

**Provision of Cleaning Services for the Pupil Referral Units (Educational Diversity) Blackpool**

**Reference: DN448104**

**STAGE 1:**

**SELECTION QUESTIONNAIRE**

**Tenderer to Complete**

**Company name:**

**Closing date for receipt of completed Selection Questionnaire: 13th Jan 2020 at 12:00**

**This information should be read in conjunction with the specification / tender documents attached. Please note that the specification / tender documents may be subject to minor, non-material changes.**

**BACKGROUND**

**Blackpool Council is looking to appoint a Contractor to carry out cleaning services at 3 separate Pupil Referral Units in Blackpool. The cleaning will consist of routine, deep and window cleaning duties as described in the specification. A high standard of cleanliness, hygiene and odour control is expected across the sites.**

Blackpool Council wishes to appoint a Contractor who can clearly demonstrate the ability to meet our requirements and who offers the most economically advantageous tender.

It is anticipated that the contract term will be from 22/06/2020 to 21/06/2022, with the option to extend incrementally for a period of (2) years (subject to contract review and budget availability).

**Blackpool Council reserves the right at any time to vary, add to, delete, withdraw from, suspend or terminate the Procurement Procedure, any part of the Procurement Procedure by notice in writing to the tenderers.**

**TUPE**

It has been advised that TUPE will apply for the requirements of this service.

**Before any workforce information (including that relating to pensions) can be supplied Tenderers are required to complete and return the Non-Disclosure Agreement (NDA) issued with the Tender documents.**

**Timescales**

The dates provided in the table below are indicative only and may be subject to change. They are provided for your guidance.

| **Stage** |  | **Date/time** |
| --- | --- | --- |
| **1** | Issue of Selection Questionnaire Deadline for clarifications Submission of completed Selection QuestionnaireNotification of result of evaluation  | 8th Jan 202013th Jan 2020 21st Jan 2020 |
| **2** | Issue of Invitation to Tender Open Day Expected date for submission of Tender (Tender Return)Confirm contract award | 22nd Jan 202031st Jan 202021st Feb 202015th March 2020 |

**SUPPLIER SELECTION**

**Stage 1 - Completion of Selection Questionnaire**

To participate in the procurement process for this contract, the first stage requires that you complete a Selection Questionnaire. The Selection Questionnaire is designed to provide the Council with sufficient information to select (short-list) a number of capable organisations to proceed to the next stage of the procurement process.

Selection criteria will be a combination of both financial and non-financial factors, and will consider:

* Supplier Acceptability - status of Supplier.
* Economic and Financial Standing - the Supplier must be in a sound financial position to participate in a procurement of this size. This may entail independent financial checks.
* Supplier Track Record - the Supplier must be able to demonstrate a successful track record of providing similar services.

**At this stage you must only submit your response to this Selection Questionnaire.** In line with the Public Contract Regulations 2015, Directive 53 all other documentation e.g. the Tender Return Document is provided for information only, in order to inform your response. You must not share any documentation with any third parties and documents must only be used in relation to tendering for this contract.

Important: Please note that you are required to complete a number of elements of the Selection Questionnaire directly on The Chest (Blackpool Council’s supplier portal). Questions included within this document must also be completed (in the spaces provided) and the document must be uploaded to the Chest as part of your response. Documents / correspondence will not be accepted any other way.

Your Questionnaire must be received no later than the indicated deadline. **It is important that you allow sufficient time to upload your response to The Chest as any responses received after the closing date & time will register as late and will be disqualified.**

If you encounter any technical problems associated with this opportunity, please log issues via **ProcontractSuppliers@proactis.com**or go directly to[**http://proactis.kayako.com/default**](http://proactis.kayako.com/default)**.** For critical and time-sensitive issues (normally requiring resolution within 60 minutes) then please call 0330 005 0352. Supplier help guides are also available on “The Chest” from[**www.the-chest.org.uk**](http://www.the-chest.org.uk)**.**

**Clarifications:** Should you have any queries or require further clarification in relation to any part of these instructions, the Selection Questionnaire or other attached documents, please submit your question via the Messaging section of The Chest. Your question should reference the document title, page number and section or paragraph to which your clarification question relates.

Clarifications must be received by **8th January 2020**. Clarifications received after this date may not be responded to. Correspondence sent elsewhere will not be processed.

**Evaluation Criteria:** All Selection Questionnaires received via The Chest by the deadline will be assessed, scored and ranked using the criteria detailed.

Only the submissions which pass the mandatory and discretionary elements, and score (**60%)** or above on the weighted questions, and are ranked within the highest scoring tenderers will be invited through to Stage 2 – Invitation to Tender. It is envisaged that a maximum of 5 Suppliers will be invited to Tender.

