

**Invitation to Tender (Open) Volume Two – Instructions for Tendering**

**For the Provision of Handyperson Service 2022**

**Commencing:** 1 February 2023

**Contract Term:** 2 years with an optional 2-year Extension

**Please submit by**: Thursday 21 July 2022 no later than 13:00pm

**Bidder:** [insert Bidders name]

**Volume Two**

Invitation to Tender

Selection Questionnaire

Quality Submission

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**Invitation to Tender**

**Date:** 20 June 2022

**Contact:** [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

Dear Sir, Madam

**TENDER INVITATION**

The council is aiming to seek tenders for theprovision of Handyperson Service 2022 following an advertisement on The Portal, Contracts Finder and via the Find a Tender Service.

I have pleasure in enclosing the following documents in order that you may submit a tender for the above contract:

1. A downloadable copy of the Invitation to Tender document Volumes One and Two. Volume 1 being the instructions and Volume 2 being the Form of Tender and Qualification sections.

2. A set of Appendices

Bidders are advised that a tender shall only be considered when;

1. all requirements of the tender documentation are completed and returned
2. it is submitted back to North Somerset Council using The Portal. All submissions must be received **no later than 13:00pm Thursday 21July 2022**
3. it is accompanied by an undertaking which shall become a condition of the contract that the amount of the tender has not been calculated by agreement or arrangement with any other person other than the council and that the amount of the tender has not been communicated to any other person until after the closing date for the submission of tenders (see Certificate of Non-Collusion).

The successful bidder will have to comply with the terms and conditions of contract for the services contained within this document, signed and witnessed by both parties.

You are required to hold all information pertaining to this contract confidential and to limit the dissemination of information within your organisation on a need-to-know basis.

The correction of any tendering errors will be dealt in accordance with North Somerset Council’s Contract Standing Orders, a copy of which can be found in the council’s constitution which is available on the council’s internet page.

Yours faithfully

Michelle Dickson

Corporate Services

ON BEHALF OF NORTH SOMERSET COUNCIL

**Standard Selection Questionnaire**

**Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2.**

The standard Selection Questionnaire is a self-declaration, made by you (the potential supplier), that you do not meet any of the grounds for exclusion[[1]](#footnote-2). If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (we call this self-cleaning).

A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Consequently we require all the organisations that you will rely on to meet the selection criteria to provide a completed Part 1 and Part 2. For example these could be parent companies, affiliates, associates, or essential sub-contractors, if they are relied upon to meet the selection criteria. This means that where you are joining in a group of organisations, including joint ventures and partnerships, each organisation in that group must complete one of these self-declarations. Sub-contractors that you rely on to meet the selection criteria must also complete a self-declaration (although sub-contractors that are not relied upon do not need to complete the self-declaration).

When completed, this form is to be sent back to the contact point given in the procurement documents along with the selection information requested in the procurement documentation.

**Supplier Selection Questions: Part 3**

The procurement document will provide instructions on the selection questions you need to respond to and how to submit those responses. If you are bidding on behalf of a group (consortium) or you intend to use sub-contractors, you should complete all of the selection questions on behalf of the consortium and/or any sub-contractors.

If the relevant documentary evidence referred to in the Selection Questionnaire is not provided upon request and without delay we reserve the right to amend the contract award decision and award to the next compliant bidder.

**Consequences of misrepresentation**

If you seriously misrepresent any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

**For the Provision of Handyperson Service 2022**

**DN594332**

**Notes for completion**

1. The “authority” means the public sector contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable Suppliers to participate in this procurement process.

2. “You”/ “Your” or “Supplier” means the potential supplier completing this standard Selection Questionnaire **i.e. the legal entity seeking to be invited to the next stage of the procurement process and responsible for the information provided.** The term ‘Supplier’ is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 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.

3. Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified. If the question does not apply to you, please state clearly ‘N/A’.

