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**Security Services Framework 2021 - 2025**  
**Further Competition Invitation to Tender**

**Cumberland House, Carleton Clinic CCTV Services (Buildings)**

**Issue Date: 20/04/2023**

**ProContract Identification Number: DN666961**

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## Introduction

The purpose of this Further Competition Invitation to Tender (ITT) is to award the call-off contract for the provision of CCTV to Cumberland House at Carleton Clinic (Cumberland House) Land west of Cumwhinton Drive, Carlisle CA1 3SX.

We ask you to respond to the questions detailed in Part 2, Section 6 (Evaluation Criteria) using the [Response Form](#) and to return the Response Form and Pricing Schedule in Part 3 with your tender.

This Further Competition ITT is divided into 3 parts:

### Part 1 – Commission Requirement

- Details the commission requirements; and
- Details additional terms and conditions for the Further Competition. The successful Supplier will be subject to both the terms and conditions of this Further Competition and the Framework Contract. Unless otherwise defined in these instructions, terms used shall have the meaning given to them in the Framework Contract.

### Part 2 – Instructions for Submitting a Response

- Contains important information and instructions on preparing and submitting a tender response. Please read these instructions carefully prior to submitting your tender response; and
- Outlines the evaluation criteria which will be used for assessment. It is important that Suppliers familiarise themselves with the criteria and ensure they are considered when compiling their tender response.

### Part 3 – Standard Forms

- Contains the standard forms required to be completed and returned by the Supplier when submitting a tender response.

## Part 1 - Commission Requirements

### 1. Commission Background

Prior to marketing and disposal, Homes England holds and manages surplus public land bringing with it duties of care for health and safety, trespass and other liabilities. Homes England addresses these risks by procuring Security Services including but not limited to manned guarding, reception security, mobile patrols, key holding, alarm response, CCTV and event-activated services via its Security Services Framework 2021 - 2025.

Homes England wishes to appoint a Supplier from this Framework to provide Videofied CCTV provision (in accordance with Part 3 Scope of Services of the Framework Contract) at the Carleton Clinic Asset, (Cumberland House) Land west of Cumwhinton Drive, Carlisle CA1 3SX.

### 2. Objectives

Homes England's core objectives for the provision of security services under the Framework are:

- Achieve a consistent standard of security provision across the range of sites by adopting the Framework as a generic service specification to be supplemented by building or site-specific needs and variations where appropriate;
- Establish a performance-based specification to promote continuous improvements in security provision;
- Protect property, personnel and legitimate visitors to premises from injury, loss or damage;
- To allow Homes England to proactively and quickly manage site risk via high quality security Suppliers;
- Promote diligent provision of security services to deter activities of thieves, vandals and trespassers in or upon premises through an appropriate presence; and
- Protect and enhance the corporate image of Homes England.

### 3. The Services

Services required under this further competition are:

- Videofied CCTV; and
- Activation Monitoring and Mobile Response.

In pricing and delivery of the Services, the Supplier shall refer to Framework Contract, Schedule 3; Part 1 – KPI, Part 2 – SLA, Part 3 – Scope of Services.

### 4. Site Information (if appropriate)

Carleton Clinic Asset, (Cumberland House) Land west of Cumwhinton Drive, Carlisle CA1 3SX. A Site Plan is included in Appendix 2.

The asset is a large 10Ha Homes England Category 1 site previously part of a wider NHS estate to the eastern boundary of Carlisle. The site comprises of 2no late Victorian Villa-style buildings set within a parkland setting with formal grassed areas and mature trees. To the south is a single former agricultural field of approx. 4.6Ha. Cumberland House is the most northern of the two villas and was originally built to house 12no private male patients. Since construction in 1896 little has been changed externally, whilst internally the building largely retains its original plan form. More recently the building has been used as offices and for storage.

