

**Dartmoor National Park Authority**

**DNPA0009-20**

**REQUEST FOR FORMAL QUOTATION (RFQ)**

**Cleaning Services**

|  |
| --- |
| **Bidder to insert their company/organisation name** |
|  |

**Quotations submitted after the stated closing date and time**

***will not* be considered.**

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| --- | --- | --- |
| **Request for Formal Quotations No:**  **DNPA0009-20** | | **Dartmoor National Park Authority**  **Parke**  **Bovey Tracey**  **Devon TQ13 9JQ** |
| **Quotations for:** | Cleaning Services | **Due for return by 12:00 Noon on:**  21 February 2020  **Quotations submitted after the stated closing date and time will not be considered.** |
| **Period of Contract:** | 1st April 2020 – 31st April 2022 |

1. INTRODUCTION

Quotation Procedure

* 1. This RFQ has been developed to achieve the selection of a Supplier to deliver the Procurement. The Procurement is below £100,000 in value and not subject to Parts 2 and 3 of the Public Contracts Regulations 2015.
  2. This RFQ is issued by Dartmoor National Park Authority (“The Authority”). It has been arranged in two parts. The first part of the RFQ (up to and including **Appendix 8** (Financial Submission) contains the instructions you will need to follow and the appendices you will need to complete to submit your quotation.

The second part, SCHEDULE 1 contains (i) the definitions of terms used in this RFQ, (ii) details of the how the evaluation process will be undertaken and (iii) important notices, which form part of the conditions of participation in this Procurement Process.

* 1. Bidders should ensure that they have fully read this RFQ, each of the Appendices to the RFQ (including the Specification and the Contract) and the SCHEDULE 1 before commencing the completion of their Quotations. It is the Bidder's responsibility to ensure that it fully understands the requirements and obligations of the RFQ.
  2. To complete and submit this RFQ Bidders must:

|  |  |
| --- | --- |
| Checklist | Completed |
| Insert their organisation’s name on the front cover of this RFQ. |  |
| Sign and return the TUPE Confidentiality Undertaking Agreement in accordance with section 4.1. |  |
| Read and fully understand the services specification (**Appendix 1**) which details the Authority’s requirements. |  |
| Complete **Appendix 3 (Certificate)** and **Appendix 4 (Contractual Undertaking).** |  |
| Complete all the suitability assessment questions and pass all the PASS/FAIL questions detailed in **Appendix 5 (Suitability Assessment Questionnaire)**. |  |
| Provide detailed responses to the Quality Questions in **Appendix 7**. |  |
| Complete in full the Pricing Schedule in **Appendix 8 (Financial Submissions)**. |  |

* 1. The Authority will evaluate Bidders' responses to the suitability assessment questions in **Appendix 5** before evaluating the remainder of the Quotation. Bidders must pass the suitability assessment questions in order to have the remainder of their Quotations evaluated.

1. TIMETABLE AND PROCESS

Procurement Timetable

* 1. The timetable below sets out the key dates in the Procurement Process.

|  |  |
| --- | --- |
| **Date and Time** | **Stage** |
| 27 January 2020 | Procurement Documents made available online via [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk/). |
| 14 February 2020 | Deadline for clarification questions |
| 21 February 2020 | **Deadline for return of Quotations** |
| w/c 24 February 2020 | Evaluation of Quotations and recommendation for the successful Quotation. |
| 28 February 2020 | Completion of Authority’s approval and award decision processes. |
| 28 February 2020 | Appointment of the successful Bidder |
| 2 March – 13 March 2020 | Commencement of the Voluntary standstill period |
| 16 March 2020 | Award of the contract |
| 1 April 2020 | Service delivery commences |

* 1. The Authority reserves the right to amend this timetable as the Procurement Process progresses.

Pre Quotation Clarifications

* 1. Any queries arising from the Procurement Documents should be raised as soon as possible and in any event by no later than Noon on the date stated in the timetable at paragraph 2.1.
  2. Upon commencement of the RFQ process Bidders must not approach any member or officer of the Authority with any queries, other than by using the ‘Messaging’ facility on the Procurement Portal. Instructions on how to use the messaging facility can be found within the Help Centre (<https://supplierhelp.due-north.com/>) that is located on the Help Tab.
  3. Any information that the Authority provides in response to requests for clarification will be distributed to all of the Bidders as opposed to solely the Bidder that requested the information.
  4. When Bidders first access the RFQ they should satisfy themselves that they have seen any clarifications previously posted on the Procurement Portal. It is in the Bidder's interest to visit the messages area regularly as clarifications may fundamentally affect their planned response.
  5. The Authority cannot guarantee to respond to all clarification questions and cannot warrant the accuracy of clarification responses posted.

Post Quotation Clarifications

* 1. The Authority may request Bidders to clarify aspects of their Quotations where the Authority considers it appropriate to do so.
  2. This process will be administered in writing via the messaging area within the Procurement Portal

Completion of Quotation

* 1. Evaluation of a Quotation does not imply acceptance by the Authority of the Bidder’s financial stability, technical competence or ability in any way to carry out the services. The Authority has the right to return to these matters as part of the formal Quotation evaluation process.

