

High Peak Borough Council and Staffordshire Moorlands District Council
(working as a Strategic Alliance)

Guidance Notes and Instructions for Completion of ITT

Title of Tender	Windows, doors and Glazing Requirements
Reference	P4120
Closing date	Monday 30th September 2019 12:00 (Noon)

1. Instructions for Completion

- 1.1 All tender responses MUST be returned via the ProContract e-tendering portal provided by ProActis (Due North). HARD COPIES WILL NOT BE ACCEPTED.
- 1.2 Late submissions must be referred to the Finance and Procurement Manager and will only be accepted in exceptional circumstances if
 - i. The other tenders have not been opened
 - ii. There has been a failure of the approved e-tendering system
 - iii. The failure to comply is the fault of the Councils
- 1.3 There is no penalty for submitting your application early; you are advised to do this allowing plenty of time before the closing time to avoid any delays in uploading which may take you past the deadline. If while submitting the return you encounter difficulties or issues beyond control you are advised to contact the procurement team immediately and before the deadline expires.
- 1.4 Prospective contractors should answer all questions as accurately and concisely as possible. Where a question is not relevant to the responder's organisation, this should be indicated, with an explanation.
- 1.5 Supporting information should be presented in the same order as the questions and should be referenced to the relevant question.
- 1.6 Questions **MUST** be answered in English
- 1.7 Failure to furnish the required information, make a satisfactory response to any question or supply documentation referred to in responses, may result in your tender being disregarded.
- 1.8 To enable the evaluators to treat all tenders equably please ensure that you provide all the information requested, even if you have provided the same type of contract to High Peak Borough Council (HPBC) or Staffordshire Moorlands District Council (SMDC) previously.

2. Background

High Peak Borough Council and Staffordshire Moorlands District Council formed and entered into a Strategic Alliance in February 2008.

The Strategic Alliance's vision: *'The Alliance will operate under the management of a single Chief Executive, to establish joint working arrangements and a shared approach to the delivery of key services that will improve the quality of people's lives in the two authorities and deliver greater value for money.'*

HPBC and SMDC are looking to maximise opportunities through Joint Procurement exercises to ensure that we remain committed to keeping council tax rises low.

Staffordshire Moorlands District Council

The Staffordshire Moorlands District Council covers the whole northern part of the Staffordshire County. It has a population of around 94,500 and covers 220 sq miles. Much of the northern part of the district is within the Peak District National Park and is in an area of great natural beauty.

The District Council was judged as 'Excellent' in the 2007 Comprehensive Performance Assessment review and we have held Beacon status in both Procurement and Partnership Working and recently been awarded Beacon status for Digital Inclusion. In 2008, the Audit Commission judged the Council as equal best in England for Use of Resources. The Council employs approximately 200 staff mainly in Leek. The District has three major towns, Biddulph, Cheadle, and Leek. Leek, a market town of 20,000 inhabitants is the administrative centre of the District. Cheadle the most southerly town has a population of about 10,000 and Biddulph, in the north west and close to the Cheshire border, has approximately 20,000 inhabitants.

For further information about the Council www.staffsmoorlands.gov.uk

High Peak Borough Council

The High Peak is situated within the Peak District at the north-western tip of Derbyshire and the East Midlands Region. Two-thirds of the Borough lies in the Peak District National Park and is an area of outstanding natural beauty. 93% of its population lives outside the Park, with the major population centres being around Glossop to the north and Buxton to the south.

The borough has a population of around 90,600 and covers 54,000 hectares. The Council was recognised as 'Excellent' in the 2007 Comprehensive Assessment Review and has held Beacon status in EMAS and Sustainable Energy. In 2007 the council won the Local Government Chronicle's principal award, 'Council of the Year'.

The council employs approximately 318 staff based in and around three main office locations; Buxton, New Mills and Glossop.