The building is constructed of quarry-faced red sandstone under a pitched tiled roof with multiple gables, stone chimney stacks and stone copings and kneelers. The core building is of three-storeys, with two storey

wings projecting to the north and east sides under hipped roofs, the latter being a sanitary block. The roof overhangs the eaves and is supported on timber battens and decorative iron brackets. The building retains its cast-iron rainwater goods. The windows throughout the building are a mix of multi-paned sashes and hybrid sashes with a single large pane to the bottom half. The north and south elevations each contain a bay window of five lights. The main entrance of the west elevation is contained within a large, square-headed opening containing a three-light transom window with stone mullions. The entrance is fitted with timber-panelled, part-glazed, double doors. There are original stone steps leading to the entrance and an inserted concrete access ramp, both fitted with metal railings. The rear eastern elevation of the building has a prominent, inserted, steel framed fire escape steps to all levels with a corrugated iron partial covering. There is a low sandstone wall enclosing a small rear yard.

Internally the building largely retains its original plan form, with a central hallway on the ground floor leading to a staircase in the centre of the north side of the main block. Either side of the hallway at ground-floor level there are grand communal rooms that retain original features such as decorative timber fire surrounds, window seats and panelled ceilings. The hallway also has a fireplace with grand stone surround, that probably originally housed a statue or crest, and a window seat against its rear window. In the eastward projecting sanitary block, there are surviving glazed tiles typical of Victorian sanitary areas, now painted. The upper level's former bedrooms also retain several original features, such as fireplaces and ventilators. The original skirting boards survive in good order throughout and there are several surviving timber-panelled doors. Aside from minor alterations, and the inappropriate placement of air conditioning units on the south elevation, the building has undergone remarkably little alteration since its construction.

The wider parkland site is known to be heavily used by the public for walking and cycling, with informal path links to sports fields to the immediate west of the site. With Cumberland House now disconnected from the NHS utility network, on site street lighting is now no longer operable.

As a Homes England Category 1 site there are specific Site Access procedures which should be followed in accordance with the Site Rules and Site Access Request Form provided within the Security Framework Tender.

Cumberland House floor plans are included in Appendix 2.

Asbestos re-inspection report is included in Appendix 7.

### 5. Service Deliverables

The site requires a similar approach to CCTV provision as for the neighbouring Westmorland House, given its public location, high risk and multiple floors, with Homes England wishing to protect fully with internal and some external PIR's and with internal smoke detection. The building is fully decommissioned and as such any system will need to be self-sustaining and non-dependent on any electrical systems.

The Supplier shall be responsible for all aspects of the Works, job organisation, and the techniques to be employed. All Works shall be carried out by workmen appropriately qualified to carry out the Works and in accordance with the relevant British Standard Codes of Practice as provided within the Security Framework Tender. The Supplier should ensure all legal requirements are met associated with data protection and guidelines from ICO.

The contract requires the installation, supervision, maintenance and remote monitoring of a professionally installed security system capable of covering internal and external areas as agreed on award. The alarm system shall be connected to and remotely monitored 24/7 by an Alarm Receiving Centre, from which contact will be made to a mobile response unit. The site has been decommissioned and disconnected from live services.

Any installed plant shall be run by battery power and as such the contract shall allow for the replacement/re-charging of the power units. No phone lines are available. No internal lighting or external lighting is available.

The system should be capable of providing colour video footage capable of being used by the police. The system should be capable of detecting movement 24 hours a day and providing clear footage of such activations. When movement is detected a minimum of 5 seconds of colour video footage should be recorded. The positioning of CCTV equipment shall be carefully considered by the Supplier to ensure that it is not readily accessible or easy to tamper with however the maintenance of the system should also be considered in this.

The system should be monitored 24/7, 365 days per year.

There needs to be in place a clear activation process which outlines the obligations of the Supplier depending upon the time of and type of activation details of which are included in Appendix 6. The Supplier shall take a pro-active role in managing the contract. Reports associated with all activations should be submitted via email to the Managing Agent no later than 2 hours following completion of them being 'signed off'. They shall include details on the timed sequence of events; the Suppliers associated response and by whom; and when they were signed off. When generated, activation reports will be accompanied by the appropriate video footage.