A score below **60%** for the weighted questions will not progress any further and will result in a failed submission.

**Financial Due Diligence:** Blackpool Council will obtain a Mint UK Credit Rating for all Suppliers responding to this Selection Questionnaire.

As part of further due diligence, should the Mint UK Credit Report identify that a Supplier has anything below a ‘normal’ banded credit rating and that Supplier obtains Preferred Tenderer status then a second credit report will be run through Equifax. Should this Equifax credit report determine that the Preferred Tenderer has a score check grade of D+ to F- then additional analysis of the financial information provided by the Supplier, will be undertaken. This analysis will form an assessment of the solvency and financial strength of the Supplier to provide the services taking into account: -

* The credit rating scores
* Key financial ratios
* Liquidity, turnover and profitability

Blackpool Council reserves the right not to enter into a contract with the Preferred Tenderer, should any of the financial assessments demonstrate an unsatisfactory financial standing.

**Stage 2 - Invitation to Tender**

Suppliers who have been notified that they have been successfully short-listed at the Selection Questionnaire stage will be invited to tender for the contract. Tenders will be evaluated in accordance with the award criteria stipulated within the Invitation to Tender documentation which is attached at this stage for information purposes only.

**STANDARD SELECTION QUESTIONNAIRE**

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

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

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

**Supplier Selection Questions: Part 3**

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

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

**Consequences of Misrepresentation**

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

**Notes for completion**

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You”/“Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. All sub-contractors are required to complete Part 1 and Part 2[[2]](#footnote-2).
7. For answers to Part 3 -If you are tendering on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

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

**Important: Please note that you are required to complete a number of elements of the Selection Questionnaire directly on The Chest (Blackpool Council’s supplier portal). Questions included within this document must also be completed (in the spaces provided) and the document must be uploaded to the Chest as part of your response. Documents / correspondence will not be accepted any other way.**

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| **Selection Questionnaire****Information to complete** | **Where to find / complete the information** |
| Part 1 – Potential Supplier information \** Supplier information
* Bidding Model
* Declaration
 | These questions can be found on The Chest and must be completed via the system response wizard function or within the ‘Evaluation criteria/question sets’ section. \* Please note that your response to these questions will be saved on The Chest for you to then use/review for any future Blackpool Council tender opportunities.  |
| Part 2 – Exclusion Grounds \** Grounds for Mandatory Exclusion
* Grounds for Discretionary Exclusion
 |
| Part 3 – Selection Questions[[3]](#footnote-3) * Economic & Financial Standings
* Modern Slavery Act 2015
* Insurance
* Health & Safety
 |
| Part 3 – Project Specific Selection Questions* Technical & Professional Ability
 | These questions appear below and must be answered in the spaces provided and submitted as an attachment on The Chest. |

Assuming you have provided the requested supplier information and passed the mandatory / discretionary exclusion elements (completed via The Chest), each aspect of the following section will be scored in line with the selection criteria included below unless otherwise indicated. The relevant % weighting is detailed within each question along with the assessment criteria and word count.

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| **SELECTION CRITERIA SCORING:** |
| 0 | No evidence of knowledge, experience, or track record / capacity |
| 1 | Minimal experience / poor response/ Limited capacity |
| 2 | Demonstrates adequate capacity and experience / satisfactory response |
| 3 | Good track record, experience and sufficient capacity / good response |
| 4 | Excellent experience, track record and capacity to meet or exceed requirements /excellent response. |

**Please note:**

* You are required to provide a response to each of the following Method Statements. Your statements should be set out in a clear and concise manner (within the response box provided), fully detailing how you will deliver the requirements in the Specification.
* You must respond to the Method Statements in full and avoid making unsubstantiated reference to company policies, statements or other documents. Any Method Statement that is not answered will automatically be awarded a zero mark.
* Should you be sub-contracting any part of the service, please ensure all your responses includes reference to your proposed sub-contractor / who you will be sub-contracting to and how you will ensure they maintain delivery as outlined within the documentation.
* Attachments (e.g. - policy documents, procedures etc.) should only be provided as evidence in support of your written response. If attachments are submitted as an answer with little or no narrative you will be automatically awarded a zero score. Further, where attachments are not referenced within the narrative they will not be given taken into account.
* If a response exceeds the specified word allocation your response will only be assessed up to the allocated words.  Diagrams, pictures and charts should only be used to clarify points made within your response and not used to exploit the word count allocation.  Any tables or other diagrams containing text will be included within the word count. Unless specifically asked for within the method statement any supporting diagrams, pictures, charts or tables should be included as clearly referenced appendices.

