on any medium without Homes England's prior written consent.

Suppliers shall not undertake, cause or permit to be undertaken at any time any publicity in respect of this Further Competition process in any media without the prior written consent of Homes England.

Part 2 - Instructions for Submitting a Response

1. General

- 1.1 Please refer to ProContract for the Further Competition deadline. The tender response **must** be submitted on ProContract. Please regularly check ProContract for any amendments to the Further Competition. It is the Suppliers responsibility to check the ProContract website for any updates to the Procurement process. No claim on the grounds of lack of knowledge of the above mentioned item will be entertained.
- 1.2 For all ProContract portal issues please contact ProContractSuppliers@proactis.com
- 1.3 Suppliers **must** ensure that suitable provision is made to ensure that the submission is made on time. Any tender responses received after the Further Competition deadline shall not be opened or considered unless Homes England, exercising its absolute discretion, considers it reasonable to do so. Homes England, may, however, at its own absolute discretion extend the Further Competition deadline and shall notify all Suppliers of any change via ProContract.
- 1.4 **Please note all communications during the tender period will be via the ProContract website. All Suppliers invited to Further Competition will receive a direct email notification from ProContract on any updates via the Suppliers registered email address. No approach of any kind should be made to any other person within, or associated with, Homes England.**
- 1.5 The Supplier should check the Further Competition ITT for obvious errors and missing information. Should any such errors or omissions be discovered the Supplier must send a message via the messaging function on ProContract. No alteration may be made to any of the documents attached thereto without the written authorisation of Homes England. If any alterations are made, or if these instructions are not fully complied with, the tender response may be rejected.
- 1.6 All clarification requests must be sent using ProContract no later than 3 working days before the Further Competition deadline shown on ProContract. Any queries submitted after this may not be answered. Homes England will respond to clarifications as soon as practicable.
- 1.7 Suppliers should specify in their clarification questions if they wish the clarification to be considered as confidential between themselves and Homes England. Homes England will consider any such request and will either respond on a confidential basis or give the Supplier the right to withdraw the clarification question. If the Supplier does not elect to withdraw the question and Homes England considers any clarification question to be of material significance, both the question and the answer will be communicated, in a suitably anonymous form, to all prospective Suppliers who have responded.
- 1.8 Tender responses must not be accompanied by statements that could be construed as rendering the tender response equivocal and/or placing it on a different footing from other Suppliers. Only tender responses submitted without qualification strictly in accordance with the Further Competition ITT (or subsequently amended by Homes England) will be accepted for consideration. Homes England's decision on whether or not a tender response is acceptable will be final.
- 1.9 Tender responses must be written in English.
- 1.10 Under no circumstances shall Homes England incur any liability in respect of this Further Competition or any supporting documentation. Homes England will not reimburse the costs incurred by Suppliers in connection with the preparation and submission of their tender response to this Further Competition.

- 1.11 Homes England reserves the right to cancel this Further Competition process at any time.
- 1.12 Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with The Public Procurement (Amendment Etc.) (EU Exit) Regulations 2020.

2. Site Visit Requirements

- 2.1. Suppliers **MUST** visit the site prior to submitting a Tender.
- 2.2. An open day has been arranged (noted below) over the tender period, where all areas of the site relevant to this contract will be available for viewing by Suppliers.
- 2.3. Attendance at the open day is a Pass / Fail criteria of this tender. Your organisation is required to provide a response within 3.1 Response Form confirming attendance at the open day. Where a Supplier confirms they did not attend an open day the response will be marked as a Fail and further quality and price submissions will not be assessed.
- 2.4. No claims will be allowed after submission for lack of information, or other reasons which could have been resolved by a site visit.
- 2.5. Scheduled open day is as noted below:

Date: 22 June 2023

Time: 11.00hrs

Duration: 1 hour

Site Address/Location: Former DVSA Cardington, Harrowden Lane, Bedford, MK44 3EQ

Homes England or appointed Managing Agent Conducting Visit: Gemma Lusk, Homes England and Adam Drysdale, Hartnell Taylor Cook

- 2.6. Site Access Request Forms (SARF's) must be submitted to Adam.drysdale@htc.uk.com and copied to tenders@tep.uk.com. SARF's must be received by Adam.drysdale@htc.uk.com no later than 2 working days before the scheduled open day. SARF's must include the names of all attendees, vehicle make and registrations. Access is limited to maximum of 1 representative per organisation.
- 2.7. All attendees of the Site Visit should present themselves at the location point noted above with photograph ID.
- 2.8. The following PPE is required to be worn for attendance at the site visit:
- Hard Hats;
 - High visibility jacket or vest; and
 - Sturdy footwear with ankle support.
- 2.9. Suppliers not wearing the specified PPE noted above will be refused entry to the site. This will result in non-attendance at the open day with any resultant submission marked as Fail. The submission will not be assessed.

3. Quality

- 3.1. A Response Form template has been provided in Part 2 to respond to the Quality questions detailed in Section 7 (Evaluation Criteria). The Response Form must be completed and returned as part of the tender response.