Access to the site will be strictly controlled by Homes England's Managing Agents and only visitors pre-authorised by the Managing Agent to the security provider will be permitted to access site. The Managing Agent for the site is:

### **REMOVED**

It is anticipated that all Security Staff attending site (including those associated with Alarm Response) shall be provided with the following uniform/PPE. This is not a definitive list. Requirements should be reviewed on completion of initial site risk assessment by the Supplier to determine any additional Uniform/PPE requirements i.e. it may be deemed that Body Cameras are beneficial at the site specifically in relation to lone working. It is the sole responsibility of the Supplier to ensure that all legal requirements in relation to provision of PPE are met, Homes England holds no responsibility for this.

All PPE and Uniform provided should be company branded and clearly identify the staff as security officers. The vehicle used to travel to site should also be company branded.

- Hard Hat;
- Hi Visibility Jacket/Vest;
- Combat Trousers;
- Polo Shirt;
- Safety boots with ankle support;
- Mobile Phones; and
- Suitable torches to facilitate patrolling during hours of darkness.

Upon award, an early site mobilisation visit will be essential and Homes England and its Agents reserve the right to make changes to all or any agreed arrangements. Flexibility from security provides is required and ability to respond promptly is a key requirement.

The Specification describes the requirements, but all the Services implied thereby or necessary for the full and proper completion of this contract are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service contained within the Specification have been described

in reasonable detail, but the Supplier shall consider them in conjunction with manufacturers recommendations and actual Services on site and shall include in his price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not.

In addition to the above, and critical to the safe operation of this contract, the Supplier will be required to develop a strong working relationship and understanding of site protocols to ensure risks are minimised. Activities of Suppliers on sites are to be governed by detailed site risk assessments and method statements covering all required Services with reference to all relevant legislation and operating procedures (including emergency procedures).

Suppliers on award will be required to identify a list of staff to be allocated to this contract. Only allocated staff will be permitted to provide Services on the contract, therefore, Suppliers should ensure that a suitable 'reserve' of staff are trained should primary staff be subject to illness or other factors which may make them unable to work. Suppliers will be required to notify Homes England and / or their appointed Managing Agent in writing should they wish to add or remove staff allocated to this contract and the reasons for this.

Security staff must always carry ID badges and SIA licences. On award of the contract, the security provider must provide details of SIA licences to Homes England and / or their appointed Managing Agent, this shall include routine staff allocated to the site and any reserve officers covering periods of sickness or absence.

In delivery of the Service the Supplier shall comply with the requirements of the following Homes England Policies (as updated):

6. Homes England Safety, Health and Environmental Policy Version 14.0;
7. P42 Site Visitor Access Request Procedure, Version 2.0;
8. Site Rules for Visitors to Homes England Category 1 Sites – Issue 5;
9. P46 Accident and Incident Management; and
10. Asbestos Policy and Procedures Issue 6.

## 11. Indicative Programme

Suppliers should note the indicative programme dates when preparing their information in the Response Form.

Key Delivery Milestones	Anticipated Date
Commencement Date	09.05.2023
Completion Date	31.03.2025

Home England endeavours to give Suppliers reasonable notice of site disposal wherever possible but continues to dispose of its estate. Homes England may at any time, and without giving reasons, serve written notice on the Supplier of its intention to terminate the Contract and/or any Instruction, and the Contract and/or any Instruction may be terminated with immediate effect upon service of such notice.

## 12. Management

The day-to-day management of the Contract will be by Homes England appointed Managing Agent The Environment Partnership (TEP) who will work closely with the Supplier providing any necessary instruction and direction in the delivery of the Service.

The Supplier will be expected to develop a good working relationship with Homes England and / or their appointed agent to ensure delivery of high-quality Service.



Where appropriate the Supplier may be required to co-operate and work with other Suppliers / Contractors appointed by the Employer.

Suppliers should be aware that whilst working on Homes England owned sites, they represent the 'public face' of Homes England. Suppliers should ensure that they behave in a professional manner whilst working on sites. Suppliers may in some instances be approached by members of the public requesting information. Suppliers should ensure that members of the public are dealt with courteously and that queries are forwarded to Homes England and / or their appointed Managing Agent.