**Contract Award**

* 1. Contract award is subject to the formal approval process of the Authority. Until all necessary approvals are obtained, no contract(s) will be entered into.

**Site Visits**

2.12 Contractors are welcome to visit the buildings before submitting a quotation, in order assess the current state of the building and the scope of works required. Please contact Ali Bright, Head of ICT & Premises (01626) 831038; e-mail abright@dartmoor.gov.uk to arrange a mutually convenient date and time.

1. SPECIFICATION

About the Specification

* 1. The Services are described in the Specification in **Appendix 1 (Specification)** to this RFQ.
  2. Flexibility to meet changing demands and customer needs is a key priority. The successful Bidder will affirm willingness, though the life of the Contract, to vary the service provision according to the Authority's needs and reasonable requests. Changes may either be variations to the original service provision agreed or by performing additional services, whatever they may be, provided they are “reasonable” and fall within the overall scope of what the Bidder would reasonably be expected to be capable of delivering.

Alternative Quotations

* 1. Alternative Quotations will not be accepted.

Environmental Issues

* 1. The Supplier will be expected to deliver this Contract in as environmentally friendly manner as possible and to work with the Authority to improve sustainability through the life of this Contract.

Cost Strategy

* 1. The Authority seeks a fully costed and transparent Contract Price. These requirements will be clearly detailed within **Appendix 8 (Financial Submissions)**.

1. COMPLETION AND SUBMISSION INSTRUCTIONS

**TUPE Confidentiality Undertaking Agreement**

* 1. The current supplier has indicated that there is a TUPE implication in relation to the Procurement. Bidders requiring the TUPE information from the current supplier are required to sign and return to the Authority via the Procurement Portal the TUPE Undertaking of Confidentiality Document available for download from the procurement portal. Upon receipt of the signed documentation, TUPE information will be issued through the Procurement Portal to that Bidder.

Submission of Quotation documentation

* 1. The Authority is using a secure (hosted) electronic bidding system (i.e. the Procurement Portal).
  2. User guides are available from the Help menu throughout the Procurement Portal. Bidders are advised to make themselves familiar with the content of the user guides prior to uploading Quotations by using the topics within the ‘Help’ menu located on the header bar of all pages.
  3. New users to the Procurement Portal must register first to obtain a user name and password before returning to this opportunity. Bidders should refer to the help link under 'Useful Links' that provides guidance on how to register and use the system.
  4. Any technical questions relating to the use of the Procurement Portal website should be addressed preferably by email to: [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com) or telephone helpline 0330 005 0352 (lines open from 08:30am to 17:00pm Monday to Friday, excluding English public holidays). Sections 2.3 to 2.7 above detail how queries relating to this RFQ should be undertaken.
  5. Bidders interested in this opportunity should express their interest by clicking on the ‘Register interest in this opportunity’ within the Business Opportunity Advert.
  6. Once Bidders have expressed their interest they can access the Procurement Documentation from ‘My Activities’ on the home page or on the header bar.
  7. Please indicate via the Procurement Portal whether or not you intend to submit a Quotation in response to this RFQ by selecting “Register intent to respond” or “No longer wish to respond” under the Response Controls.
  8. NOTE it is not possible to complete the Quotation electronically online.

In order to complete your electronic Quotation it must be downloaded to your system, completed and uploaded to the correct area of the Procurement Portal in accordance with the return instructions (within the RFQ event select ‘Start My Response’ and follow the response wizard instructions) Bidders should be aware that the Authority is unable to open any Quotations until after the specified closing date and time for the receipt of Quotations. Until this time, Quotations are stored in an e-vault and cannot be accessed in any manner by any Authority staff. The server timestamps (GMT) Quotations when they are submitted.

* 1. All responses must be submitted electronically through the Procurement Portal. Quotations which are, e-mailed, posted, hand-delivered or faxed to the Authority **will not** be considered. Bids which are uploaded to the wrong area of the Procurement Portal will not be considered
  2. The full Quotation must be completed and returned in the published format (i.e. Microsoft Word). Failure to comply with this instruction may result in your Quotation being discounted. It is your responsibility to ensure that your Quotation is submitted prior to the closing date/time and that you leave sufficient time to do this.
  3. The Authority will reject Quotations submitted after the date and time specified as the deadline. Please see the timetable in section 2.1 and in the **Schedule 1:** 3 **IMPORTANT NOTICES**
  4. Where Appendices to this RFQ and/or forms submitted by Bidders during the Procurement Process require signing either by the Bidders or a third party (e.g. a bank authority or insurance certificate), electronically completed versions are acceptable for bidding purposes. Therefore, the Authority will accept scanned copies of original signed forms and the Authority will also accept either scanned copies of original signed Appendices or copies of the Appendices with typed signatures. Fully signed hard copies of any forms will be required from Bidder(s) prior to the award of the Contract.
  5. All responses must be in English and should be in text submitted in A4, with a font size of no less than 10 and any financial references must be in Pounds Sterling.
  6. Where additional information has been requested (e.g. a company structure chart), this information should be clearly named so as to identify the file's contents and should be uploaded with your Quotation.

