**REQUEST FOR QUOTATION**

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| **PROJECT / PROCUREMENT TITLE:** | Pest Control Services |
| **REFERENCE NUMBER:** | RFQ2020/011 |
| **ISSUED BY:** | Maureen Davies |
| **DATE OF ISSUE:** | 20th October 2020 |
| **CONTACT DETAILS:** | Any queries regarding this requirement should be sent via the messaging facility on the e-tendering portal linked to this opportunity |
| **QUOTATION RETURN DATE & TIME:** | 13:00 on 3rd November 2020 |
| **DOCUMENTATION REQUIRED:** | We require an electronic version of your submission via the e-tendering [portal](https://procontract.due-north.com/) |
| **FRAMEWORK AGREEMENT DETAILS:** | N/A |
| **TERMS AND CONDITIONS OF CONTRACT** | The contract will be governed by Magenta Living’s Standard Form of Contract terms, included as part of these RFQ documents for reference |

**PROJECT/PROCUREMENT DETAILS**

**1 EXECUTIVE SUMMARY**

Magenta Living is seeking quotes for pest control services at its owned and managed properties across Wirral, Ellesmere Port and Cheshire.

**2. AIMS AND OBJECTIVES**

With approximately 14,000 properties, we are the largest Provider of affordable housing in Wirral, Merseyside. We are a not-for-profit socially responsible organisation.

We have our own DLO, the Building Services Division, which is responsible for maintaining our properties, but this excluded pest control services, hence the need for this re-procurement.

Currently we work across Wirral and Cheshire but are expanding our geographical region to include across Merseyside, Lancashire as far as Preston.

We are seeking to appoint a Provider who will treat our properties to remove pests but also provide advice and guidance on ‘proofing’ against re-infestation and assist Magenta Living in educating our residents on prevention of pests in and around their properties.

**3. CONTRACT PERIOD**

Magenta Living wishes to enter into a 3-year Contract with the Provider with an option to extend for up to a further 12 months at Magenta Living’s discretion.

**4. CRITICAL ISSUES**

The main critical issues are:

a) Effective Contract Management

b) Guaranteeing Response and Completion Times

c) Maintaining Good Relations with Tenants and Neighbours and Effective Complaints-Handling

d) Quality Control and Assurance Through Effective Service Delivery

e) Quality, Competence and Training of Operational Staff

**5. INVOICING**

The Contractor shall submit a monthly invoice and spreadsheet including:

* The location of all jobs undertaken
* Number of units at location
* The number of visits to site
* Photographs of required proofing
* The cost of initial survey
* The cost of eradication
* The cost of proofing
* The total cost of the job

The price should include the supply of all labour, materials, equipment, products and tools.

**6 SPECIFICATION AND TERMS OF BUSINESS**

6.1 The Provider will provide pest control services to Magenta Living (ML) properties which will include: all communal areas and the inside of flats, houses, bungalows, maisonettes located across Wirral, Ellesmere Port and Cheshire.

6.2 The Provider will deliver all services under the Contract in accordance with all relevant EU/UK legislation including the British Pest Control Association Codes of Practice and in compliance with the EU Biocides Regulations 528/2012 as may be amended.

6.3 Control of the infestation may require repeat visits to the property/ external areas until the infestation is eradicated.

6.4 Within 24 hrs, following receipt of an instruction from Magenta Living the Provider will acknowledge receipt of the instruction, provide details of the recommended methodology for treatment, anticipated timescales for delivery and completion of the services, anticipated number of visits to complete the service and agree a date for commencement, which shall be no later than 5 working days following receipt of the instruction.

6.5 The Provider will carry out a technical inspection of the property internally and externally to check pest activity and apply sufficient treatments as may be deemed necessary, dependent upon the severity of the problem to effectively treat the infestation. Where possible an initial treatment should be applied at the same appointment as the property inspection.

6.6 Following treatment the Provider will record and photograph any areas that require ‘proofing’ and provide such information and advice to Magenta Living to fully understand what further action will be required to prevent re-infestation/ re-occurrence.

6.7 Magenta Living will seek quotes on each occasion for any recommended ‘proofing’ work to prevent future re-infestation which may be carried out by the Provider or by Magenta Living.

6.8 When treating all rodents (includes Rats, Mice & Squirrels), baiting and treatment may be required. On the final visit the Provider will remove all bait stations.

6.9 The Provider should provide a dedicated number and email address for Magenta Living to book appointments.

6.10 The Provider(s) shall provide at their own expense all materials, chemicals, vehicles and any items that may be required for properly executing this Contract whether specifically described or not.

6.11 The Provider and any employee/ operatives/ agents acting on behalf of the Provider who will be applying pesticides and chemicals such as but not limited to rodenticides, within the Contract area will hold the appropriate current, valid Certificates of Competence or other relevant qualifications as may be required by law to demonstrate they have the appropriate skills, competencies and relevant professional qualifications required to deliver the services under the Contract.