The Supplier shall appoint a Contract Manager to oversee the management of the Service and staff, the Contract Manager should have the appropriate seniority and skills to facilitate the effective delivery of this contract. In the event of absences or annual leave the supplier should nominate a suitable alternative contact for this contract notified to Homes England and / or their Managing Agent.

The Supplier will be required to attend meetings with Homes England and / or its appointed Managing Agent.

Frequency of meetings is as outlined below 'Meeting Requirements'.

Homes England reserve the right at no additional cost to Homes England to change the frequency of the meetings dependent on Suppliers performance and other issues arising.

### Meeting Requirements:

- **Start-up meeting**

Via TEAMS within the first week after installation with the Suppliers Head of Operations.

- **Review meetings**

Via TEAMS on a quarterly basis with the Suppliers Head of Operations.

- **Poor Performance Meeting**

These meetings will hopefully not be required. However, if poor performance is repeated following escalation to the Supplier's Key Personnel to resolve the issue, as required in the Framework Contract, the Framework Manager must be notified and Homes England may call for a Poor Performance Meeting. Beforehand, Homes England will present areas of concern so that the Supplier and Homes England can discuss what happened and why, what will be done to prevent it happening again and how matters will improve. The Supplier subject to such a meeting would be expected to outline in writing afterwards what improvements/modifications they will be putting in place.

The Supplier shall refer to contract clauses 23 Termination and Suspension of the Contract and Schedule 3, The Services; Part 1 – KPI of the Framework Contract.

## 13. Risks

The Site Risk Assessment is provided within Appendix 3. Suppliers shall note that the Site is vulnerable to anti-social behaviour.

## 14. Payment

Payment will be monthly in arrears and will be calculated as 1/12<sup>th</sup> of annual sum for routine CCTV Services. Response to alarm activations will be charged as additional cost within the month they are incurred, costs for which will be in accordance with tendered price.

The Supplier shall comply with Schedule 2 'Suppliers Fees' of the Framework Contract and acknowledges that invoices in respect of individual Instructions will only be processed for payment by Homes England where:

- a) There exists a current Instruction on the Instruction Database TMS (Transaction Management System);
- b) A purchase order has been raised via the Instruction Database TMS;
- c) The current Instruction is quoted on the invoice; and
- d) Homes England has been invoiced in accordance with Part 5 of Schedule 2.

Payment to the Supplier is directly linked to Supplier Performance as outlined in clause 4 'Performance' of the Framework Contract.

Homes England may without prejudice to any other remedy it may have withhold or suspend all or part of the payments in accordance with clause 4 'Performance' and the Suppliers failure to perform.

## Other Requirements

### 15. Termination

Should performance during the period of this appointment prove unsatisfactory following the Poor Performance meeting provisions set out in the Management section above, Homes England will exercise its right under the Termination and Suspension of the Contract clause in the Framework Contract to give notice to terminate the arrangement with immediate effect.

### 16. Conflict of Interest

Homes England will exclude the Supplier if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure.

Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the Supplier to inform Homes England, detailing the conflict in a separate Appendix.

### 17. Confidentiality

This Further Competition ITT and associated information is confidential and shall not be disclosed to any third party without the prior written consent of Homes England. Copyright in this Further Competition ITT is vested in Homes England and may not be reproduced, copied or stored on any medium without Homes England's prior written consent.

Suppliers shall not undertake, cause or permit to be undertaken at any time any publicity in respect of this Further Competition process in any media without the prior written consent of Homes England.