For further information about the Council www.highpeak.gov.uk

3. Introduction

- 3.1 Applications are invited from suitably qualified and experienced organisations that wish to be considered for Windows, doors and Glazing requirements as per the Tender Specification, on behalf of HPBC.
- 3.2 This procurement exercise is being conducted in accordance with the Open Procedure under the Council's Procurement Procedure Rules and EC Consolidated Public Procurement Directive, as implemented by UK Public Contracts Regulations 2015 Contract Notice TBC (2019-119955)
- 3.3 The contract will be for a two (2) year period commencing on 01 April 2020 and, subject to satisfactory performance during the life of the contract, the Council(s) will have the option to extend the contract for a further one plus one plus one (1+1) year(s). This is at the sole discretion of the Council(s).
- 3.4 Applicants should note that this application is solely for the provision of the requirements outlined in the Tender Specification. If there is any aspect of the specification or contract conditions with which you WILL NOT comply this must be raised, in writing, with the Procurement Unit BEFORE submitting the questionnaire. It is advisable to involve your Legal representative at this stage in the process.
- 3.5 HPBC and SMDC will not be liable for any costs incurred by any respondent in the preparation and /or submission of their tender, nor for any costs which may arise from any subsequent meetings, presentations or demonstrations that respondents may be required to attend. It is the responsibility of each respondent to obtain for themselves at their own expense any additional information necessary for the preparation of their tender.
- 3.6 The Councils reserve the right to consider alternative procurement options, suspend or call-off the process, terminate any proceedings and is not deemed to accept any offer submitted.
- 3.7 Any personal information you give us is held securely in accordance with the Data Protection Act 1998. Information that was collected for one purpose may be used for other Council purposes and we may also share information where appropriate with other organisations unless there are any legal restrictions preventing this.
- 3.8 The Councils are required to comply with the Freedom of Information Act 2000 which imposes a duty to respond to a request for information and, subject to the provisions of the Act, to disclose that information. If you consider that any of the information that is submitted in your proposal/ tender should not be disclosed because of commercial sensitivity then this should be so stated together with your reasons for considering this information sensitive. However, this does not oblige the Councils to withhold it if it believes it has an obligation to publish it under the Act. Queries relating to data protection or freedom of information should be made to the Freedom of Information Officer at each Council or to the Procurement Unit.
- 3.9 Written technical references and financial credit rating may be requested for those shortlisted. If your organisation does not pass the relevant credit checks then your tender may not be considered
- 3.10 The Councils usual minimum insurance requirements are:
- | | |
|------------------------|-----------------------------|
| Public Liability | £10,000,000 |
| Employers Liability | £ 5,000,000 |
| Professional Indemnity | £ 2,000,000 (if requested). |

3.1 A Performance Bond or Parent Company Guarantee **will be** required for **LOT 1** of this contract.

A Performance bond or Parent Company Guarantee may be requested for this contract in the below circumstances:

- The nature of the contract is deemed high risk to the Contracting Authority
- Payment in advance of works and services are required by the supplier
There would be a financial and operational risk to the authority if the supplier defaulted
- There is uncertainty as to the financial stability of the supplier
- A risk assessment reflects a medium risk item

Where a risk is identified HPBC may also apply additional conditions to a contract including,

- Payment in arrears only
- Quarterly (Financial) reviews
- Reduced fixed term contract periods
- Increased frequency of contract review meetings

3.2 The appointment will be made through the completion of a Legal Agreement between HPBC, and the successful supplier/s, and this will set out the Council's terms and conditions which the successful supplier will be required to sign up to.

4. Evaluation of Tenders

4.1 The Councils will use an Evaluation matrix and tenders shall be evaluated on the basis of 60% cost and 40% quality. There will be a maximum of 500 marks broken down as per the stated cost and quality percentages.

4.2 The objective of the selection process is to assess the responses to the specification and pre-qualification questionnaire data in order to determine the appropriate service provider.