4. Pricing

- 4.1. A Pricing Schedule has been provided with this Further Competition ITT which must be completed and returned as part of the tender response.
- 4.2. Rates must be in accordance with those tendered under the Homes England Security Services Framework 2021 - 2025, these rates are viewed as maximum rates for any work procured through the Framework. For long-term commissions we expect rates to be lower than standard hourly rates. The Supplier's attention is specifically drawn to Part A, Section 7 of the Invitation to Tender in relation to "Pricing".
- 4.3. **Costs submitted for Year 1 (or Pro Rata) are Fixed Sum** and shall not be adjusted, they shall take account of all statutory changes e.g. increase in minimum wage.
- 4.4. To ascertain a total contract value an RPI value of 2% has been applied to the annual costs as indicated in the sub-total costs. The amount of RPI adjustment to the Contract Sum is at the discretion of the Homes England. This discretion may result in the award of **no** RPI for subsequent years of the Contract. Any request for RPI should be made in writing by the Supplier to Homes England and is subject to their written approval.
- 4.5. The Supplier warrants and undertakes that prices submitted for provision of the Service in relation to this further competition are an all-inclusive price which takes into consideration Labour on Costs, Holiday / Sickness Cover, Bank Holidays, Leap Year, Health & Safety Requirements (including PPE), Uniform, Training, Management, Retrieval of Information (including information from Patrol Systems and Reporting) and Profit.
- 4.6. The Site Specific Pricing Schedule describes the requirements of the Services, but all the Services implied thereby or necessary for the full and proper completion of the Service are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service will be described in as reasonable detail as possible, but the Supplier shall consider them in conjunction with the actual situations on Site and shall include in his Price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not including all necessary management overheads, profit and the like. Suppliers will be expected to meet all costs associated with ensuring compliance with all current legislation, codes of practice and industry best practice.
- 4.7. It is possible that the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to the Site Specific Services required under this Framework. Contact details for TUPE information are provided within the Pricing Schedule where applicable. It is the responsibility of incoming and outgoing Suppliers to address and resolve all matters in relation to TUPE (Please refer to Framework Contract in relation to Supplier obligations)

5. Evaluation

- 5.1. Tender responses will be evaluated based on the overall most economically advantageous Tender (MEAT) submitted to Homes England. The evaluation criteria (and relative weightings) that Homes England will use to determine the most economically advantageous Tender are set out in Section 7 (Evaluation Criteria) below and the scoring approach is detailed in Section 8 (Worked Example). Scores will be rounded to two decimal places.
- 5.2. Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.
- 5.3. Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with the The Public Procurement (Amendment Etc.) (EU Exit) Regulations 2020. Unsuccessful Framework Suppliers will be provided with their scores and feedback to explain the award decision

6. Documents to be Returned

- 6.1. Suppliers are expected to provide the following information in response to this Further Competition ITT:
 - Completed Response Form;
 - Completed Pricing Schedule; and
 - Supporting CV's for staff proposed to undertake this commission (no more than 2 pages each)

7. Evaluation Criteria

Quality will account 20% of the Overall Score. The following scoring methodology will apply:

The following scoring methodology will apply to **Q1 – Site Visit:**

Pass - Supplier answered 'yes' with information provided at 3.1 Response Form

Fail - Supplier answered 'no'

Please note the information provided will be verified

The following scoring methodology will apply to **all remaining questions:**

5 – Excellent Satisfies the requirement and demonstrates exceptional understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

4 – Good Satisfies the requirement with minor additional benefits. Above average demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

3 – Acceptable Satisfies the requirement. Demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services.

2 - Minor Reservations Some minor reservations of the Supplier's understanding and proposed methodology, with limited evidence to support the response.

1 – Major Reservations/Non-compliant Major reservations of the Supplier's understanding and proposed methodology, with little or no evidence to support the response.

0 - Unacceptable/Non-compliant Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Supplier has the understanding or suitable methodology, with little or no evidence to support the response.

PLEASE NOTE:

If your response scores 0 or 1 for any one question your overall submission will be deemed as a fail.

Any text beyond the specified page limits below will be ignored and will not be evaluated.

Homes England will not cross-reference to other answers when assessing quality responses.

Homes England will not consider additional appendix or documents beyond those specifically requested within Evaluation Criteria.

Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.

Number	Criteria	Demonstrated by	Weighting
1	Site Visit Confirmation of Site visit	Attendance at the scheduled open day is a Pass / Fail criteria of this tender. Your organisation is required to provide a response 'Yes' or 'No' within Part 3.1 Response Form confirming attendance. Where a Supplier confirms 'No' they did not attend site the response will be marked as a Fail and further quality and price submissions will not be assessed.	Pass / Fail
2	Resourcing What resources and capacity are you proposing to make available to deliver required Security Services at Former DVSA Cardington? PAGE LIMIT: Maximum 1 Side of A4, 11-point Corbel font	Statement on your approach including: <ul style="list-style-type: none"> • How you plan to resource the delivery of the service confirming whether the intention is to directly delivery (in house) or utilise sub-contractors. You must confirm the processes you have in place to manage appointed sub-contractors; • Processes you have in place to proactively manage staff resources to ensure availability at all times of suitably qualified staff; including those associated with the screening and vetting of security personnel with particular consideration of BS7858; • Identification of the management structure you will put in place to support the delivery of the service including how much time they will devote to site, roles and responsibilities, qualifications and relevant experience of those individuals. CVs shall be used to evidence the experience and qualifications of management to undertake their role; and • Supported by relevant examples, where applicable, demonstrating how they are relevant to the approach proposed. 	5%