6.12 The Provider will be responsible for determining the most effective methods, equipments and materials that should be used for treatment in each instance with due regard for the efficacy of the treatment, the health and safety of the service user, their staff, Magenta Living tenants, the general public and any household pets or other animals.

6.13 Over the past 12 months the following numbers of pest control services were delivered.

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| --- | --- | --- |
| **PEST** | Service requests in April 2019/20 | Total no’ of visits 2019/20\* |
| Rodents | 113 | 226 |
| Squirrels inside lofts | 1 | 3 |
| Wasps/Hornets | 15 | 15 |
| Cluster Flies | 0 | 0 |
| Bed Bugs | 0 | 0 |
| Fleas | 7 | 14 |
| Cockroaches | 0 | 0 |
| Starling Nest | 1 | 1 |
| Proofing | 29 | 29 |

\* *Where higher, this includes the initial trip to survey and bait and the follow up trip to inspect and remove bait and equipment or to re-treat.*

6.14 The Provider should note that due to the unpredictable nature of the services the frequency and volume of instructions/orders received will be irregular in nature, and there may be unavoidable excessive demands for delivery of the services at any point in time.

6.15 The above figures are forinformation only and Magenta Living cannot guarantee this or any levels of business**.**

**Working Hours**

6.16 Working hours are limited to normal working hours, which shall be Monday to Friday 8am - 5pm (exclusive of public holidays) unless otherwise agreed with Magenta Living.

6.17 Treatments may be permitted at other times by prior agreement between Magenta Living and the Provider.

**Performance of The Services**

6.18 The Provider their operatives/ representatives must:

* be clearly identifiable to residents (i.e. wear ID Badges, approved by the Magenta Living Client Representative), whilst working on Magenta Living premises;
* wear appropriate PPE for the delivery of the services;
* Ensure that operatives carrying out the work on behalf of the Provider are trustworthy and presentable and comply with best practice in terms of customer care

6.19 The Provider shall ensure that operatives engaged in delivering the services do not cause a nuisance or disturbance to users and occupiers when they are working on or near occupied premises.

6.20 The playing of music via any means including but not limited to electronic devices is not permitted during the delivery of the Services.

6.21 The Provider shall ensure that a rigid non-smoking regime is maintained by all operatives engaged in delivering the works, including whilst in Magenta Living offices and other properties.

**Access to The Site(S)**

6.22The Provider shall immediately upon receipt of an Order make arrangements with Magenta Living to visit and where a property is vacant collect the necessary keys to gain access. The Provider shall retain such keys and bear sole responsibility for safe keeping until their return to Magenta Living following completion of the services.

6.23 The Provider (s) shall not enter adjoining property at any time without firstly obtaining authority from the owner of the adjoining property and Magenta Living.

6.24 Magenta Living and any person or persons authorised by Magenta Living shall be at liberty to enter the sites of the services at all reasonable times. The Provider(s) is to give every facility to Magenta Living or their representative for the inspection of the services in progress on the sites.

**No Access to Properties**

6.25 The Provider will be required to follow Magenta Livings ’No Access’ procedure if unable to gain access to a property. The Provider will be required to leave proof of attending the property, including contact details where possible, The Client Representative must be informed via ‘phone or email as soon as possible when the Provider has been unable to gain access to reschedule the visit.

**Safeguarding Policy**

6.26 Where appointed Providers are likely to come into contact with vulnerable tenants including children or adults at risk in the delivery of the services under the Contract, they must comply with the requirements of the Magenta Living Safeguarding Policy.Providers are expected to have sufficiently robust recruitment procedures in place to minimise the risk employing individuals whom could pose a risk to Magenta Living residents.

6.27 Magenta Living and its partners including its contractors have a role to play and a duty of care in promoting the welfare of children and adults at risk as part of their day to day work. Contractors or agencies providing a service on behalf of Magenta Living have a responsibility to immediately advise Magenta Living of any concerns they have regarding anything that is brought to their attention or they see or hear while carrying out their duties.

6.28 Any staff employed by the Provider organisation who has a criminal conviction in relation to serious violence or sexual offences will not be allowed access to tenanted properties housing children or adults at risk.

6.29 The Provider must inform Magenta Living if any staff employed within their Organisation has or becomes subject to a restraining, harassment or non molestation order as this prohibits them from working in certain geographical areas.

**Removal of Pests/Waste**

6.30 At the end of each treatment, in the case of rodents, all baiting kits and any remaining pesticides shall be removed from the location. The storage use and disposal of pesticides, together with the disposal of the pests shall all be undertaken in accordance with current legislation.