Bidders’ Answers to the Quality Questions in Appendix 7

* 1. Bidders' answers to each of the RFQ questions **Appendix 7 (Quality Questions)** must be self-contained without referring to additional documents, answers to other RFQ questions or other supporting statements (unless specifically requested).
  2. Answers should contain information to evidence and demonstrate what and how the Bidder intends to deliver the Services subject of this RFQ.

Attachments

* 1. Where specifically requested, attachments must be submitted as separate documents, preferably as Word files. They should be clearly named so that it is obvious what each attached file contains and to which question it relates.
  2. Attachments that have not been requested as part of the RFQ will be ignored and will not be taken into consideration as part of the evaluation process.

1. EVALUATION
   1. The **Schedule 1: 2 EVALUATION** of this RFQ details the evaluation process which will be undertaken. The detailed evaluation criteria (and sub-criteria) are detailed in **Appendix 6 (Award Criteria)**.

: Specification

The specification is provided as a separate file, entitled ‘Appendix 1 – Cleaning Specification’.

: Contract

The Authority’s Terms and Conditions of Contract for Services that apply to this Procurement are in a separate document entitled ‘DRAFT Contract for the provision of Cleaning Services’.

: Certificate

**QUOTATION FOR CLEANING SERVICES**

**CERTIFICATE OF NON- COLLUSION & NON-CANVASSING**

***In the case of a Consortium, each Consortium Member must complete and return this Certificate.***

To Dartmoor National Park Authority (“the Authority”)

The essence of the public Procurement process is that the Authority shall receive bona fide competitive Quotations from all Bidders. In recognition of this principle I/We certify that this is a bona fide Quotation, intended to be competitive and that I/we have not fixed or adjusted the amount of the Quotation or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other party.

I/We certify that I/we have not done and undertake that I/we will not do at any time any of the following acts:

a) communicate to a party other than the Authority the amount or approximate amount of my/our proposed Quotation (other than in confidence in order to obtain quotations necessary for the preparation of the Quotation);

b) enter into any agreement or arrangement with any other party that he shall refrain from submitting a Quotation or as to the amount of any Quotation to be submitted;

c) offer or agree to pay or give or pay or give any sum of money inducement or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused any act or omission to be done in relation to any other Quotation or the proposed Quotation;

d) enters into any type of agreement or arrangement with any other party aimed at distorting the outcome of the competition;

e) canvassed any member, employee, agent of the Authority;

f) undertaken to unduly influence the decision-making process of the Authority; or

g) undertaken to obtain confidential information that could confer upon me/us an undue advantage in the award of the contract

and that no person employed by me/us or acting on my/our behalf has done any such act.

In this Certificate:

• the word “person” includes any person, body or association, corporate or incorporate

• the phrase “any agreement or arrangement” includes any transaction, formal or informal whether legally binding or not.

• the word “Quotation” includes all RFQ submissions

SIGNED ......................................................................................

POSITION ......................................................................................

On behalf of .......................................................................................

Date ...................................................................................................

: Contractual Undertaking

**QUOTATION FOR CLEANING SERVICES**

**CONTRACTUAL UNDERTAKING**

ToDartmoor National Park Authority (“the Authority”)

I / We the undersigned DO HEREBY UNDERTAKE on the acceptance by the Authority of my / our Quotation either in whole or in part, to supply (or perform the services), on such terms and conditions and in accordance with such Specifications (if any), as are contained or incorporated in the Authority’s RFQ. I / We agree and declare that the acceptance of this Quotation by letter on behalf of the Authority, whether for the whole or part of the items included therein, will constitute a contract for the supply of such items, and, I / We, if requested by the Authority, will enter into a further agreement for the due performance of the contract in the form set out in **Appendix 2**.

\*Signed: ...................................................………............ Date: ..........................................

Name: (in block capitals): .......................…………..............................................................

In the capacity of: ................................................. on behalf of: ...............…………...........

(State official position, i.e. Director, Manager, Secretary etc.).

Company Name and postal address:............................………….......................................

....................................................................................................................……….............

Telephone No: ....................................…......……………………………………………........

E-mail: ............................…...............................................................................................

\*Company Registration Number and legal form:…………………………….……………….

\*(It must be clearly shown whether the Bidder is a limited company, statutory corporation, partnership or single individual, trading under his own or another name, and also if the signatory is not the actual Bidder, the capacity in which he/she signs or is employed).

: Suitability Assessment Questionnaire

Instructions to Bidders

* 1. This Suitability Assessment Questionnaire is used to determine if Bidders have the capacity and capability to deliver the services which are the subject of this procurement and may concern, amongst other matters, adequate financial and other resources and the relevant skills and experience. to deliver the services that are the subject of this procurement.