## Part 2 - Instructions for Submitting a Response

### 1. General

- 1.1 Please refer to ProContract for the Further Competition deadline. The tender response **must** be submitted on ProContract. Please regularly check ProContract for any amendments to the Further Competition. It is the Suppliers responsibility to check the ProContract website for any updates to the Procurement process. No claim on the grounds of lack of knowledge of the above mentioned item will be entertained.
- 1.2 For all ProContract portal issues please contact [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)
- 1.3 Suppliers **must** ensure that suitable provision is made to ensure that the submission is made on time. Any tender responses received after the Further Competition deadline shall not be opened or considered unless Homes England, exercising its absolute discretion, considers it reasonable to do so. Homes England, may, however, at its own absolute discretion extend the Further Competition deadline and shall notify all Suppliers of any change via ProContract.
- 1.4 **Please note all communications during the tender period will be via the ProContract website. All Suppliers invited to Further Competition will receive a direct email notification from ProContract on any updates via the Suppliers registered email address. No approach of any kind should be made to any other person within, or associated with, Homes England.**
- 1.5 The Supplier should check the Further Competition ITT for obvious errors and missing information. Should any such errors or omissions be discovered the Supplier must send a message via the messaging function on ProContract. No alteration may be made to any of the documents attached thereto without the written authorisation of Homes England. If any alterations are made, or if these instructions are not fully complied with, the tender response may be rejected.
- 1.6 All clarification requests must be sent using ProContract no later than 3 working days before the Further Competition deadline shown on ProContract. Any queries submitted after this may not be answered. Homes England will respond to clarifications as soon as practicable.
- 1.7 Suppliers should specify in their clarification questions if they wish the clarification to be considered as confidential between themselves and Homes England. Homes England will consider any such request and will either respond on a confidential basis or give the Supplier the right to withdraw the clarification question. If the Supplier does not elect to withdraw the question and Homes England considers any clarification question to be of material significance, both the question and the answer will be communicated, in a suitably anonymous form, to all prospective Suppliers who have responded.
- 1.8 Tender responses must not be accompanied by statements that could be construed as rendering the tender response equivocal and/or placing it on a different footing from other Suppliers. Only tender responses submitted without qualification strictly in accordance with the Further Competition ITT (or subsequently amended by Homes England) will be accepted for consideration. Homes England's decision on whether or not a tender response is acceptable will be final.
- 1.9 Tender responses must be written in English.
- 1.10 Under no circumstances shall Homes England incur any liability in respect of this Further Competition or any supporting documentation. Homes England will not reimburse the costs incurred by Suppliers in connection with the preparation and submission of their tender response to this Further Competition.

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- 1.11 Homes England reserves the right to cancel this Further Competition process at any time.
- 1.12 Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with The Public Procurement (Amendment Etc. ) (EU Exit) Regulations 2020.

## 2. Site Visit Requirements

- 2.1. Suppliers **MUST** visit the site prior to submitting a Tender.
- 2.2. An open day has been arranged (noted below) over the tender period, where all areas of the site relevant to this contract will be available for viewing by Suppliers.
- 2.3. Attendance at the open day is a Pass / Fail criteria of this tender. Your organisation is required to provide a response within 3.1 Response Form confirming attendance at the open day. Where a Supplier confirms they did not attend an open day the response will be marked as a Fail and further quality and price submissions will not be assessed.
- 2.4. No claims will be allowed after submission for lack of information, or other reasons which could have been resolved by a site visit.
- 2.5. Scheduled open day is as noted below:

**Date:** 02.05.2023

**Time:** 11am

**Duration:** 1hr

**Site Address/Location:** Cumberland House, Carleton Clinic, Cumwhinton Drive, Carlisle. CA1 3SX

**Homes England or appointed Managing Agent Conducting Visit:** Managing Agent Paul Bennison (Mob 07587 658678)

- 2.6. Site Access Request Forms (SARF's) must be submitted to [paulbennison@tep.uk.com](mailto:paulbennison@tep.uk.com) and copied to [tenders@tep.uk.com](mailto:tenders@tep.uk.com). SARF's must be received by [paulbennison@tep.uk.com](mailto:paulbennison@tep.uk.com) no later than 2 working days before the scheduled open day. SARF's must include the names of all attendees, vehicle make and registrations. Access is limited to maximum of 1 representative per organisation.
- 2.7. All attendees of the Site Visit should present themselves at the location point noted above with photograph ID.
- 2.8. The following PPE is required to be worn for attendance at the site visit:
  - High visibility jacket or vest; and
  - Sturdy footwear with ankle support.
- 2.9. Suppliers not wearing the specified PPE noted above will be refused entry to the site. This will result in non-attendance at the open day with any resultant submission marked as Fail. The submission will not be assessed.

