**Invitation to tender for  
Provision of Pest Control Services for the District of North West Leicestershire**



**Part B – Tender response**

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| **Supplier name** |
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# Section 1 – Supplier questionnaire

This questionnaire is designed to give North West Leicestershire District Council sufficient information to make an assessment of the suitability of your organization to deliver the contract requirement.

Please answer all questions.

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| **1.** | **Organisation details**  Please note that the organization making this application must be the same legal entity with which the Customer shall contract. The Customer will only contract with an applicant having a legal form capable of entering into contract under English law. | |
| 1.1 | Name of the organization submitting the tender |  |
| 1.2 | Contact name and title for enquiries about this tender: |  |
| 1.3 | Company address |  |
| 1.4 | Post code |  |
| 1.5 | Telephone number |  |
| 1.6 | Website address |  |
| 1.7 | Company registration number |  |
| 1.8 | Charities, Housing Association or other registration number with registering body |  |
| 1.9 | Date of registration |  |
| 1.10 | Registered address (if different from above) |  |
| 1.11 | Registered post code (if different from above) |  |
| 1.12 | Legal form of your company | (please select) |
| 1.13 | Name of (ultimate) parent company (if this applies) |  |
| 1.14 | Companies House Registration number of parent company (if this applies) |  |
| **2.** | **Financial information**  To qualify your annual turnover should be at least twice as much as the value of the contract in order to satisfy the council that a bid is financially sustainable. | |
| 2.1 | Please indicate the annual turnover over the last three years as reported in the financial year end statements of accounts | |
| Last financial year turnover (value and year end date) |  |
| Last financial year +1 turnover (value and year end date) |  |
| Last financial year + 2 turnover (value and year end date) |  |
| 2.2 | If there are significant variations in the above please provide background |  |
| **3.** | **Insurance**  The minimum levels of insurance required to deliver this project are stated below. Please enter the insurance levels you currently hold. | |
| 3.1 | Employers liability - minimum £[5]m |  |
| 3.2 | Public liability - minimum £[5]m |  |
| 3.3 | Professional indemnity - minimum £[2]m |  |
| **4.** | **Business and professional conduct** | |
| 4.1 | Has any officer of your organisation been employed by, or have a relative who is a councilor or employee of the council? | (please select) |
| If ‘yes’ please provide details. |  |
| 4.2 | Are there any officers / employees of your organisation who have any involvement with other organisations that provide services to North West Leicestershire District Council? | (please select) |
| If ‘yes’ please provide details. |  |
| 4.3 | Are there any outstanding claims / court action and / or employment tribunals against your organization and could they affect your ability to perform the contract for the contract period should you be successful? | (please select) |
| If ‘yes’ please provide details. |  |
| 4.4 | In the past three years has your organization had to pay any financial penalties or damages in respect of failure to perform any contract, successfully been sued for breach of contract, had a contract terminated or been refused the opportunity to re-tender for a contract? | (please select) |
| If ‘yes’ please provide details. |  |
| 4.5 | In the past three years is there any part of your organization, director(s) / partners / proprietors(s):  In a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors or subject to relevant proceedings?  That has not fulfilled obligations related to the payment of taxes or social security contributions? | (please select) |
| If ‘yes’ please provide details. |  |
| **5.** | **Health and Safety** | |
| 5.1 | Do you employ five or more people? | (please select) |
| 5.2 | Does your organisation have a written health and safety at work policy? | (please select) |
| 5.3 | In the last three years has your organisation been prosecuted been prosecuted or had a notice served for contravening any Health and Safety regulations or been formally investigated by the Health and Safety Executive or similar body? | (please select) |
| If ‘yes’ please provide details. |  |
| **6.** | **Environmental management** | |
| 6.1 | Does your organisation have an environmental / sustainability policy? | (please select) |
| 6.2 | In the past three years has your organisation been taken to court for not complying with environmental legislation requirements? | (please select) |
| If ‘yes’ please provide details. |  |
| **7.** | **Equality** | |
| 7.1 | Do you have a written equal opportunities policy? | (please select) |
| 7.2 | In the last three years has any finding of unlawful discrimination been made against your organisation by a court, industrial tribunal or Equality Commission, or has your organisation been formally investigated by the Equality Commission on grounds of alleged unlawful discrimination? | (please select) |
| If ‘yes’ please provide details. |  |

# Section 2 – Tender specific questions

Please provide responses to all questions. Your responses will be marked in accordance with the marking methodology described in the contract requirement.