The Authority makes no guarantee that this additional information in any format will be evaluated and consideration of such will be at the absolute discretion of the Authority.

**As mentioned above all previous Selection Questionnaire questions must be completed directly on The Chest.**

**Selection Questionnaire Part 3 – Project Specific Selection Questions**

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| **Part 3** | **Technical and Professional Ability**  |
| **1.1** | **Relevant experience and contract examples** | **Weighting 25%** |
| Please provide details below of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.Consortia tenders should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.If you cannot provide examples see question 1.3***Assessment Criteria:**** Response provided including all information,
* Examples show strong management and training ethos and a commitment to maintaining quality cleaning standards.
* Evidence of customer care
* Evidence of innovation and an ability to innovate / implement and embed new ideas and practices
* Examples are relevant in size & nature to the service outlined in the specification
 |
| **CONTRACT 1** |
| **Name of customer organisation** |  |
| **Point of contact in the organisation** |  |
| **Position in the organisation** |  |
| **E-mail address** |  |
| **Description of contract (in no more than 500 words)** |  |
| **Contract Start date** |  |
| **Contract completion date** |  |
| **Estimated contract value** |  |
| **CONTRACT 2** |
| **Name of customer organisation** |  |
| **Point of contact in the organisation** |  |
| **Position in the organisation** |  |
| **E-mail address** |  |
| **Description of contract (in no more than 500 words)** |  |
| **Contract Start date** |  |
| **Contract completion date** |  |
| **Estimated contract value** |  |
| **CONTRACT 3** |
| **Name of customer organisation** |  |
| **Point of contact in the organisation** |  |
| **Position in the organisation** |  |
| **E-mail address** |  |
| **Description of contract (in no more than 500 words)** |  |
| **Contract Start date** |  |
| **Contract completion date** |  |
| **Estimated contract value** |  |

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| **1.2** | **Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s).****Evidence should include, but is not limited to, details of your supply chain management tracking systems, to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)** |
| **Response (if applicable) in no more than 500 words:** |

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| **1.3** | **Alternative Experience & Examples**  |
| If you cannot provide at least one example for questions 1.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.**If this question is answered a weighting of 25% will apply*****Assessment Criteria:**** Response provided including all information,
* Examples show strong management and training ethos and a commitment to maintaining quality cleaning standards.
* Evidence of customer care
* Evidence of innovation and an ability to innovate / implement and embed new ideas and practices
* Examples are relevant in size & nature to the service outlined in the specification
 |
| **Response (if applicable) in no more than 750 words:** |

**Additional Questions:** Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage. Please note however that the Council reserves the right to ask potential suppliers to submit their evidence at any point in the process if it is necessary to ensure the proper conduct of the procurement.

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| **1.4** | **It is a requirement of the Terms and Conditions of this contract that the successful tenderer is able to demonstrate the criteria below:** |  |
|  | **Insurance Levels (required at the contract Commencement Date)*** Employer’s (Compulsory) Liability Insurance = £10 million
* Public Liability Insurance = £5 million

\*It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. | ▢   Yes▢   No    |
|  | Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. | ▢   Yes▢   No    |
|  | **Disclosure and Barring (DBS) Checks**Please confirm that if successful your organisation will have the necessary checks for Enhanced DBS clearance in place prior to the start of the contract for all customer facing personnel.  | ▢   Yes▢   No    |
|  | **Conformance with the specification**Please confirm that you are able to meet and deliver all parts of the specification.  | ▢   Yes▢   No    |
|  | **ICO Registration**Please insert your registration number with the ICO here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | Provided▢   Yes▢   No    |

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| **2.** | **Quality Measures** | **Weighting 5%** |
| Please provide details of your measures for ensuring quality, details of your quality attestation registrations (if any) for example under ISO9001 or equivalent, including how processes are applied in practice. Your response must include your measures for compliance monitoring of suppliers and/ or sub-contractors to ensure that they comply with your management / quality systems.Please also provide details of the person who is responsible for quality standards, including qualifications and experience.***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Evidence of quality policy & systems / checks in place (including for electronic data).
* Commitment to quality demonstrated / detailed.
* Clear and robust governance and compliance monitoring processes outlined.
* Details of valid attestations provided and membership of relevant recognised industry association/s.
* Named person has appropriate level of experience and qualifications.
 |
| **Please respond below in no more than 500 words** |

