

Reactive Maintenance and Supply and Installation for Floor Coverings and Associated Services

Soft Market Testing Questionnaire
Issue 20th December 2017
Submission deadline 17th January 2018

BACKGROUND

In April 2015 the MOD signed a thirteen year contract with Leidos Europe Ltd to provide the procurement and inventory management of commodity items (as well as the storage and distribution services) historically provided in-house by the Logistic Commodities and Services Operating Centre. Leidos, working with the MOD, will transform the way these services are delivered to ensure requirements continue to be met whilst providing best value for money for the department. The organisation delivering these services is known as Team Leidos.

FUTURE ARRANGEMENTS

Team Leidos (TL) is seeking to run a soft market testing (SMT) exercise for its Reactive Maintenance and Repairs and Supply of Floor Coverings and Associated Services for Minor Works projects. TL envisages issuing an Invitation to Tender, which is subject to the recommendations of this SMT. This exercise will help develop the client specification and requirements.

The anticipated spend is anticipated to range between £5m and £7m (Net VAT) per annum, however, there is no commitment of guaranteed value.

The requirement covers a wide range of flooring, materials, labour and reactive maintenance services including but not limited to:

- Textile Flooring – 42%
- Hard Flooring – 4%
- Materials/Consumables - 1%
- Labour - 33%
- Supply & Fit Materials - 20%
- Carpet Roll, Cut Lengths, Tiles, Sheets, Underlay, Mats
- Safety Roll/Cut Lengths, Marmoleum, Vinyl
- Trims, small materials
- Preparation work to sub-floor, Fitting, Durafit systems
- Screed, Concrete Seal, Plywood, Naplock, Cove & Cap, PVC Skirting, Grippers

Site Areas – UK, Germany, and Falkland Islands - Stations, Camps, and parts of Ships and Submarines within:

- Family Quarters
- Sergeants’/Officers Mess
Bedrooms
- Sergeants’/Officers Mess Bars
- Snooker Rooms
- Church
- Gurkhas Temple
- Junior ranks club
- Gymnasium/Medical Areas
- Gymnasium Utility Areas
- Welfare
- Games Area
- Offices/Storerooms
- Communal Bathrooms/Wet Areas
- Ensuite Bathrooms
- Canteen
- Industrial Kitchens
- Medical Areas
- Reception Areas/Conference Rooms
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Ships

- fire resistant, non-toxic for internal passageways, lobbies, electrical compartments;
- non-skid, pressure sensitive for use on steps, ramps and gradient walkways

Submarines

- non-toxic, fire retardant and oil resistant

PROCESS

Team Leidos is at an early stage in development of its proposals but prior to formulating any formal procurement opportunity seeks input from the market as to what might be the most potentially attractive way of packaging and scoping any future procurement opportunity.

This exercise will also provide an opportunity for Team Leidos to obtain insight into how potential providers might approach the delivery of the service in question. It also gives useful early insight into the likely level of interest in a proposed project from that market.

Potential bidders will not be prejudiced by any response or failure to respond to the Soft Market Testing. Potential bidders must also note that a response does not guarantee an invitation to participate in this or any future procurement that Team Leidos may conduct, nor does it mean that Team Leidos will procure any such supply and services or Team Leidos accept any proposals offered.

Team Leidos wishes to stimulate interest, information and views across the Flooring supply, maintenance and installation market for the supply of this requirement via this Request for Information (RFI) together with other companies whom Leidos believes may be able to provide useful intelligence on our requirement.

Team Leidos is seeking information / views and would be grateful if you could answer the following questions: -

Company Capabilities

- *Does your organisation currently act as a management company or manufacture, distribute, maintain or install any of these products and services?*
- *Are you currently providing these products and services elsewhere in the Public Sector? (If so please detail where possible)*

- *We are keen to minimise revenue costs and make savings in this new contract. Whilst we are unable to disclose the detail of the existing revenue costs, please advise what are the largest elements in cost of delivering services. Please rank them in importance, eg staff, materials, cashflow, transport. How could Team Leidos help you to minimise these costs if you were providing these services?*
- *What innovation can you offer to reduce the cost of these products and services?*
- *Are you unlikely to submit a tender if potential TUPE obligations apply? Is there an approximate limit in terms of deciding to decline in any future tendering activity?*
- *What percentage are you likely to resource between your own employees and sub-contractors if you were to submit a tender proposal?*
- *What would further incentivise you to bid against the requirement for these products and services?*
- *How do you monitor and manage fluctuations in the market, do you use any form of indices?*
- *Please state the maximum duration you would be willing to provide firm contract prices for the items listed above, for example one/ two years?*

Would the price of a carpet increase in correlation with the amount of colours offered for that range? I.e. Would the price go up if there were a large number of colours on offer compared to if it was restricted to approximately 6 for that range?