6.31 The Provider must hold the relevant valid license(s) and be a registered waste carrier/ broker/ dealer for the removal and disposal of any waste ([www.gov.uk/waste-carrier-or-broker-registration](http://www.gov.uk/waste-carrier-or-broker-registration)) that may arise from the delivery of the Services under this Contract in compliance with applicable Law, including the following (as amended from time to time):

* The Waste (England and Wales) Regulations 2011 as amended by The Waste (England and Wales) (Amendment) Regulations 2014;
* The Hazardous Waste (Miscellaneous Amendment) Regulations 2015;
* The Environmental Permitting (England and Wales) Regulations 2016 as amended by the Environmental Permitting (Amendment) (No. 2) Regulations 2016

**Complaints**

6.32 The Provider shall establish a complaints procedure, which shall be agreed with the Magenta Living Contracts Manager. The procedure shall enable the Magenta Living Contract Manager to forward a complaint to the Provider and record the action and timescale for its resolution. The level of complaints and efficiency by which they are resolved shall form part of the key performance indicators and shall be reviewed on a regular basis.

**Contract Performance Review**

6.32 The Contract performance will be reviewed regularly in an office location or via Microsoft Teams, at a frequency as set by Magenta Living. This is likely to be more frequent in the first few months of delivery of the services, and a comprehensive assessment will be carried out after the first 6 months period of the Contract. The Provider is therefore required to ensure their full co-operation with Magenta Living to enable an effective review of service delivery.

**Key Performance Indicators**

6.34 Key Performance Indicators (“KPIs”) will include but not be limited to:

a) Acknowledgement within 24 hours of receipt of the initial order and completion of initial treatment within 5 working days;

b) The number of complaints and compliments received from customers will also be recorded as KPIs.

These KPIs will be used to monitor the performance of Orders under the Contract. This data will be used for discussion at Contract review meetings with a view to identifying areas of poor performance that need actioning, and areas of continuous improvement in the delivery of the services, which improves quality and reduces the frequency of incidents of pests or re-infestation.

Treatment audits will be carried out by Magenta Living as required.

**Pricing and Payment**

a) The service will provide pest control treatments on a price per treatment basis, sufficient to effectively control the infestation *and eliminate the pest*; this may require repeat visits until the infestation is satisfactorily treated. Magenta Living expects the Provider to *eradicate the* infestation.

b) Each Supplier shall be deemed to have satisfied itself before submitting a quote as to the accuracy and sufficiency of the Price stated in its quote, which shall (unless otherwise provided) cover all obligations under the Contract. Each Supplier shall be deemed to have satisfied itself before submitting a quote as to the accuracy and sufficiency of the Price(s) quoted, which shall (unless otherwise provided) cover all obligations under the Contract.

c) Prices must be submitted in the form of the Price List attached as Annex 1 to this RFQ. The prices in the Price List shall include for all services/supplies shown or described in the Contract as a whole and for all services/supplies not described but apparent as being necessary for the complete and proper execution of the Contract.

d) No volume or continuity of work is guaranteed to the successful Supplier and this should be taken into account when completing the Price List. Unless expressly stated to the contrary, any quantities/ values given in this RFQ are for information only.

e) Each item in the Price List must be fully priced, with insertions for each item. If any item is unpriced (whether by leaving the rate and/or amount space blank or by entering “included” or otherwise), that item shall be deemed to be free of charge.

f) All prices quoted shall be exclusive of Value Added Tax (VAT).

g) The quoted price must include for the removal and disposal of all pests & waste.

h) Services called off from the Contract must only commence following the written agreement of the successful Supplier’s pricing proposal including timescales for the services required.

i) Payment terms will be monthly in arrears, following receipt of a valid invoice as outlined in the Contract.

Invoices should be submitted to the Finance Section, Partnership Building, Hamilton Street, Birkenhead, Wirral CH41 5AA.

**Variation of Prices**

i) Prices must include all costs associated with the delivery of the services. No additional costs identified post RFQ will be accepted by Magenta Living.

j) Prices will be fixed for the first year of the Contract. Following that period, any requests for price changes must be in accordance with the provisions set out in the Contract. Such requests must be accompanied by a written summary and supported by evidence to justify the proposed price change. Evidence must include cost breakdowns showing separately any increases or decreases in materials, labour and overhead costs, a full updated goods/services cost breakdown and shall be agreed no later than 3 months prior to the effective date. Please note any prices changes will be limited to CPI Rate as at September 2020.

j) If Magenta Living and the provider fail to agree any proposed revised prices the previous prices paid will prevail, until such agreement can be reached.

**7. INSURANCE**

7.1 The Provider must hold as a minimum, the following insurances, throughout the duration of the Contract period

* Public and Product Liability Insurance - £5 million
* Employer’s Compulsory Liability Insurance – as required by law.

7.2 The Provider will provide Magenta Living will details of all relevant insurances policies and copies of any cover-notes relating to the insurances on an annual basis following the renewal of such insurances, to ensure required policies and insurance levels are maintained.