4. Should you need to provide additional Appendices in response to the questions, these should be numbered clearly and listed as part of your declaration. A template for providing additional information is provided at the end of this document.

5. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.

6. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.

7. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

8. Please upload a completed version of this document via the procurement portal [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)

**Sub-Contracting Arrangements**

9. Where the Supplier proposes to use one or more sub-contractors to deliver some or all of the contract requirements, a separate Appendix should be used to provide details of the proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.

10. The authority recognises that arrangements in relation to sub-contracting may be subject to future change, and may not be finalised until a later date. However, Suppliers should be aware that where information provided to the authority indicates that sub-contractors are to play a significant role in delivering key contract requirements, any changes to those sub-contracting arrangements may affect the ability of the Supplier to proceed with the procurement process or to provide the supplies and/or services required. Suppliers should therefore notify the authority immediately of any change in the proposed sub-contractor arrangements. The authority reserves the right to deselect the Supplier prior to any award of contract, based on an assessment of the updated information.

11. Please note that the authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by the authority as being necessary for the satisfactory performance of the contract.

12. Where you are proposing to create a separate legal entity, such as a Special Purpose Vehicle (SPV), you should provide details of the actual or proposed percentage shareholding of the constituent members within the new legal entity in a separate Appendix.

‘**Self-cleaning’**

13. Any Supplier that answers ‘Yes’ to questions within part 2 should provide sufficient evidence, in a separate Appendix, that provides a summary of the circumstances and any remedial action that has taken place subsequently and effectively “self-cleans” the situation referred to in that question. The supplier has to demonstrate it has taken such remedial action, to the satisfaction of the authority in each case.

If such evidence is considered by the authority (whose decision will be final) as sufficient, the economic operator concerned shall be allowed to continue in the procurement process.

In order for the evidence referred to above to be sufficient, the Supplier shall, as a minimum, prove that it has;

* paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
* clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the Supplier shall be evaluated taking into account the gravity and particular circumstances of the criminal offence or misconduct. Where the measures are considered by the Authority to be insufficient, the Supplier shall be given a statement of the reasons for that decision.

*The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure*

**Part One: Potential supplier Information**

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| **Section 1** | **Potential supplier information** | |
| **Question number** | **Question** | **Response** |
| 1.1(a) | Full name of the potential supplier submitting the information |  |
| 1.1 (b) - (i) | Registered office address (if applicable) |  |
| 1.1 (b) - (ii) | Registered website address (if applicable) |  |
| 1.1 (c) | Trading status  a) public limited company  b) limited company  c) limited liability partnership  d) other partnership  e) sole trader  f) third sector  g) other (please specify your trading status) |  |
| 1.1 (d) | Date of registration in country of origin |  |
| 1.1 (e) | Company registration number (if applicable) |  |
| 1.1 (f) | Charity registration number (if applicable) |  |
| 1.1 (g) | Head office DUNS number (if applicable) |  |
| 1.1 (h) | Registered VAT number |  |
| 1.1 (i) – (i) | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Yes  No  N/A |
| 1.1 (i) – (ii) | If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s). |  |
| 1.1(j) - (i) | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes  No |
| 1.1(j) - (ii) | If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this. |  |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement |  |
| 1.1(l) | Relevant classifications (state whether you fall within one of these, and if so which one)  a) Voluntary Community Social Enterprise (VCSE)  b) Sheltered Workshop  c) Public service mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)[[2]](#footnote-3)? | Yes  No |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: [[3]](#footnote-4)  - Name;  - Date of birth;  - Nationality;  - Country, state or part of the UK where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more.[[4]](#footnote-5)  (Please enter N/A if not applicable) |  |
| 1.1(o) | Details of immediate parent company:  - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| 1.1(p) | Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them