Selection Evaluation Matrix

* 1. In completing this Suitability Assessment Questionnaire, Bidders should not assume that the Authority has any prior knowledge of the Bidder. The Authority will only consider information provided in response to the SAQ.
  2. Notwithstanding paragraph 1.2 above, the Authority may take account of any prior knowledge it has of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements to the extent that such knowledge indicates that information contained in the Bidder's submission is false, misleading or inaccurate.
  3. The Authority will assess Suitability Assessment Questionnaire responses (Section 2 starting at section 1.6 below) to ascertain that its minimum pass/fail compliance requirements have been met. Questions will be for information only or pass/fail. Pass/Fail questions will be clearly signposted and ‘Yes/No’ responses will be accompanied by the word PASS or FAIL.
  4. Where a Bidder’s response to a PASS/FAIL question is such that they fail to meet the stated requirement, the Authority may exclude the Bidder from the Procurement Process and where a Bidder is excluded their bid will not be evaluated any further:

Questions for completion by Bidder: (Section 1).

|  |  |  |
| --- | --- | --- |
| **Section 1** | **Bidder information** | |
| **Question number** | **Question** | **Response** |
| **1.1(a)** | Full name of the bidding organisation |  |
| **1.1(b) (i)** | Registered office address (if applicable) |  |
| **1.1(b (ii)** | Registered website address (if applicable) |  |
| **1.1(c)** | Trading status   1. public limited company 2. limited company 3. personal service company 4. limited liability partnership 5. other partnership 6. sole trader 7. third sector 8. 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(h)** | Registered VAT number |  |
| **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)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |

* 1. **Suitability Assessment Questions for completion by Bidder: (Section 2).**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section 2** | Insurance | | | |
|  | **Question** | **Response** | |
| Question 2.1. | 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: |  | |
| Employer’s (Compulsory) Liability Insurance = £5m | Yes - PASS |  |
| No - FAIL |  |
| Public Liability Insurance = £5m | Yes - PASS |  |
| No - FAIL |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Section 3** | Health and Safety | | |
|  | **Question** | **Response** | |
| Question 3.1. | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | Yes - PASS |  |
| No - FAIL |  |
| Question 3.2 | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years? | Yes - PASS |  |
| No - FAIL |  |
| If your answer to question 3.2 was “Yes”, please provide details in this cell of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Authority will consider the statement provided and may exclude the Bidder from the Procurement Process if they have been unable to demonstrate to the Authority’s reasonable satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches. | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section 4** | Invoice / Order processes | | | |
|  | **Question** | **Response** | |
| Question 4.1 | The Authority is working to reduce the number of paper based payment transactions. We require a single consolidated monthly invoice. | Yes - PASS |  |
| No - FAIL |  |
| Question 4.2 | The Authority will make payments via BACS, please confirm that you can accept payment by BACS. | Yes - PASS |  |
| No - FAIL |  |

**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.

|  |  |  |
| --- | --- | --- |
| **Section 1** | **Contact Details and Declaration** | |
| **Question Number** | **Question** | **Response** |
| **1.2(a)** | Contact name |  |
| **1.2(b)** | Name of organisation |  |
| **1.2(c)** | Role in organisation |  |
| **1.2(d)** | Phone number |  |
| **1.2(e)** | E-mail address |  |
| **1.2(f)** | Postal address |  |
| **1.2(g)** | Signature (electronic is acceptable) |  |
| **1.2(h)** | Date |  |

: Award Criteria

**Table 1: Evaluation Criteria and Weightings**

|  |  |  |
| --- | --- | --- |
|  | **Criteria** | **Weighting for Quotation Evaluation** |
| A | Quality | 50% |
| B | Price | 50% |
| **TOTAL** |  | **100%** |

**Table 2: Detailed Criteria and Weightings**

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Criteria Weighting** | **Sub-Criteria** | **Sub-Criteria Weighting** |
| **Quality** | **40%** | Criteria A – Quality Assurance | 35% |
| Criteria B – References | 7.5% |
| Criteria C – Disputes | 7.5% |
| **Price** | **50%** |  | 50% |
| **TOTAL** | **100%** |  | 100% |

