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**Please only fill in at ITT stage**

Appendix 1a – Invitation to Tender (ITT) Questions

Roehampton FM Services

**Procurement contact** – Lucie Vivian

**Authority reference** – DN386871 (OJEU ref no. GB007-BOE001/2019-000005)

# 1. Introduction

Tenderers are requested to respond to the questions that follow.

Responses should follow the same structure and format as the ITT Questions; section headings and references must remain the same.

Tenderers must specify how the Bank’s requirements will be met. The way in which the requirement will be met must be specifically described along with any changes to the services that you believe are required to ensure the stated needs are met.

Tenderers must clearly indicate where there is any intention to use sub-contractors or any other external assistance and declare the details of any such proposed arrangements, including the identity of the organisations involved.

The tenderer, to whom this document is issued, will act as the prime tenderer if sub-contractors are to be used and have responsibility for the response. If the tenderer chooses to partner with another tenderer in meeting the Bank of England’s requirements, the information provided should be consolidated into one proposal.

The maximum word-count is 500 words per sub-section (for example 3.1.2), and must be adhered to. Scores will be adjusted if the word-count is exceeded.

The Bank does not commit itself to the purchase or selection of any solution.

The Bank disclaims any liability whatsoever for costs incurred by tenderers in the preparation of their response to this Invitation to Tender.

The Bank reserves the right to amend or supplement this document and will endeavour to give equal information to all tenderers invited to tender.

Tenderers must treat all information contained within this document, and supplied additionally by the Bank, as confidential.

## **2. Award Criteria and Scoring Mechanism**

The Bank of England will evaluate providers' ITT responses on the basis of the following criteria:

|  |  |
| --- | --- |
| Criteria | Weighting |
| Executive Summary  **Quality**   * Quality of solution   + M&E   + Security   + Cleaning * Continuous improvement and technology   + Pan-service   + M&E   + Security   + Cleaning * Resourcing   + Pan-service   + M&E   + Security   + Cleaning * Contract management   + Pan-service * Environmental   + Pan-service * Health & safety   + Pan-service * Mobilisation   + Pan-service * Sub-contracting   + Pan-service   **Cost**   * Fixed costs – M&E * Fixed costs – Security * Fixed costs – Cleaning * Hourly rates | Not Scored  60%   * 9%   + 3%   + 3%   + 3% * 8%   + 2%   + 2%   + 2%   + 2% * 9%   + 3%   + 2%   + 2%   + 2% * 9%   + 9% * 10%   + 10% * 5%   + 5% * 5%   + 5% * 5%   + 5%   40%   * 12% * 12% * 12% * 4% |

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| --- | --- | --- |
| **Score** | **Interpretation** | **Criteria** |
| 9-10 | Excellent | The response meets the requirements and clearly demonstrates how this will be fully delivered (covers all key requirements). Considerable competence demonstrated through relevant evidence. |
| 7-8 | Good | The response meets the requirements and clearly demonstrates how this will be fully delivered (covers all key requirements). Sufficient competence demonstrated through relevant evidence. |
| 5-6 | Fair | The response partially meets requirements with minor areas of concern requiring the evaluator to make assumptions (covers majority of the key requirements) |
| 3-4 | Doubtful | The response partially meets requirements with important areas of concern requiring the evaluator to make assumptions (covers some of the key requirements) |
| 1-2 | Poor | An attempt has been made to respond, but the response is deficient in at least one significant area or several different areas raising considerable concern/s (does not cover the majority of the key requirements) |
| 0 | Not Met | There is no response to the question or the response fails to meet any of the key requirements and demonstrates a lack of understanding |

**3. ITT Questions**

**3.1 Quality of solution**

3.1.1 M&E

Please describe how you will ensure the levels of services are maintained, particularly in high risk / public areas.

Please outline how you will ensure all PPM is carried out according to the specification.

3.1.2 Security

Please describe how you will ensure the levels of services are maintained, particularly in high risk / public areas.

3.1.3 Cleaning

Please describe how you will ensure the levels of services are maintained, particularly in high risk / public areas.

Please outline how you will ensure all periodic work is carried out according to the specification.

**3.2 Continuous improvement and technology**

3.2.1 Pan-service

Please describe how you will look to continually improve the performance of this contract.