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| **3.** | **Contract & Project Management**  | **Weighting 15%** |
| Please provide details of your approach to contract and project management, service delivery and complaints. Please support your answer with examples where appropriate. ***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Robust, effective and proven Contract / Project management procedures in place
* Proven methodology in place for dealing with customer complaints
* Flexible approach and appropriate system in place to ensure service delivery and customer satisfaction.
 |
| **Please respond below in no more than 1,000 words** |

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| **4.** | **Staffing (including Sub-Contractors)** | **Weighting 10%** |
| Please provide details of the appropriately skilled staff available to you including: * A statement of your average annual staffing and turnover in the last 3 years
* A breakdown of the managerial structure you have worked to on past contracts when providing the required service
* Demonstration of the existence of suitably qualified / trained staff

A diagram / structure chart may be submitted and will not be included in the word count. Where you intend to sub-contract a proportion of the contract, please indicate which services you intend to sub-contract and an approximate % of the work.***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Robust, effective and proven Contract / Project management procedures in place
* Proven methodology in place for dealing with customer complaints
* Flexible approach and appropriate system in place to ensure service delivery and customer satisfaction.
* Sub-contractors identified and % of work given (if appropriate).
 |
| **Please respond below in no more than 750 words** |

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| **5.** | **TUPE** | **Weighting 15%** |
| Please explain your policy, procedures and resources for managing the transition of employees. Please identify the key issues (for example TUPE, continuity of pension entitlements etc.)Please support your answer with an example of how this was achieved on a previous contract. ***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Compliance – all information requested has been provided
* Appropriate example provided that fully demonstrated understanding and experience
* Limited detriment to terms and conditions of employees involved in the transfer that fully demonstrate that all TUPE implications have been addressed
* Robust systems, policies and procedures in place to manage and mitigate potential pitfalls.
 |
| **Please respond below in no more than 1,000 words** |

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| **6.** | **Supply Chain Monitoring** | **Weighting 5%** |
| Please provide details of your systems for compliance monitoring of supplier and / or sub-contractors to ensure that they will comply with your management / quality systems and standards. Please demonstrate how you maintain healthy supply chains e.g. through payment terms such as the UK Prompt Payment Code. ***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Evidence of supplier monitoring
* Commitment to supply chain development
* Evidence of healthy supplier relationships and robust supply chains
 |
| **Please respond below in no more than 500 words** |

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| **7.** | **Environmental, Sustainability & Social / Ethical**  | **Weighting 15%** |
| Please provide evidence that your organisation’s environmental and social responsibility policies provide information as to how the company discharges its responsibilities in relation to environmental and social / ethical matters including: * Sustainable materials procurement
* Ethical procurement
* Waste management including product packaging
* Energy management including carbon footprint
* Social performance e.g. CSR

Please provide evidence and outline how your organisation monitors and updates these policies, how they are being delivered and put into action and how these arrangements are communicated to the workforce. ***Assessment Criteria:***Assessment of the extent to which the tenderer has demonstrated and evidenced: * Compliance – all information requested has been provided
* Responsibilities are cleaning laid out
* Policies and procedures are up to date and relevant
* Actions are tangible, measurable and well monitored
* Progress towards targets is evidenced
* Staff communication channels are well utilised
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| **Please respond below in no more than 1,000 words** |

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| **8.** | **Health & Safety**  | **Weighting 10%** |
| Please provide details of any Health & Safety accreditations e.g. CHAS, NEBOSH, APS, Safe Contractor, SSIPS or equivalent that your organisation holds. Please provide details of your measures for ensuring Health and Safety, including how processes are applied in practice in relation to the duties described in the specification. Please provide details of how you will ensure that work is carried out safely and efficiently including sub-contractors.Please also provide details of the person who is responsible for Health & Safety in your organisation, including qualifications and experience.Please outline your training procedures and how you will ensure staff deployed have the correct skill level and keep up to date with sector developments and have correct DBS clearance. Please specifically include any Health & Safety training.**Assessment Criteria*** Evidence of Health & Safety systems / checks in place
* Evidence of site-level Health & Safety checks
* Named person has appropriate level of experience and qualifications
* Training methods are shown, clear, comprehensive, appropriate and kept up to date especially in relation to H&S and DBS clearance
 |
| **Please respond below in no more than 750 words** |

1. *For the list of exclusion please see https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/551130/List\_of\_Mandatory\_and\_Discretionary\_Exclusions.pdf* [↑](#footnote-ref-1)
2. See PCR 2015 regulations 71 (8)-(9) [↑](#footnote-ref-2)
3. [*See Action Note 8/16 Updated Standard Selection Questionnaire*](https://www.gov.uk/government/collections/procurement-policy-notes) [↑](#footnote-ref-3)