: Quality Questions

**QUESTIONS BIDDERS ARE REQUIRED TO ANSWER**

**The responses to the questions in this Appendix along with the prices submitted in the pricing schedule will be used to evaluate the responses received under the criteria and weighting system. Please refer to the Award Criteria detailed in Appendix 6 (Award Criteria) and familiarise yourself with this before completing this Appendix.**

|  |
| --- |
| **Criteria A – Quality Assurance** |
| Q.A1 - (Maximum Score 5 Weighting 1) |
| Does your business have appropriate ISO 9000 accreditation? If so, provide details and evidence. |
| Q.A2 - (Maximum Score 5 Weighting 1) |
| Does your business have an in-house quality control system? Please give details, or if not, explain why: |
| Q.A3 - (Maximum Score 5 Weighting 1) |
| Please provide names and addresses of accredited bodies to which your business belongs, relevant to this contract, and attached any relevant certificates/evidence. |
| Q.A4 - (Maximum Score 5 Weighting 1) |
| Does your business have an information security policy? If so, please provide evidence, or if not, explain why. |
| Q.A5 - (Maximum Score 5 Weighting 2) |
| Please describe how your organisation will ensure good information sharing and communication with the Authority in relation to the day to day operations under the contract. |
| Q.A6 - (Maximum Score 5 Weighting 2) |
| How will your organisation deliver:   1. induction and familiarisation training for new employees? 2. induction and familiarisation training for employees new to the contract (including any regular and emergency cover staff)? 3. any continuation or refresher training? (please describe the extent and regularity of refresher training). |
| Q.A7 - (Maximum Score 5 Weighting 2) |
| Please describe how your organisation will manage and monitor contract performance and how you will communicate / report this to the Authority, for example:   * Absence management * Employee performance * Monitoring & inspections * Quality * Complaints handling * Systems & Procedures   Please detail what procedures you have in place to deal with employees who do not meet required training or quality standards? |
| Q.A8 - (Maximum Score 5 Weighting 2) |
| How does your organisation ensure an appropriate level of emergency cover for unforeseen staff absence (both cleaning staff and supervisors)? |
| Q.A9 - (Maximum Score 5 Weighting 2) |
| Describe how, if awarded the contract, your organisation would ensure minimum disruption to the Authority during the transition period, in particular from date of contract award to the date of commencement of the contract. |
| Q.A10 - (Maximum Score 5 Weighting 2) |
| The services to be provided as part of this Contract require a strict adherence to a range of legislation encompassing health and safety and COSHH. How would your organisation:   1. ensure that employees are appropriately trained and updated when new legislation comes into force? 2. monitor your employees compliance with the above? |
| Q.A11 - (Maximum Score 5 Weighting 4) |
| Please confirm that all cleaning and disinfecting products used would:   * be suitable for use in a septic tank * not use cfcs as propellants * be 100% biodegradable * be recyclable |

**Criteria B - References**

(Maximum score 3 – Weighting 5)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please provide details of three recent contracts you have been awarded for the provision of cleaning and security services similar to those required by the Authority. | | | | |
| Customer name and address | Contact name and Telephone number | Date contract awarded | Contract reference and brief description of service undertaken | Names of subcontractors and / or consortium members and description of their role |
| 1. |  |  |  |  |
| 2. |  |  |  |  |
| 3. |  |  |  |  |

*Please use a separate sheet if there is insufficient space on this page*

**Criteria C – Disputes**

(Maximum score 3 – Weighting 5)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please detail any contracts where, in the last 3 years, there has been a failure to complete the contract on time or at all, or where there have been claims for damages, or where damages have been deducted or recovered. Please also provide details of any contracts that have been terminated with you before their natural end. | | | | |
| Customer name and address | Contract reference and brief description of Services provided | Date of claim / contract termination | Reason for claim / contract termination | |
|  |  |  |  | |
|  |  |  |  | |
|  |  |  |  | |
| Are there any court actions and / or significant employment tribunal hearings outstanding against your organisation? | | | | Yes / No |
| If Yes, please provide details: | | | | |
| Has your organisation been involved in any court action and / or significant employment tribunal over the last 3 years? | | | | Yes / No |
| If Yes, please provide details: | | | | |

: Financial Submissions

**PRICING SCHEDULE:**

Bidders are obliged to submit their pricing here including their total price and an itemised breakdown for the services as detailed below. The total contract cost to be used for evaluation purposes will be the total cost, (Lifecycle cost for the main period of the contract (excluding VAT and any possible extension periods)).

Your Bid may be rejected if:

* you fail to fully complete the Pricing Schedule; and/or
* you submit an alternative Pricing Schedule.
* If you intend to offer an element of the service or goods free of charge then you must enter the number ‘0’ in the relevant cell of the pricing spreadsheet/table.

|  |  |
| --- | --- |
| **Description** | **Price**  (exclusive of VAT) |
| Cleaning Service at Parke House, Bovey Tracey (including Windows Cleaning) | £  Price per annum |
| Cleaning Service at Duchy Hotel, Princetown (including Windows Cleaning) | £  Price per annum |
| Cleaning Service at Postbridge Visitor Centre (including Windows Cleaning) | £  Price for service between August 2020 and March 2021. |
| Window Cleaning at Haytor Visitor Centre | £  Price per annum |

Once the Contract has being entered into, prices are to be held firm for a minimum of 12 months unless otherwise stated (**“Price Stability Period”**).

The prices quoted in the Supplier’s Quotation shall remain fixed throughout the term of the Contract except as may be varied in accordance with the terms of the Contract.