4.3 Selection criteria will be a combination of both financial and non-financial factors and will consider areas such as:

- a) Supplier Acceptability – status of supplier in relation to background, principal activities (past and present), ultimate parent details and professional/commercial affiliations.
- b) Economic and financial standing – The supplier must be in a sound financial position and independent financial checks may be carried out.
- c) Supplier track record – The supplier must be able to demonstrate a successful track record of providing similar services to those under requirement and their suitability.
- d) Supplier capacity and capability – The supplier must be capable of sustaining resources and core competences for the term of the contract, including consideration of Corporate Social Responsibility and demonstrate the ability to respond in emergency situations.
- e) Value for money – The supplier must provide an economically sound, innovative and commercially attractive proposal offering outstanding customer service and satisfaction whilst also ensuring that there is no Health and Safety risk.

4.4 The tender assessment is divided into selection and award stages as detailed below:

1. Selection stage – this pertains to the Qualification Questionnaire section of the tender document.
 - a. All tenders will be assessed against ineligibility conditions under Regulation 57 of the Public Contracts Regulations (PCR) 2015, Economic and Financial Standing and ability to meet Minimum Standards of Professional and Technical Ability (Regulation 58 of PCR). This will be a pass/fail assessment.
 - b. Responses to other questions will be assessed on a pass/fail basis where:
 - Pass – The information / evidence has been assessed and judged to be acceptable.
 - Fail – No information / evidence has been provided
 - The standard of the information / evidence provided is unacceptable.
 - The information / evidence has been assessed and does not comply with the minimum acceptable standard.
 2. Award Stage – this pertains to the Technical and Commercial Questionnaire sections of the tender document in respect of the qualitative and pricing assessments respectively.
- 4.5. Written technical references and financial credit rating/financial appraisal will only be undertaken for those shortlisted.
- 4.6. Only those tenders that pass the Selection Stage assessment will be evaluated in accordance with the tender award criteria of Most Economically Advantageous Tender (MEAT) as detailed below:

Technical (Quality) = 40% broken down as follows:

: Windows and Doors Planned Replacement

1	Please confirm which lot/s you are bidding for under this framework Lot 1: Planned Windows and Doors replacement Programme Lot 2 : Windows and Doors Repairs Lot 3: Glazing replacement	0%
2	Please detail the Products / Manufacture of products that will be used on the Contract if awarded If your bid is for multiple lots please Include the details for each lot	0%
3	Is your business is FENSA approved, or equivalent Yes / NO Pass/Fail Please provide evidence (Attachment)	0%
4	Please detail the Guarantees offered under this contract Including for each lot Product Guarantee Workmanship Guarantee	5%

5	<p>Please provide a Project Plan clearly showing how you will complete the works within the timescales and to the required specification. This should include the following stages:</p> <ul style="list-style-type: none"> • mobilisation • supply chain management <input type="checkbox"/> • on-site works • post completion. <p>Please also provide details for the following:</p> <ul style="list-style-type: none"> • A resourcing plan for the mobilisation and on-site works stages • Risk Assessments and Method Statements (RAMS) 	4%
6	<p>Please provide details of your approach to Customer Satisfaction and how you will ensure that residents receive an excellent service throughout the entire length of the contract. This should include the residents of properties included in the contract and also neighbouring properties and the impact on them of noise, deliveries and site tidiness and cleanliness.</p>	4%
7	<p>Please provide any risks that you have identified during the tender submission period and any plans that you will put in place to prevent these occurring or minimise the impact. This should include method statements and safe systems of work, together with arrangements for business continuity.</p>	4%
8	<p>Please provide a minimum of 3 case studies (relevant to this tender) where you have carried out similar works for other clients detailing how you managed the contract and how you managed risks (both operational and personal risk), performance and ensured delivery within set timescales.</p>	4%
9	<p>When considering the objectives of this contract please provide suggestions for innovation or added value opportunities which would benefit or enhance the project and lead to financial benefits to the council and your company.</p>	4%
10	<p>Social Value The Council is keen to involve the local community in the provision of works and services. Please outline your proposals for the following areas:</p> <ul style="list-style-type: none"> • the involvement of local SME's, possibly in any sub-contracted work • the offering of apprenticeships / NVQ's / H&S training to local people over the life of the contract • any Community Engagement initiatives that you would incorporate into the contract. 	5%
11	<p>It is sometimes the case that customers who are having refurbishment works undertaken at their homes experience issues during the works that require a fast response, either late in the day or out of hours.</p> <p>Please detail how you would prepare for and respond in such cases.</p>	5%
12	<p>Please outline your policy for dealing with any problems that may arise within the 12 month rectification period, How you would respond, both to</p> <ol style="list-style-type: none"> 1) A report of a problem that is urgent in nature 2) A report that is not urgent but still in need of rectification. 	5%