If you are providing any separate attachments in support of any response please clearly state this in your response, and ensure the attachment refers back to the question.

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| --- | --- | --- |
| **Question** | | **Weighting** |
| 1. Service scope | Which of the following pest treatment services are you able to provide?  Rats, mice, wasps, cockroaches, squirrels, bedbugs, ants, sewer baiting | x3 |
| **Response:** | | |
| 2. Service response | Explain how you will respond to all requests for service within 24 hours and undertake a visit within 3 days (unless longer response for a visit agreed with the customer)  Detail your staff resourcing | x2 |
| **Response:** | | |
| 3. Staffing qualifications and experience | Please provide details of your staff resources, pest control qualifications and work experience | x3 |
| **Response:** | | |
| 4. Professional Standards | Are you a member of a recognized pest control association such as the National Pest Technicians Association or British Pest Control Association? | x1 |
| **Response:** | | |
| 5. Resilience | Detail business continuity arrangements in place in the event of loss of resources (staffing, vehicles, equipment)  What arrangements will be in place to cover periods of staff absence (sickness and planned holiday) | x2 |
| **Response:** | | |
| 6. Accessibility of service | Provide details of a reliable communication system allowing the council to immediately refer on customer enquiries Monday to Friday 9am until 5pm | x1 |
| **Response:** | | |
| 7. Reputation - uniforms | How will you uphold the good image of the council in respect of operative uniforms? | x1 |
| **Response:** | | |
| 8. Reputation - vehicles | How will you uphold the good image of the council in respect of pest control vehicles (vehicle maintenance, appearance, cleanliness | x2 |
| **Response:** | | |
| 9. Quality monitoring | Detail the process you would put in place to monitor service delivery to ensure that procedures are followed and response times are met? | x2 |
| **Response:** | | |
| 10. Added value | What services are you able to offer which will add value to the service provided? | x1 |
| **Response:** | | |

# Section 3 – Pricing form

The price column of the pricing form must be completed as part of the tender response.

**Bidders should insert their relevant price into column B headed ‘Contractor Price (£).**

Prices must be fully inclusive of costs and associated expenses for the delivery of the contract.

The Tender Price is the sum of the total contract cost/rebate to the council multiplied by the service demand (column F) and will be regarded as the bidder’s quoted price for the benefit of the financial evaluation of this Tender.

All prices will be inclusive of Value Added Tax.

Sewer baiting – The contractor will receive £3000 per annum from the council for the purpose of sewer baiting.

**Please state how many manhole lifts would be carried out and cost per lift in column B.** The cost per manhole lift will be used for the purposes of evaluation.