### 3. Quality

- 3.1. A Response Form template has been provided in Part 2 to respond to the Quality questions detailed in Section 7 (Evaluation Criteria). The Response Form must be completed and returned as part of the tender response.

### 4. Pricing

- 4.1. A Pricing Schedule has been provided with this Further Competition ITT which must be completed and returned as part of the tender response.
- 4.2. Rates must be in accordance with those tendered under the Homes England Security Services Framework 2021 - 2025, these rates are viewed as maximum rates for any work procured through the Framework. For long-term commissions we expect rates to be lower than standard hourly rates. The Supplier's attention is specifically drawn to Part A, Section 7 of the Invitation to Tender in relation to "Pricing".
- 4.3. **Costs submitted for Year 1 (or Pro Rata) are Fixed Sum** and shall not be adjusted, they shall take account of all statutory changes e.g. increase in minimum wage.
- 4.4. To ascertain a total contract value an RPI value of 2% has been applied to the annual costs as indicated in the sub-total costs. The amount of RPI adjustment to the Contract Sum is at the discretion of the Homes England. This discretion may result in the award of no RPI for subsequent years of the Contract. Any request for RPI should be made in writing by the Supplier to Homes England and is subject to their written approval.
- 4.5. The Supplier warrants and undertakes that prices submitted for provision of the Service in relation to this further competition are an all-inclusive price which takes into consideration Labour on Costs, Holiday / Sickness Cover, Bank Holidays, Leap Year, Health & Safety Requirements (including PPE), Uniform, Training, Management, Retrieval of Information (including information from Patrol Systems and Reporting) and Profit.
- 4.6. The Site Specific Pricing Schedule describes the requirements of the Services, but all the Services implied thereby or necessary for the full and proper completion of the Service are to be performed by the Supplier in the best and most suitable manner. The Supplier should note that all items of the Service will be described in as reasonable detail as possible, but the Supplier shall consider them in conjunction with the actual situations on Site and shall include in his Price for everything necessary to allow him to carry out the Service in the best manner, whether specifically mentioned or not including all necessary management overheads, profit and the like. Suppliers will be expected to meet all costs associated with ensuring compliance with all current legislation, codes of practice and industry best practice.
- 4.7. It is possible that the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to the Site Specific Services required under this Framework. Contact details for TUPE information are provided within the Pricing Schedule where applicable. It is the responsibility of incoming and outgoing Suppliers to address and resolve all matters in relation to TUPE (Please refer to Framework Contract in relation to Supplier obligations)

## 5. Evaluation

- 5.1. Tender responses will be evaluated based on the overall most economically advantageous Tender (MEAT) submitted to Homes England. The evaluation criteria (and relative weightings) that Homes England will use to determine the most economically advantageous Tender are set out in Section 7 (Evaluation Criteria) below and the scoring approach is detailed in Section 8 (Worked Example). Scores will be rounded to two decimal places.
- 5.2. Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.
- 5.3. Homes England reserves the right to observe a Standstill Period for any individual contract which exceeds the Find a Tender Service (FTS) threshold in accordance with the The Public Procurement (Amendment Etc. ) (EU Exit) Regulations 2020. Unsuccessful Framework Suppliers will be provided with their scores and feedback to explain the award decision

## 6. Documents to be Returned

- 6.1. Suppliers are expected to provide the following information in response to this Further Competition ITT:
  - Completed Response Form;
  - Completed Pricing Schedule; and
  - Supporting CV's for staff proposed to undertake this commission (no more than 2 pages each)

## 7. Evaluation Criteria

Quality will account 20% of the Overall Score. The following scoring methodology will apply:

The following scoring methodology will apply to **Q1 – Site Visit:**

**Pass** - Supplier answered 'yes' with information provided at 3.1 Response Form

**Fail** - Supplier answered 'no'

Please note the information provided will be verified

The following scoring methodology will apply to **all remaining questions** :

**5 – Excellent** Satisfies the requirement and demonstrates exceptional understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

**4 – Good** Satisfies the requirement with minor additional benefits. Above average demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services. Response identifies factors that will offer potential added value, with evidence to support the response.