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|  | **Bidding model** | |
| **Question number** | **Question** | **Response** |
| 1.2(a) – (i) | Are you bidding as the lead contact for a group of economic operators? | Yes  No  If yes, please provide details listed  in questions 1.2(a) (ii), (a) (iii) and  to 1.2(b) (i), (b) (ii), 1.3, Section 2  and 3.  If no, and you are a supporting  bidder please provide the name of  your group at 1.2(a) (ii) for  reference purposes, and  complete 1.3, Section 2 and 3 |
| 1.2(a) - (ii) | Name of group of economic operators (if applicable) |  |
| 1.2(a) - (iii) | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure |  |
| 1.2(b) - (i) | Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | Yes  No |
| 1.2(b) - (ii) | If you responded yes to 1.2(b)-(i) please provide additional details for each subcontractor in the following table: we may ask them to complete this form as well.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Name |  |  |  |  |  | | Registered address |  |  |  |  |  | | Trading status |  |  |  |  |  | | Company registration number |  |  |  |  |  | | Head Office DUNS number (if applicable) |  |  |  |  |  | | Registered VAT number |  |  |  |  |  | | Type of organisation |  |  |  |  |  | | SME (Yes/No) |  |  |  |  |  | | The role each subcontractor will take in providing the works and /or supplies e.g. key deliverables |  |  |  |  |  | | The approximate % of contractual obligations assigned to each subcontractor |  |  |  |  |  | | |

**Contact Details and Declaration**

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

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|  | **Contact details and declaration** | |
| **Question number** | **Question** | **Response** |
| 1.3(a) | Contact name |  |
| 1.3(b) | Name of organisation |  |
| 1.3(c) | Role in organisation |  |
| 1.3(d) | Phone number |  |
| 1.3(e) | E-mail address |  |
| 1.3(f) | Postal address |  |
| 1.3(g) | Signature (electronic is acceptable) |  |
| 1.3(h) | Date |  |

**Part Two: Exclusion Grounds**

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

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| **Section 2** | **Grounds for mandatory exclusion** | | |
| **Question number** | **Question** | **Response** | |
| 2.1(a) | **Regulations 57(1) and (2)**  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | | |
|  | Participation in a criminal organisation. | | Yes  No  If Yes please provide details at 2.1(b) |
|  | Corruption. | | Yes  No  If Yes please provide details at 2.1(b) |
|  | Fraud. | | Yes  No  If Yes please provide details at 2.1(b) |
|  | Terrorist offences or offences linked to terrorist activities | | Yes  No  If Yes please provide details at 2.1(b) |
|  | Money laundering or terrorist financing | | Yes  No  If Yes please provide details at 2.1(b) |
|  | Child labour and other forms of trafficking in human beings | | Yes  No  If Yes please provide details at 2.1(b) |
| 2.1 (b) | If you have answered yes to question 2.1(a), please provide further details:  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted  If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. | |  |
| 2.2 | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) | | Yes  No |
| 2.3(a) | Regulation 57(3)  Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | | Yes  No |
| 2.3 (b) | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. | |  |

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

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| **Section 3** | **Grounds for discretionary exclusion** | |
|  | **Question** | **Response** |
| 3.1 | **Regulation 57 (8)**  The detailed grounds for discretionary exclusion of an organisation are set out on this  [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation. | |
| 3.1 (a) | Breach of environmental obligations?  . | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (b) | Breach of social obligations? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (c) | Breach of labour law obligations? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (d) | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (e) | Guilty of grave professional misconduct? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (f) | Entered into agreements with other economic operators aimed at distorting competition? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (g) | Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (h) | Been involved in the preparation of the procurement procedure? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (i) | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes  No  If Yes please provide details at 3.2 |
| 3.1 (j)  3.1 (j) – (i)  3.1 (j) – (ii)  3.1 (j) – (iii)  3.1 (j) – (iv) | Please answer the following statements  The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.  The organisation has withheld such information.  The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.  The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. | Yes  No  If Yes please provide details at 3.2  Yes  No  If Yes please provide details at 3.2  Yes  No  If Yes please provide details at 3.2  Yes  No  If Yes please provide details at 3.2 |