Please detail any workforce innovation you could bring to this contract, including any benefits this would bring to it.

Outline how you would anticipate peaks and identify trends, risk and opportunities within this FM services contract.

3.2.2 M&E

Please advise how you keep up to date with relevant industry developments and good industry practice, and how you would apply these to this requirement.

Please detail any consumables and equipment innovation you could bring to this contract, setting out what benefits this would bring.

Please detail any other efficiencies you would look to implement in this contract.

3.2.3 Security

Please advise how you keep up to date with relevant industry developments and good industry practice, and how you would apply these to this requirement.

Please detail any workforce innovation you could bring to this contract, including any benefits this would bring to it.

Please detail any consumables and equipment innovation you could bring to this contract, setting out what benefits this would bring.

Please detail any other efficiencies you would look to implement in this contract.

3.2.4 Cleaning

Please advise how you keep up to date with relevant industry developments and good industry practice, and how you would apply these to this requirement.

Please detail any workforce innovation you could bring to this contract, including any benefits this would bring to it.

Please detail any consumables and equipment innovation you could bring to this contract, setting out what benefits this would bring.

Please detail any other efficiencies you would look to implement in this contract.

**3.3 Resourcing**

3.3.1 Pan-service

Please detail how you will look to resource this contract. Please outline what you will consider when making this decision.

Please detail how you will onboard staff new to the contract, to ensure they quickly gain knowledge of the site, priorities and requirements.

Please provide details of how sickness and other absences of personnel would be covered in the short and longer term to ensure the delivery of the contract specification.

Please describe how you will ensure the continuous professional and personal development of your employees and third party providers.

Please detail how you look to retain your staff and keep staff turnover low on this contract.

3.3.2 M&E

Please provide the average relevant experience of all staff who would be working on this requirement.

Please detail how you will train staff and ensure they are competent and qualified to use equipment to fulfil their roles, commenting on how these will be tailored to the specific requirements of the operation you propose delivering at the Bank.

3.3.3 Security

Please provide the average relevant experience of all staff who would be working on this requirement.

Please detail how you will train staff and ensure they are competent and qualified to use equipment to fulfil their roles, commenting on how these will be tailored to the specific requirements of the operation you propose delivering at the Bank.

3.3.4 Cleaning

Please provide the average relevant experience of all staff who would be working on this requirement.

Please detail how you will train staff and ensure they are competent and qualified to use equipment to fulfil their roles, commenting on how these will be tailored to the specific requirements of the operation you propose delivering at the Bank.

**3.4 Contract management**

3.4.1. Pan-service

Please fully outline your proposed contract/account management structure and detail the roles and responsibilities of the key people from your central team who will be involved in supporting the contract.

Please describe your process for dealing with and rectifying day-to-day issues and complaints that may arise and detail the level of authority/empowerment on-site management will be afforded explaining at what point they will need to escalate issues up the management chain.

**3.5 Environmental**

3.5.1. Pan-service

Please detail what changes you would look to make to the way the FM services contract operates, from an environmental point of view.

Please detail steps you will take to ensure you are following the waste hierarchy at all time (reduce, reuse, recycle) and minimising waste (using refillable products, minimise packaging waste, avoid disposable products when practical, etc.).

Please detail how you will actively pursue the use of products / equipment to help reduce environmental impacts whilst meeting the contract specification.

Please detail how you will endeavour to reduce the contract’s environmental impact by minimising use of resources to perform contract duties (staff, consumables, utilities) through the design and integration of best practice M&E, Cleaning and Security initiatives.

**3.6 Health and Safety**

3.6.1. Pan-service

Please outline how you will approach health and safety risk management in this contract (identification, assessment, mitigation, review).

**3.7 Mobilisation**

3.7.1 Pan-service

Please provide a mobilisation plan for the contract identifying elements including:

* Details of the personnel that will lead the implementation and transition process
* An organogram illustrating the structure of your implementation team
* The key milestones and who is responsible for what, including input required from the Bank and its other service partners

**3.8 Sub-contracting**

3.8.1 Pan-service

Please detail how you plan to deliver sub-contracted requirements (if any) and include any lessons learnt from past experience which you propose to apply to our requirements.