I / We offer to supply the goods and/or services listed in the pricing schedule in compliance with the Specification and all other documents forming the Contract and at the fixed price above.

\*Signed: ........................................................................................ Date: ............................

Name: *(in block capitals)* .....................................................................................................

In the capacity of: ....................................................... on behalf of: ....................................

*(State official position, i.e. Director, Manager, Secretary etc)*.

|  |
| --- |
|  |

REQUEST FOR FORMAL QUOTATION: SCHEDULE 1

**Definitions**

**Evaluation Methodology**

**Important Notices**

1. **Definitions**
   1. In this RFQ, the following definitions shall apply:

|  |  |
| --- | --- |
| **Definitions** | |
| **Advisers** | Means all professional advisers of the Authority involved in the Procurement Process |
| **Authorised Representative** | Means any employee of the Authority or the Supplier empowered to make decisions relating to the Contract, on behalf of their organisation |
| **Bidder(s)** | Means individuals and/or Organisations who are interested in quoting for the Procurement |
| **Confidential Information** | Means all information marked as confidential. Does not apply to any information not marked in this way. |
| **Contract**: | Means the agreement between the Authority and the Supplier for the provision of Goods / Goods & Services/Services [Delete as applicable] being the subject of this Procurement Process, in the form set out in **Appendix 2**, including all documents to which reference may properly be made in order to ascertain the rights and obligations of the parties. |
| **Contract Price** | Means the price referred to in the Contract as payable by the Authority, together with any additions or deductions, agreed in writing under the Contract |
| **Organisation** | Means a sole trader, partnership, limited partnership, limited liability partnership, co-operative or company and any analogous entity established inside or outside the UK |
| **ProContract** | The Authority’s secure hosted e-Procurement system |
| **Procurement** | Means the procurement of Cleaning Services |
| **Procurement Documents** | Means any document issued by the Authority as part of this Procurement Process |
| **Procurement Portal** | Means the Supplying the South West Procurement Portal accessible at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk/) (which is the gateway system to ProContract) |
| **Procurement Process** | Means the procedure set out in this document by which the Procurement will be procured |
| **Quotation** | Means the written proposals submitted by a Bidder as part of this Procurement Process at any stage of the Procurement Process. |
| **RFQ** | Means Request for Formal Quotation |
| **Supplier** | Means the person or Organisation responsible for carrying out the Contract and shall include the Supplier’s successors and permitted assignees |

1. **EVALUATION**

**General**

* 1. This Section 2 sets out the evaluation criteria against which the RFQ responses will be assessed and the evaluation process which will be undertaken.

**Evaluation Criteria and Weightings**

* 1. The contract award decision will be made based on the application of the evaluation criteria (and sub-criteria) detailed in **Appendix** 6 **(Award Criteria).**

**Evaluation Methodology**

* 1. The evaluation of Bidder’s submissions will be undertaken in the following manner and order:
     1. A compliance check to determine if the quotation has been properly and fully completed. Where the Bidder’s quotation is not compliant, the quotation may be rejected
     2. An assessment of the Suitability Assessment Questionnaire responses in the manner detailed in **Appendix 5.** Where the Bidder fails to pass any of the PASS/FAIL questions then the quotation will be rejected and will be not be evaluated any further and will be excluded from the Procurement Process.
     3. A Quality Evaluation, in the manner detailed in the section entitled ‘Quality Evaluation’ below. Minimum Quality: Bidders should be aware that, regardless of their price, to be considered for award of this contract they must achieve a qualitative evaluation score of no less than 50% out of the total maximum percentage available for quality.
     4. Price Evaluation, in the manner detailed in the section entitled ‘Price Evaluation’ below.
  2. Following compliance checks - and evaluation of the suitability assessment questions, each Quotation will be evaluated and scored against the evaluation criteria and weightings and Bidders will be ranked in line with their scores.
  3. At each stage of the evaluation process all mathematical results will be rounded to two decimal places.

**Quality Evaluation**

* 1. In relation to the Quality criteria and sub-criteria (as indicated in Appendix 6), each question will be scored by the evaluation panel in application of the following scoring scale:

|  |  |
| --- | --- |
| **SCORING SCALE** | |
| **Score Awarded** | **Quality Band Performance**  **Definition** |
| 0 | Very poor or no response  The response provides no confidence. |
| 1 | Poor  The response provides very little confidence. |
| 2 | Unsatisfactory  The response provides some confidence but not to an acceptable degree. |
| 3 | Satisfactory  The response provides an acceptable degree of confidence. |
| 4 | Good  The response provides a good degree of confidence. |
| 5 | Excellent  The response provides an exceptional degree of confidence. |

* 1. In applying the scoring scale, each Bid will be evaluated according to its quality and deliverability. The term ‘quality’ in this context refers to performance and fitness for purpose of the proposal and therefore covers any aspect of a submission that affects the performance of the contract. ‘Deliverability’ refers to the likelihood that a particular submission could in fact be delivered by the Bidder concerned.