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| 3.2 | If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning) |  |

**Part Three: Selection Questions[[5]](#footnote-6)**

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| **Section 4** | **Economic and Financial Standing** | |
|  | **Question** | **Response** |
|  | Please provide one of the following to demonstrate your economic/financial standing;  Please indicate your answer with an ‘X’ in the relevant box. | |
| 4.1 | A copy of your audited accounts for the most recent two years |  |
| (a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. |  |
| (b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. |  |
|  | (c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). |  |
| 4.2 | Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out. | Yes  No |

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| **Section 5** | **If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:** | |
| **Name of organisation** | |  |
| **Relationship to the Supplier completing these questions** | |  |
| 5.1 | Are you able to provide parent company accounts if requested to at a later stage? | Yes  No |
| 5.2 | If yes, would the parent company be willing to provide a guarantee if necessary? | Yes  No |
| 5.3 | If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | Yes  No |

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| **Section 6** | **Technical and Professional Ability** |
| 6.1 | **Relevant experience and contract examples**  Please provide details of three contracts, in any combination from either the public or private sector, voluntary, charity or social enterprise (VCSE) that are **relevant** to our requirement. VCSE’s may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past **three years**.  The named customer contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  If you cannot provide examples see question 6.3 |

|  |  |
| --- | --- |
|  | Contract 1 |
| Name of customer organisation |  |
| Point of contact in the organisation |  |
| Position in the organisation |  |
| Email address |  |
| Description of contract |  |
| Contract start date |  |
| Contract completion date |  |
| Estimated contract value |  |
|  | Contract 2 |
| Name of customer organisation |  |
| Point of contact in the organisation |  |
| Position in the organisation |  |
| Email address |  |
| Description of contract |  |
| Contract start date |  |
| Contract completion date |  |
| Estimated contract value |  |
|  | Contract 3 |
| Name of customer organisation |  |
| Point of contact in the organisation |  |
| Position in the organisation |  |
| Email address |  |
| Description of contract |  |
| Contract start date |  |
| Contract completion date |  |
| Estimated contract value |  |

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| 6.2 | Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)  Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) |
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| 6.3 | If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract. |
|  |  |

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| **Section 7** | **Modern Slavery** | |
| 7.1 | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes  No |
| 7.2 | If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes  Please provide the relevant url to view the statement …  No  Please provide an explanation |

**Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.**

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| **Section 8** | **Additional Questions** |
| **8.1** | **Insurance** |
| a. | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:  Y/N  Employer’s (Compulsory) Liability Insurance = £5 Million  Public Liability Insurance = £5 Million  Professional Indemnity Insurance = £5 Million  \*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. |

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| **Section 9** | **Project Specific Questions to Assess Technical and Professional Ability** |

Further project specific questions relating to the technical and professional ability of the supplier with regards to the nature of the contract.