Prices are subject to an annual price review to take effect on each anniversary of the Start Date.  The Contractor must give a minimum of 30 days’ notice of any price variations prior to the price variation taking effect.  Any price variation must not increase the total price by more than 3% per annum.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **A** | **B** | **C** | **D** | **E** | **F** |
| **Item** | **Contractor Price (£) each** | **Price paid by customer (set by council) (£)** | **Quantity (service demand)** | **Residual charge/ rebate to the council after income from customer** | **Total contract cost (DxE residual cost x service demand)** |
| Eg. Domestic treatment of rats or mice per course of treatment (maximum 4 visits) | £48 | £47 | 100 | Charge £1 (difference between B and C) | £100 (£1 x 100 demand) |
| Domestic treatment of rats or mice per course of treatment (maximum 4 visits) |  | £47 | 130 |  |  |
| Domestic treatment of rats or mice per course of treatment (maximum 4 visits) – free service to concessionary customers |  | £0 | 60 |  |  |
| Wasp treatment  1 visit |  | £54 | 150 |  |  |
| Wasp treatment  2 visits (incl removal of nest) |  | £73 | 80 |  |  |
| Wasp treatment  Treatment of second (additional) nest at same property |  | £29.50 | 10 |  |  |
| Wasps – free service to concessionary customers |  | £0 | 70 |  |  |
| Bedbugs |  | £61 | 5 |  |  |
| Bedbugs – free service to concessionary customers |  | £0 | 5 |  |  |
| Fleas |  | £61 | 5 |  |  |
| Fleas– free service to concessionary customers |  | £0 | 15 |  |  |
| Ants |  | £31 | 5 |  |  |
| Pest control advice visit |  | £30.50 | 5 |  |  |
| Telephone advice – free to customer |  | £0 | 200 |  |  |
| Sewer baiting – cost per manhole lift | Number of manhole lifts:  Cost per manhole (£3000 divided by number of lifts):  £ |  |  |  |  |
| Totals (£) |  |  |  |  |  |

# Section 4 – Form of tender

Having examined carefully and understood the Conditions of Tender, Terms and Conditions of Contract, the Specification and all other documentation issued by the North West Leicestershire District Council in connection with this contract we hereby offer to supply the Goods / Services subject to the terms and conditions set out in such Conditions of Tender, Terms and Conditions of Contract, Specification and other documents (if any) at the prices and rates contained in the Pricing Schedule. We will keep our bid valid and open for acceptance by the Council until the expiry of 90 days from the last date for the receipt of tenders.

I/We understand you are not bound to accept the lowest or any tender you may receive and you will not pay any expenses incurred by us in connection with the preparation and submission of this tender.

I/We declare that to the best of my/our knowledge the responses submitted in this ITT are correct and a true representation. I/We understand that the information will be used in the process to assess my/our organisation’s ability to deliver the Authority’s requirement. I/We understand that the Contracting Authority may reject this ITT if there is a failure to answer all relevant questions fully or if I provide false/misleading information

Unless and until a formal Contract is prepared and executed this Tender together with your written acceptance thereof shall constitute a binding Contract between us.

I/We declare that:

1. This is a bona fide tender, intended to be competitive, and that I/we have not fixed or adjusted the amount of the tender by or in accordance with any agreement or arrangement with any other person.

2. I/We have not done and I/we undertake that I/we will not do at any time before the hour and date specified for the return of this tender any of the following acts:

a communicating to a person other than the person calling for those tenders the amount, or approximate amount of the proposed tender except where disclosure, in confidence, of the approximate amount of the tender was necessary to obtain premium quotations required for the preparation of the tender.

b entering into any agreement or arrangement with any other persons that they shall refrain from tendering or as to the amount of any tender to be submitted.

c offering or paying or giving or agreeing to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above. We acknowledge that if we, or anyone who acts on our behalf behaves improperly or commits an offence under the Prevention of Corruption Acts 1889-1916, the Council may cancel the contract and recover all costs and losses.

The word ‘person’ includes any persons or anybody or associated, corporate or unincorporated, and ‘any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.

**Freedom of information**

The Council is committed to the principle of open government and may disclose, upon request, information that it considers to be in the public interest to disclose. The statutory presumption in favour of disclosure in the Freedom of Information Act 2000 also obliges the Council to disclose information following a valid request made to it under the Act.

Please state below any information that you specifically do not wish the Council to disclose together with any timescale relating to this non-disclosure e.g. for first 6 months, lifetime of the contract etc. Please also provide your detailed justifications for seeking the Council withholds disclosure and for the timescale identified.

Please note that the council may still need to disclose such information if necessary to comply with its obligations under the Act.

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| --- | --- | --- |
| Information not for disclosure | Reason | Timescale |
|  |  |  |
|  |  |  |

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| --- | --- |
| **Tender return completed by** | |
| Name |  |
| Position |  |
| Company |  |
| Date |  |
| Signed |  |