**Evaluation Panel**

* 1. Each member of the evaluation panel will assess and score each Quotation separately to decide which Quality Band Performance Definition most accurately describes the response. The evaluation panel members will record the corresponding ‘Score Awarded’ and the strengths and weaknesses of the response.
  2. Only the ‘Score Awarded’ corresponding to the ‘Quality Band Performance Definition’ detailed in the scoring matrix may be awarded to a response (i.e.: 0, 1, 2, 3, 4, 5). No other scores may be used, and decimal scores are not permitted (e.g. 3.6).
  3. Questions may be divided between evaluation panel members so that an evaluator may not read the entirety of a Quotation. Evaluators will only read the response to each individual question they are evaluating; evaluators will not follow any cross-referencing to other parts of the Quotation.

Moderation

* 1. A moderation process will then be undertaken with the evaluation panel to discuss and agree an overall single consensus score for each response where individual evaluator scores differed in relation to a Bidder’s response to a question in accordance with the scoring scale at section 2.6 above.
  2. In the unlikely event that the evaluators are unable to agree on a score for a Bidder’s response, the majority score will be selected as the consensus score and the minority score(s) will be discounted along with the associated comments made in relation to the minority score(s). For the avoidance of doubt, there will be no averaging of scores where a single consensus score cannot be reached.
  3. This consensus score will be divided by the highest score available for that question (i.e. 5) to give a percentage score. The percentage score will then be multiplied by the question weighting to provide a weighted score for each question.
  4. All weighted scores from each award criterion will then be added together to give a final quality score total for each Quotation.

**Price Evaluation**

* 1. Prices will be evaluated by a different member(s) of staff to those who will evaluate quality. The panel evaluating quality will not be aware of the prices bid until the quality evaluation is completed.
  2. The Bidder's price will be calculated and evaluated and weighted in accordance with the instructions detailed in this **Schedule 1:** 2 **EVALUATION)** and **Appendix 8 (Financial Submissions).** Price will be evaluated by applying the methodology set out below to the response provided by Bidders in their Financial Submissions in the format set out in **Appendix 8 (Financial Submissions**).
  3. The lowest price will score 100 marks. The other offers will then receive scores expressed as an inverse proportion of the lowest price. The formula used will be:

(Lowest price/Bidder’s price) x 100 = Bidder’s price score.

* 1. Price scores will then be multiplied by the price weighting to give a final price score.
  2. If a Bidder submits a free of charge Quotation, for evaluation purposes, that offer will be allocated a price of 1p. The Quotation with a price of 1p will attract 100% of the marks available for the price score and the other offers will then receive scores expressed as an inverse proportion of the 1p Quotation.

**Final Evaluation Score**

* 1. The final overall quality and price score for each Bidder is obtained by adding the final weighted quality score for that Bidder to the final weighted price score for that Bidder to give an overall combined quality and price score out of 100.
  2. Each Bidder’s overall quality and price score will be compared with the other Bidders’ overall quality and price scores to identify the successful Quotation(s). The successful Bidder(s) will be the one(s) that submit the highest scoring overall Quotation(s).

**Evaluation Approach**

* 1. The Authority reserves the right to update and refine the evaluation approach (set out in this Schedule , Section 2, the quality questions (**Appendix 7)** and sub-criteria as well as the financial submission (**Appendix 8**) prior to the RFQ response deadline.

1. **IMPORTANT NOTICES**

**Confidentiality**

* 1. The Authority may provide Confidential Information to the Bidders. Such information must be treated as confidential at all times and not used, other than for the purposes of making a Quotation, or disclosed, other than in accordance with Section 3.3 below.
  2. Bidders may disclose, distribute or pass the Confidential Information to for example, employees, consultants, sub-contractors or advisers, the Bidder's insurers or the Bidder's funders if either:
     1. this is done for the sole purpose of enabling a Quotation to be made and the person receiving the Confidential Information undertakes in writing to keep the Information confidential on the same terms as set out in this RFQ; or
     2. the Bidder obtains the prior written consent of the Authority.

**Conflicts**

* 1. The Authority requires all actual or potential conflicts of interest to be declared. Failure to declare such conflicts as they arise may result in a Bidder being disqualified.

**Canvassing and non-collusion**

* 1. Without prejudice to any other remedy or liability, the Authority reserves the right to disqualify any Bidder who, in connection with this RFQ:
     1. contacts or offers any inducement, fee or reward to or canvasses any member, officer or adviser of the Authority or any other person who is not one of its own team;
     2. does anything which would constitute an offence of bribery and/or active corruption;
     3. fixes or adjusts the amount of its Quotation by or in accordance with any agreement or arrangement with any other Bidder;
     4. enters into any agreement or discloses any information including the amount of its proposed Quotation to any other Bidder aimed at distorting the outcome of the competition;
     5. undertakes to unduly influence the decision-making process of the Authority; or
     6. undertakes to obtain confidential information that could confer upon it an undue advantage in the award of the Contract.
  2. Bidders will be required to complete and submit certificates of non-collusion and non-canvassing as part of their Quotation as set out in **Appendix 3 (Certificate)**.