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| --- | --- | --- |
| A.1 | **Health and Safety**  Please self-certify that that you have accredited SSIP membership or hold OHSAS18001 which you will either have already or shortly need to convert to ISO 45001.  If you do not have this, you will be required to provide a copy of your Health and Safety Policy that complies with current legislative requirements. This will be only requested of the highest scoring tenderer during the evaluation process.  If this policy is requested of you please ensure that you include:  1. A statement of intent  2. Responsibilities section which sets out who is responsible for specific actions  3. The arrangements section containing the detail of what you are going to do in practice and information on how you are going to eliminate or reduce the risks of hazards in your work.  If you have any other relevant policies/procedures connected with this work, please include these alongside your tender response. This includes your requirement to manage subcontracting partners should you be subcontracting any part of the provision. | Yes  No |
| A.2a | **Equality and Diversity** | |
| *For the avoidance of doubt, should question C relating to subcontractors not be relevant to your organisation for this provision, please enter “N/A”* | |
|  |  |
| a) In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | Yes  No |
| b) In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination? | Yes  No |
| If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.  If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.  You may be excluded if you are unable to demonstrate to the Authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring | |
| c) If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes  No  N/A |
| A.2b | * 1. Please self-certify that you are able to provide a signed and dated copy of your most recent written Equality and Diversity Policy Statement.   2. As an employer do you comply with your statutory obligations under the Equality Act 2010 which applies in Great Britain, or equivalent legislation in the countries in which your firm employs staff?   3. If requested, your Equality & Diversity policy will be assessed in line with the guidance at 18.3 of ITT Volume 1, therefore please familiarise yourself with this guidance. The policy will be scored out of 5 and to pass the council’s requirements for this contract opportunity you must achieve a score of 3 or more. | Yes ☐  No ☐  Yes ☐  No ☐ |
| A.3 | **Climate Emergency Questionnaire** | |
|  | a) Do you, or will you, by the commencement date of this contract, have a named individual in your organisation who is responsible for delivering your Climate Change/Environmental policy and contractual commitments? | ▢   Yes  ▢   No |
|  | b) North Somerset Council has declared a Climate Emergency, with an ambitious aim to be carbon neutral by 2030 and has taken action to actively reduce its environmental impact, including creating working groups, environmental policy and a commitment to educating themselves about Climate Change. Any contractor who supplies the Council must work with us to support our policies and aims.  Has your organisation put into place a policy on climate management that identified how you will actively reduce your organisation’s carbon footprint?  *This may be requested from you to be evaluated at a later stage in the evaluation process* | ▢   Yes  ▢   No |
|  | c) If you have answered “No” to the question above, do you commit to putting a plan in place in line with the Council’s policy?  *Any contractor who supplies the Council must work with us to support our policies and aims. As stated in 2a, the Council would expect bidders to show the same commitment to educating themselves about Climate Change and taking steps to reduce/mitigate their impact. If needed, the Council will provide support in creating a policy.* | ▢   Yes  ▢   No |
|  | d) Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?  If your answer is “Yes”, please give information in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.  The Council will not select supplier(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Council is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches. | ▢   Yes  ▢   No |
|  | e) If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation? | Yes  No  N/A |
| **Method Statements**  Please answer the following method statement questions, backed up by previous experience, explaining how you will deliver this contract, including examples.  **Please use and refer to the Specification & Contract as the guidance for the content of your answers.**  **We expect to see throughout your responses, your organisations ethos and approach to delivering high quality services.**  **We reserve the right to disqualify providers who score less then 3 in questions A.4 – A.7 questions.** | | |