**3 – Acceptable** Satisfies the requirement. Demonstration by the Supplier of the understanding and evidence in their ability/proposed methodology to deliver a solution for the required services.

**2 - Minor Reservations** Some minor reservations of the Supplier's understanding and proposed methodology, with limited evidence to support the response.

**1 – Major Reservations/Non-compliant** Major reservations of the Supplier's understanding and proposed methodology, with little or no evidence to support the response.

**0 - Unacceptable/Non-compliant** Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Supplier has the understanding or suitable methodology, with little or no evidence to support the response.

### **PLEASE NOTE:**

If your response scores 0 or 1 for any one question your overall submission will be deemed as a fail.

Any text beyond the specified page limits below will be ignored and will not be evaluated.

Homes England will not cross-reference to other answers when assessing quality responses.

Homes England will not consider additional appendix or documents beyond those specifically requested within Evaluation Criteria.

Evaluators will initially work independently. Once they have completed their independent evaluation they will communicate to understand and moderate any differences they have. A single consensus score for each question will be agreed.

Number	Criteria	Demonstrated by	Weighting
1	<p><b>Site Visit</b></p> <p>Confirmation of Site visit</p>	<p>Attendance at the scheduled open day is a Pass / Fail criteria of this tender.</p> <p>Your organisation is required to provide a response 'Yes' or 'No' within Part 3.1 Response Form confirming attendance.</p> <p>Where a Supplier confirms 'No' they did not attend site the response will be marked as a Fail and further quality and price submissions will not be assessed.</p>	<p><b>Pass / Fail</b></p>
2	<p><b>Resourcing</b></p> <p>What resources and capacity are you proposing to make available to deliver required Security Services at Cumberland House, Carleton Clinic?</p> <p><b>PAGE LIMIT:</b> Maximum 1 Side of A4, 11-point Corbel font</p>	<p>Statement on your approach including:</p> <ul style="list-style-type: none"> <li>• How you plan to resource the delivery of the service confirming whether the intention is to directly delivery (in house) or utilise sub-contractors. You must confirm the processes you have in place to manage appointed sub-contractors;</li> <li>• Processes you have in place to proactively manage staff resources to ensure availability at all times of suitably qualified staff; including those associated with the screening and vetting of security personnel with particular consideration of BS7858;</li> <li>• Identification of the management structure you will put in place to support the delivery of the service including how much time they will devote to site, roles and responsibilities, qualifications and relevant experience of those individuals. CVs shall be used to evidence the experience and qualifications of management to undertake their role; and</li> <li>• Supported by relevant examples, where applicable, demonstrating how they are relevant to the approach proposed.</li> </ul>	<p><b>5%</b></p>



<p>3</p>	<p><b>Understanding of Service Requirements</b></p> <p>How do you propose to deliver the required Security Services at Cumberland House, Carleton Clinic.</p> <p><b>PAGE LIMIT:</b> Maximum 1 Side of A4, 11-point Corbel font</p>	<ul style="list-style-type: none"> <li>• With reference to the Site Visit (where applicable), Pricing Schedule and ITT outline the approach you would take to delivery of the Service at Cumberland House, Carleton Clinic with specific reference to the requirements outlined under Annex 3 Scope of Services, Contract KPI's and SLA and how you would achieve compliance with these requirements; and</li> <li>• How you ensure that Homes England is receiving value for money, including professional advice you give to ensure services are appropriate for requirements.</li> </ul>	<p><b>10%</b></p>
<p>4</p>	<p><b>Communication</b></p> <p>What processes and procedures will you put in to ensure effective Client Relationship at this site?</p> <p><b>PAGE LIMIT:</b> Maximum 1 Side of A4, 11-point Corbel font</p>	<ul style="list-style-type: none"> <li>• Who will be responsible for reporting to the Client?</li> <li>• Who will attend site visits / client meetings?</li> <li>• How you will considering requirements as outlined within Annex 3 Scope of Services, Section 2 The Service, paragraph 2.16 Maintenance and Preparation of Information; and Schedule 3 of the Framework Agreement Service Level Agreement; and</li> <li>• How you will deal with client complaints to ensure satisfactory resolution.</li> </ul>	<p><b>5%</b></p>