**Publicity**

* 1. Bidders shall not undertake at any time any publicity activity with any section of the media in relation to the Procurement or Contract other than with the prior written agreement of the Authority.

**Liability of the Authority and its Advisers**

* 1. The Procurement Documents are intended only to provide a background explanation of the Procurement and do not purport to have been independently verified. All Bidders should seek their own professional technical, financial and legal advice
  2. The Authority and its Advisers:
     1. do not make any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the Procurement Documents provided; and
     2. exclude any and all liability for any loss or damage caused in relation to the Procurement Documents to the maximum extent permissible by law.

**Procurement Process and Costs**

* 1. The Authority reserves the right at any time:
     1. to require a Bidder to clarify their Quotation(s) in writing and/or provide additional information;
     2. to amend the terms and conditions of the Procurement Process or to cancel or withdraw from it at any stage;
     3. to issue amendments or modifications to the RFQ including the timetable;
     4. not to award a contract or all or some of the lots as applicable
  2. All Bidders are solely responsible for their costs and expenses incurred in connection with the preparation and submission of Quotations and their participation in this Procurement Process. Under no circumstances will the Authority be liable for any such costs or expenses including where the Authority abandons the Procurement Process for any reason.

**Abnormally Low Bids:**

* 1. Where the Authority receives a Quotation which appears to be abnormally low, it will require the Bidder to explain in writing the price or cost proposed in the Bid. The Authority will assess the information provided by the Bidder and may reject the Bid where the evidence supplied does not satisfactorily account for the low level of price or costs proposed.

**Rejection of Quotations**

* 1. The Authority will reject or disqualify a Bidder where a Quotation is submitted late.
  2. The Authority reserves the right to reject or disqualify a Bidder where:
     1. a Quotation is completed incorrectly, is materially incomplete or fails to meet the Authority’s submission requirements;
     2. a Bidder is guilty of material misrepresentation in relation to its Quotation and/or the Procurement Process;
     3. the Bidder contravene any of the terms and conditions of this RFQ;
     4. there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder; or
     5. Quotations or offers by Bidders are made subject to additional or alternative conditions.
  3. All information conveyed within a Quotation will be relied upon as being true and accurate and will form part of the Contract. If any such information is subsequently identified as being inaccurate, the Authority may exclude that Bidder from further consideration pre contract award or terminate the Contract post contract award.
  4. The Authority reserves the right at any time to require Bidders to submit all or any supporting documents (or to supplement or clarify certificates received) where it is necessary to ensure the proper conduct of the Procurement Process.

The Authority's contract award decision will be subject to the satisfactory completion of this process by the successful Bidder.

**Sub-contracting arrangements**

* 1. Where the Bidder proposes to use one or more sub-contractors to deliver some or all of the contract requirements, a separate Appendix must 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.
  2. Bidders should notify the Authority immediately of any change in the proposed sub-contractor arrangements. The Authority reserves the right to deselect the Bidder prior to any award of contract, based on an assessment of the updated information.

**Acceptance of Quotations**

* 1. Bidders are reminded that no contract is entered into until the Authority expressly confirms the same in writing to the successful Bidder and all other relevant parties and declares the relevant contract documents to be unconditional. At such time, the successful Bidder will be required to sign a further agreement for the due performance of the contract in the form of the Contract; in the meantime, the successful Bidder will remain bound by the Contractual Undertaking at **Appendix 5**. No dialogue or communication with the Authority shall imply acceptance of any offer or constitute an indication that the Bidder will be awarded the contract.
  2. The Contract shall be subject to the Authority’s Standard Conditions of Contract.
  3. Bidders will be required to hold firm the prices submitted in their Quotation for 120 days and no increase will be accepted prior to the Contract being entered into.

Contract terms **will not** be subject to negotiation.

**Freedom of Information Act 2000 and Environmental Information Regulations 2004**

* 1. Although the Authority will endeavour to consult with the Bidder and consider its views before doing so, the Authority may need to disclose information without consulting a Bidder in response to a request made under the above legislation.
  2. If Bidders consider that any information made available to the Authority is commercially sensitive, they should identify it and explain (in broad terms) what harm may result from disclosure, and the time period applicable to that sensitivity. Even where information made available to the Authority is marked commercially sensitive, the Authority shall be entitled (acting in its sole discretion) to disclose it pursuant to a Request. Please also note that information marked "confidential" or equivalent by Bidders does not bind the Authority to any duty of confidence by virtue of that marking.

**Intellectual Property**

* 1. All documentation supplied by the Authority in relation to this Procurement is and shall remain the property of the Authority and must be returned on demand, without any copies being retained. Bidders are not authorised to copy, reproduce, or distribute the information in the Procurement Documents at any time except as is necessary to produce a Quotation.