| A.4 | **Customer Relations (up to 1000 words)**  Demonstrate how your company will ensure the completion of work within agreed time scales and have a positive impact on people’s wellbeing, independence and safety . In particular, your answer should include, but not be limited to;-   * How can potential customers contact your staff? * How you will ensure appropriate response to requests for Handyperson services? * Given the required volume of work, how will your company effectively program these works to achieve maximum customer satisfaction and turnover * The Council’s customer group have varied and diverse physical, mental and cultural needs. Demonstrate clearly how your organisation will accommodate and respect these. * How will you ensure your service is managed to support the appropriate, eligible customer group?  How will you manage requests from non-eligible individuals? * How will you check a person is appropriate for the service? * How will you prioritise jobs from the different service elements? * How do you ensure that your staff have the right values and skills to deal with vulnerable people? * The processes that you will put in place to ensure that staff are aware of the actions to be taken when there are concerns about the safety and wellbeing of a person. * How will you ensure that allegations of abuse of a person are appropriately managed and escalated? | **15%** |
|  | Bidders Response: |  |
| A.5 | **Service Management & Processes (up to 700 words)**  The Handypersons Service will be predominantly managed by the service provider.  Demonstrate the systems(s), (including Health & Safety procedures/Risk assessments) that your organisation will employ to support this.  Your answer should include, but not be limited to;-   * Ensure that the customer understands processes and time scales from the initial contact to completion of work, e.g. payment, post completion instructions, signage *“wet paint”,* operation of installed equipment, warranties etc. * Evidence how your organisation will support the management and administration of the service * Explain how your organisation will monitor quality control of individual jobs, in particular adhering to start/finish dates. Supervision and signing off works, completion and handover certificates, quality control sheets, clear and accurate accounts * Demonstrate how you will gather and present your performance data to meet the Council’s reporting requirements as defined within the specification and KPI’s. * How you will gather equalities and demographics data for the Council * Describe your approach to the marketing of the service in order to promote take up by North Somerset residents * How you will ensure the service is sustainable within the economic envelope, given the subsidy will be paid in arrears * Your process for bad debt for General Services and how this will be manged. | **15%** |
|  | Bidders Response: |  |
| A.6 | **Case Study for Client with Additional Support Needs (up to 600 words)**  A customer calls up and requests some handrails (purchased by the customer) are fitted in her father’s home following a fall and wants them fitted soon as possible, ideally before he returns home. When the handyperson arrives the customer supplied rails are of poor quality and not fit for purpose. The daughter is concerned as her father is due home in few days.  Your answer should include, but not be limited to:   * How would you advise the daughter on the choice of handrail and cost of providing them? * The length of one handrail is non-standard at local supplier or stock, requiring a special order. Explain how you would deal with the situation and arrange for installation which will likely be after father return home. * Who would you inform of this potential delayed installation? * If on the morning of the pre-booked visit the daughter phones to re-arrange as she has an urgent appointment; explain how you would respond? | **10%** |
|  | Bidders Response: |  |
| A.7 | **Customer Satisfaction (up to 600 words)**  You will be required to present proof of satisfactory customer feedback at performance meetings with the Contract Administrator.  Demonstrate how your organisation will record, monitor and address customer feedback and implement any changes to practice.  Your answer should include, but not be limited to;   * Your complaints / feedback process * Your timeframes for response * Methods for collection of feedback from customers, mindful of individual needs * How you ensure remedial action is completed and individual needs are met | **5%** |
|  | Bidders Response: |  |
| A.8 | **Climate Emergency** (including Removal, Recycling and Reuse)  **(up to 600 words)**  **North Somerset Council** aims to be carbon neutral by 2030, following declaration of a climate emergency in February 2019. See: <https://www.n-somerset.gov.uk/council-democracy/priorities-strategies/climate-emergency>  **By submitting elements 1, and 2 below, bidders are being asked to set out** what measures you will implement to minimise the climate impact of the service and ensure environmental net gain for the region. Please include details such as; delivery methods/local agenda details/recycling/reuse/removal of equipment initiatives.  **Details of the elements you must submit and what will be assessed by the council:**   1. How you will ensure reduced greenhouse gas emissions are considered in the delivery of the goods/services/works 2. How you propose to reduce greenhouse gas emissions throughout the lifecycle of the goods/services/works (e.g. production/installation/travel) | **5%** |
|  | Bidders Response: |  |
| A.9 | **Social Value (up to 600 words)**  Please see attached Social Value Offer spreadsheet to complete (along with the Social Value Information document which includes instructions).  Please note that, should your bid be successful, the Social Value targets set as part of it will be contractualised. Therefore, please ensure you only make commitments you believe you can deliver.  **Spreadsheet completed and attached?** | **10%**  ▢   Yes  ▢   No |
|  | **Total** | **60%** |
| A.10 | **TRUST MARK Registered (pass/fail)** | ▢   Yes  ▢   No |