3	<p>Understanding of Service Requirements</p> <p>How do you propose to deliver the required Security Services at Former DVSA Cardington?</p> <p>PAGE LIMIT: Maximum 1 Side of A4, 11-point Corbel font</p>	<ul style="list-style-type: none"> With reference to the Site Visit (where applicable), Pricing Schedule and ITT outline the approach you would take to delivery of the Service at Former DVSA Cardington with specific reference to the requirements outlined under Annex 3 Scope of Services, Contract KPI's and SLA and how you would achieve compliance with these requirements; and How you ensure that Homes England is receiving value for money, including professional advice you give to ensure services are appropriate for requirements. 	10%
4	<p>Communication</p> <p>What processes and procedures will you put in to ensure effective Client Relationship at this site?</p> <p>PAGE LIMIT: Maximum 1 Side of A4, 11-point Corbel font</p>	<ul style="list-style-type: none"> Who will be responsible for reporting to the Client? Who will attend site visits / client meetings? How you will considering requirements as outlined within Annex 3 Scope of Services, Section 2 The Service, paragraph 2.16 Maintenance and Preparation of Information; and Schedule 3 of the Framework Agreement Service Level Agreement; and How you will deal with client complaints to ensure satisfactory resolution. 	5%

Price will account for **80%** of the Overall Score. The lowest price will gain the maximum marks with other prices expressed as a proportion of the best score using the maths explained in the worked example

Criteria	Demonstrated by	Weighting
Price	Completed Pricing Schedule	80%

9. Worked Example

How your quality scoring will be assessed for Q1 – Site Visit Pass/Fail

Supplier	Question	Response	Criteria	Evaluation	Assessment
Supplier A	1	Yes	Pass / Fail	Pass – 'Yes' attended site Fail – 'No' did not attend site	Pass - Proceed
Supplier B	1	Yes	Pass / Fail	Pass – 'Yes' attended site Fail – 'No' did not attend site	Pass - Proceed
Supplier C	1	No	Pass / Fail	Pass – 'Yes' attended site Fail – 'No' did not attend site	Fail – No further evaluation*
Supplier D	1	Yes	Pass / Fail	Pass – 'Yes' attended site Fail – 'No' did not attend site	Pass - Proceed

* in the example above Supplier C's pricing will not be scored further

How your Quality score will be used to give a weighted score

Supplier	Question	Score out of 5	Weighting	Weighting Multiplier	Weighted Score	Total Weighted Score
Supplier A	2	4	5%	1	4	12
	3	3	10%	2	6	
	4	2	5%	1	2	
Supplier B	2	5	5%	1	5	16
	3	4	10%	2	8	
	4	3	5%	1	3	
Supplier C	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Supplier D	2	2	5%	1	2	n/a (fail)*
	3	1	10%	2	n/a	
	4	2	5%	1	2	

* in the example above Supplier D's pricing will not be scored further

Worked example of how your price will be used to calculate a score

Supplier	Form of Tender price	Lowest price/Supplier's price (as %)	Price Score (out of 80)
Supplier A	350	$350/350 = 100\%$	$100\% * 80 = 80$
Supplier B	700	$350/700 = 50\%$	$50\% * 80 = 40$
Supplier C	Not Applicable	Not Applicable	Not Applicable
Supplier D	Not Applicable	Not Applicable	Not Applicable

Worked example of Overall Score and Ranking

Supplier	Total Quality Score	Price Score	Total Score	Ranked Position
Supplier A	12	80	92	1
Supplier B	16	40	65	56
Supplier C	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Supplier D	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Part 3 – Response

3.1 Response Form

Framework:	Security Services Framework 2021 - 2025
Project Title:	Former DVSA Cardington – CCTV and Alarm Response Services
ProContract Identification Number:	DN672349
Supplier:	
Date:	

To enable Homes England to evaluate your tender, we require Suppliers to respond to the questions below whilst making reference to the evaluation section above.

Please refer to the evaluation section for page limits for each question. Any text beyond this will be ignored and will not be evaluated.

1. Confirmation of Attendance at Site Visit

Please confirm by indicating 'Yes' or 'No' that you attended a Site Visit prior to submission of this Tender

- ☐ Yes - attended site visit
☐ No – did not attend site visit

Date of attendance at Site, please state:

Name of persons who attended site:

2. Resourcing

3. Understanding Service Requirements

4. Communication

3.2 Pricing Schedule

The completed Site Pricing Schedule must be returned as part of the Tender Return.

See attached individual spreadsheet Site Pricing Schedule (Excel Document) provided alongside this Invitation to Tender.

HOMES ENGLAND

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