Price will account for **80%** of the Overall Score. The lowest price will gain the maximum marks with other prices expressed as a proportion of the best score using the maths explained in the worked example

Criteria	Demonstrated by	Weighting
Price	Completed Pricing Schedule	80%

9. Worked Example

How your quality scoring will be assessed for Q1 – Site Visit Pass/Fail

Supplier	Question	Response	Criteria	Evaluation	Assessment
Supplier A	1	Yes	Pass / Fail	Pass – ‘Yes’ attended site Fail – ‘No’ did not attend site	Pass - Proceed
Supplier B	1	Yes	Pass / Fail	Pass – ‘Yes’ attended site Fail – ‘No’ did not attend site	Pass - Proceed
Supplier C	1	No	Pass / Fail	Pass – ‘Yes’ attended site Fail – ‘No’ did not attend site	Fail – No further evaluation*
Supplier D	1	Yes	Pass / Fail	Pass – ‘Yes’ attended site Fail – ‘No’ did not attend site	Pass - Proceed

\* in the example above Supplier C’s pricing will not be scored further

How your Quality score will be used to give a weighted score

Supplier	Question	Score out of 5	Weighting	Weighting Multiplier	Weighted Score	Total Weighted Score
Supplier A	2	4	5%	1	4	12
	3	3	10%	2	6	
	4	2	5%	1	2	
Supplier B	2	5	5%	1	5	16
	3	4	10%	2	8	
	4	3	5%	1	3	
Supplier C	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Supplier D	2	2	5%	1	2	n/a (fail)*
	3	1	10%	2	n/a	
	4	2	5%	1	2	

\* in the example above Supplier D’s pricing will not be scored further

Worked example of how your price will be used to calculate a score

Supplier	Form of Tender price	Lowest price/Supplier's price (as %)	Price Score (out of 80)
Supplier A	350	$350/350 = 100\%$	$100\% * 80 = 80$
Supplier B	700	$350/700 = 50\%$	$50\% * 80 = 40$
Supplier C	Not Applicable	Not Applicable	Not Applicable
Supplier D	Not Applicable	Not Applicable	Not Applicable

Worked example of Overall Score and Ranking

Supplier	Total Quality Score	Price Score	Total Score	Ranked Position
Supplier A	12	80	92	1
Supplier B	16	40	56	2
Supplier C	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Supplier D	Not Applicable	Not Applicable	Not Applicable	Not Applicable

## Part 3 – Response

### 3.1 Response Form

<b>Framework:</b>	Security Services Framework 2021 - 2025
<b>Project Title:</b>	Cumberland House, Carleton Clinic CCTV Services (Buildings)
<b>ProContract Identification Number:</b>	DN666g61
<b>Supplier:</b>	
<b>Date:</b>	

To enable Homes England to evaluate your tender, we require Suppliers to respond to the questions below whilst making reference to the evaluation section above.

Please refer to the evaluation section for page limits for each question. Any text beyond this will be ignored and will not be evaluated.

### 1. Confirmation of Attendance at Site Visit

Please confirm by indicating 'Yes' or 'No' that you attended a Site Visit prior to submission of this Tender

- Yes - attended site visit
- No – did not attend site visit

Date of attendance at Site, please state:	
Name of persons who attended site:	

### 2. Resourcing

### 3. Understanding Service Requirements

### 4. Communication

### 3.2 Pricing Schedule

The completed Site Pricing Schedule must be returned as part of the Tender Return.

See attached individual spreadsheet Site Pricing Schedule (Excel Document) provided alongside this Invitation to Tender.

HOMES ENGLAND

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