**Declaration**

|  |  |  |
| --- | --- | --- |
| I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement, and I am signing on behalf of......................... (**Insert name of supplier**).  I understand that the Authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. I have provided a full list of any Appendices used to provide additional information in response to questions.  I also declare that there is no conflict of interest in relation to the Authority’s requirement.  The following appendices form part of our submission: | | |
| **Section of SQ** | | **Appendix number** |
|  | |  |
|  | |  |
| Name |  | |
| Role in organisation |  | |
| Date |  | |
| Signature |  | |

**Part Four: Pricing Schedule**

**Pricing Schedule**

4.1 All prices must be held open for a period of 90 days from the date of submission.

4.2 Prices must be inclusive of all expenses (including management costs, resources, travel time and mileage costs, preparation and activity costs) but exclusive of VAT

4.3 Please complete the pricing schedule at **Appendix 1** in the format as shown.

4.4 You must provide all of the information requested in the table, failure to do so may disqualify your quotation.

4.5 All costs should be in pounds Sterling and exclusive of VAT.

**Part Five – Additional council requirements/certificates**

**5.1** **Non-collusive Tendering**

TO: North Somerset Council

Having examined the contract documents for the above mentioned service/works we offer to perform and complete the said service/works for such sum as may be ascertained in accordance with the said Conditions of Contract.

Unless and until a formal Agreement is prepared and executed this Tender, together with your written acceptance thereof, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any tender you may receive.

We certify that this is a bona fide tender, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this tender any of the following acts:-

a) Communicating to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender.

b) Entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted.

c) Offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the short described above.

In this Certificate, the word `person’ includes any persons and any body or association, corporate or unincorporated; and `any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.

Signed: ………………………………………… Date: ………………….. in the

capacity of ………………………………………. ………duly authorised to sign tenders

and give such Certificates on behalf of ………………………………………Address:

**5.2 Certificate as to Canvassing**

I/We hereby certify that I/We have not canvassed or solicited any Member, Officer or Employee of the Client in connection with the acceptance of this tender or any other tender or proposed tender for the service and that no person employed by me/us or acting on my/our behalf has so acted.

I/We further hereby undertake that I/We will not in future canvass or solicit any member, officer or employee of the Client in connection with the award of this tender or any other tender or proposed tender for the service and that no person employed by me/us or acting on my/our behalf will so act.

Signed:

Designation:

(Duly authorised to sign tenders and give such certificate for and on behalf of :)

Tenderer

Date: Address:

**5.3** **Form of Tender Letter**

**Form of Quotation**

**Invitation to tender for: Handyperson Service**

To: North Somerset Council

I/We the undersigned, having read the Conditions of Contract and Specifications do hereby offer to complete the supply of goods/services required to be performed in the carrying out of the above contract in accordance with the above documents, to the criteria as appended to this form of quotation.

I/We, hereby undertake to enter into a Contract incorporating such Conditions of Contract, Specification, drawings and this Quotation, and I/We hereby agree that in the event of my/our Quotation being accepted, until such Contract be executed, the said Conditions of Contract, Specification, and Quotation, together with the acceptance thereof in writing, shall constitute a Contract. I/We agree that my/our offer shall remain open for acceptance for a period of twelve weeks from the date fixed for return of quotations.

I/We agree that my/our quotation remains open for consideration for a period of 90 days from the date fixed for lodgement of quotes. I/We declare that insurance, Contract Particulars is currently maintained by me/us and shall be maintained in accordance with the Contract Particulars.

I/We confirm that I/we have the capability and resources to meet all requirements of the brief in terms of quality, cost and time.

**SIGNED………………………………………………………………………………………………………………**

**DATE…………………………………………………………**

**PERSONS, FIRM OR COMPANY**:

**ADDRESS:**

1. For the list of exclusions, please see

   https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/551130/List\_of\_Mandatory\_and\_Discretionary\_Exclusions.pdf [↑](#footnote-ref-2)
2. See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en> [↑](#footnote-ref-3)
3. UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance.](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships) [↑](#footnote-ref-4)
4. Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award. [↑](#footnote-ref-5)
5. [See Action Note 8/16 Updated Standard Selection Questionnaire](https://www.gov.uk/government/collections/procurement-policy-notes) [↑](#footnote-ref-6)