**SUPPLIER RESPONSE**

**8. FORMAT OF PROPOSAL**

The Response Document must be completed in full, together with all required supporting documentation, as follows:

* **Confirmation of Your Ability to Meet The Minimum Specified Requirements;**
* **Service Delivery Methodology** – provide an outline of your proposal that demonstrates a clear understanding of what is required in terms of the delivery of the services to be provided and “how” you propose to meet the requirements including proposed resources to be used, your service delivery approach for pest control including timescales, no. of visits typically required for managing the types of pests stated in this RFQ.
* **Confirmation of Classification of your Organisation**, whether a) Voluntary, Community and/or Social Enterprise (YES/NO); b) Small or Medium Enterprise (YES/NO)
* **Evidence of Appropriate Qualifications** as may be required by law for delivery of the services;
* **Evidence of Appropriate License for The Removal And Disposal Of Any Waste** that may arise from the delivery of the Services under this Contract.
* **Prices In The Format Of The Attached Schedule**.
* **Confirmation of Insurance Cover** as specified. Proof of relevant valid insurance cover will be sought from the successful supplier as specified in the Terms and Conditions of Contract;

**9. TERMS AND CONDITIONS**

The Magenta Living Standard Form of Contract will apply to the provision of the services as a result of this request for quote (RFQ) process

Each supplier shall be deemed to have satisfied itself before submitting a proposal as to the accuracy and sufficiency of the price stated in its proposal, which shall (unless otherwise provided) cover all obligations under the contract.

The prices in the Price List shall include for all services shown or described in the Contract as a whole and for all services not described but apparent as being necessary for the complete and proper execution of the Contract.

Magenta Living shall not be under any liability in respect of any expenses or losses that may be incurred by the supplier in the preparation and submission of its quote and any further costs incurred prior to the appointment of the successful Provider of the services specified under the Contract.

**Magenta Living shall not be bound to accept any submission in response to this RFQ**. **Magenta Living also reserves the right to accept all or any part of a quote.**

Suppliers must confirm their agreement and acceptance to the Terms and Conditions of the [ML Standard Contract](https://www.magentaliving.org.uk/tenders) (without amendment) as outlined above.

**10.** **EVALUATION OF QUOTES**

The evaluation criteria described in this RFQ will be used to inform the final decision as to the successful Provider. Each criterion within this RFQ will be weighted as follows **and must be evidenced to be accepted and evaluated:**

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| --- | --- |
| **Criteria for assessment** | **Weighting** |
| Confirmation of Understanding of Requirements | Pass/Fail |
| Up-To-Date Commercial Insurance | Pass/Fail |
| Proven track record of providing similar goods/services to the nature and scale to that required including references | Pass/Fail |
| Appropriate Qualifications of All Relevant Staff and Operatives | Pass/Fail |
| Appropriate Membership of Relevant Trade Bodies | Pass/Fail |
| Appropriate Licences for The Undertaking of This Activity | Pass/Fail |
| Agreement to the Magenta Living Standard Contract | Pass/Fail |
| Proven track record of building maintenance knowledge and the ability to identify proofing works to the fabric of any building including cavity walls, loft spaces, false ceilings and drains, etc. | 15% |
| Contractors proposal in meeting the requirements of the set timescales for acknowledging receipt of an order within 24 working hours | 5% |
| Contractors proposal in meeting the requirements of the set timescales for initial pest control treatment within 5 working calendar days | 10% |
| Costs and subsequent value for money offered. | 70% |
| **TOTAL** | **100%** |

\*Prices will be evaluated based on % difference from the cheapest price

**Scoring Mechanism**

The following methodology will be used in scoring the responses to this Request for Quote (RFQ)

| **Assessment** | **Detail** | **Score** |
| --- | --- | --- |
| Excellent | Demonstrates clearly and convincingly how all Magenta Living’s requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver and fit the supplies in an excellent way and with excellent value for money for Magenta Living | **100%** |
| Good | Demonstrates how nearly all of Magenta Living’s requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver and fit the supplies to a good standard | **90%** |
| Minor reservations | Demonstrates how a majority of Magenta Living’s requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to provide a reasonable standard of delivery and fitting of the supplies | **70%** |
| Significant reservations | Provides only limited assurance that Magenta Living’s requirements in the area being evaluated will be delivered in accordance with the Contract Documents, so as to result in a mediocre standard of delivery and fit of the supplies. | **30%** |
| Poor | Either no answer is provided or the answercompletely fails to demonstrate that any of Magenta Living’s requirements in the area being evaluated will be delivered in accordance with the Contract Documents | **0** |

\*Price will be evaluated based on % variance from the lowest price

**Suppliers should note that any statements given that are later found to be untrue will automatically disqualify your quote and any subsequent contract award.**