The answers to each relevant question will be scored – the rationale applied to the process will be based on the most economically advantageous tender based on the following score:

0	Unacceptable	The information is either omitted or fundamentally unacceptable to the Council.
1	Poor	The information submitted has some omissions or demonstrates only limited technical, ability and/or capacity.
2	Satisfactory	The information submitted just meets the Council's expectations in demonstrating technical experience, ability and/or capacity to deliver the services. There are significant reservations, but not sufficient to warrant rejection
3	Good	The information submitted meets the Council's expectations in demonstrating technical experience, ability and/or capacity to deliver the services. There are minor reservations, but not sufficient to warrant rejection
4	High Standard	The information submitted meets the Council's expectations and provides strong evidence of technical experience, ability and/or capacity to deliver a quality service.
5	Excellent	The information submitted exceeds the Council's expectations and provides evidence of high quality technical experience, ability and/or capacity to deliver a quality service.

Commercial (Price) = 60%

Lowest tendered bid receives maximum points (5) multiplied by % weighting. Bids increasing in value against lowest will receive a reducing score from 5 – 1, multiplied by the % weighting.

- 4.7. If any of the items in the specification cannot be satisfactorily demonstrated this will result in your bid being rejected.
- 4.8. In the event that none of the offers are deemed satisfactory, the Councils reserve the right to consider alternative procurement options, suspend or call-off the process, terminate any proceedings and are not deemed to accept any offer submitted.
- 4.9. Interested parties are advised to visit the area to ascertain all relevant conditions and circumstances that may affect the provision of services/equipment to the Council and will be deemed to have done so before submission of the Tender.

5. Corrupt Practices / Supplier Staff

- 5.1 The Councils will immediately reject a tender or terminate a contract if the contractor offered an inducement to any officer or member of either Council to influence the decision to award the contract. The right to terminate will apply regardless of whether the inducement was accepted by the officer/member concerned.
- 5.2 The Councils will immediately reject a tender or terminate a contract if the contractor passes information concerning the tender or subsequent contract to or receives

information concerning the tender or subsequent contract from a third party, other than sub-contractors who needed information to enable the contractor's bid to be finalised.

- 5.3 Suppliers/Contractors must not communicate the amount of their proposed tender to any third party or calculate or adjust the amount of their proposed tender in accordance with any agreement with a third party.
- 5.4 Suppliers/Contractors must send all communications and clarifications in relation the tender application via the approved E tendering portal. Communications outside of the e tendering portal are not permitted.

6. Schedule of Events

The proposed schedule is for guidance only and dates should be regarded as indicative at this stage.	
Tender advertised	28 th August 2019
Closing date	30 th September 2019
Evaluation Assessment	01st October – 30th December
Interviews / presentations	Not Required
Tender awarded	06 th January 2020
Commencement	01 April 2020

7. Enquiries

Any enquiries or clarifications about this tender must be via the secure messaging within the Procontract electronic tender system to ensure that there is an audit trail of all discussions/clarifications.