Current Requirement

- *Please indicate if you would have difficulty supplying any of the items listed above and why.*
- *Given the potential demand volumes please state if it is reasonable, what could you potentially offer for a typical discounted % price, (say 15% on cost) by offering ONE economical advantageous blended UNIT rate for Carpet Rolls/Cut Lengths/Sheets to improve efficiencies and benefit through rationalisation, standardisation and stock holding?*
- *Are in-house and sub-contractor employees SC or DBS checked to enter MOD sites?*
- *In the event of detection of asbestos or deleterious materials, do employees hold asbestos licences to both remove hazardous materials and safely secure a site, in accordance with current legislation?*
- *Please provide comments and / or suggestions in relation to the lotting of the requirement?*
- *What experience or ideas do you have for delivering social value in a contract? Eg, utilisation of apprentices, local suppliers, local employment and internships/training to improve employability for all groups?*
- *Is there anything that we could be doing better?*

Ordering/Delivery/Payments

- *What is the commercial norm for ordering?*
- *Do you currently operate SAGE?*
- *For ad-hoc replacement flooring quotations, do you have customer experience of their ordering inventory systems and how they have effectively manage the final 3-way match (order value = receipting value = invoice value) so that payments are smoothly made to the Contractor in a timely manner:*
 - *Cost 1 - initial order raised in accordance with the agreed Schedule of Rates in the tender*
 - *Cost 2 - initial surveyor's job estimate*
 - *Cost 3 – cost could go up or down in the final bill followings project snagging, completion of works*
- *In your view what is the most efficient method of handling quotations, in accordance with the Schedule of Rates and final works completion bill, so that it does not become an over complicated administration process before payment is made successfully?*
- *Have you experienced consolidated ordering and invoicing, if yes, please explain how this process might work for both Team Leidos and its inventory system yourself as Contractor.*
- *To aid payment processes, does your solution automatically incorporate 'real time' information and tracking of open and closed jobs via a secure https UK or EU hosted internet based website, which has its own cloud storage facility (not mixed with other third party data or a hosting firm located outside UK or EU) for the client to monitor progress and which complies with EU-US Privacy Shield or can you offer an alternative compliant digital solution?.*
- *Do you have the ability to offer services throughout UK, Germany and Falkland Islands for reactive maintenance services and minor works where the customer requires a contractor on a reactive maintenance call-out basis or if the site is undergoing refurbishment works involving other contractors or alternatively just requires a complete flooring replacement?*
- *Can you provide Reactive Maintenance Services for a) Same Day for emergency and b) 3 days for non-emergency within UK and Germany, and potentially Falkland Islands? If not, what is the most cost effective solution you can provide explaining your reasons why?*
- *Please refer to the tab 'Hours Deployed' for ad-hoc replacement/Minor Works for new flooring, please enter the number of hours deployed within the spreadsheet to deliver the end solution for each of the following works instructions/jobs:*

Small area, carpeting an Office with carpet tiles – up to 10m²

	<i>With New sub-floor</i>	<i>Using existing sub-floor</i>
<i>Estimator</i>	<i>no of hours</i>	<i>no of hours no of hours</i>
<i>Apprentice/Fitter's mate</i>	<i>no of hours</i>	<i>no of hours no of hours</i>
<i>Fitter</i>	<i>no of hours</i>	<i>no of hours no of hours</i>
<i>Other/Account Manager</i>	<i>no of hours</i>	<i>no of hours no of hours</i>

Medium area, carpeting a Sergeant's mess with Carpet roll 10m² – 25m²

	<i>With New Underlay</i>	<i>Using existing Underlay</i>
<i>Estimator</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Apprentice/Fitter's mate</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Fitter</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Other/Account Manager</i>	<i>no of hours</i>	<i>no of hours</i>

Large area, laying marmoleum in a medical theatre for 60m², 40m² and 25m²

	<i>With New screed</i>	<i>Using existing screed</i>
<i>Estimator</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Apprentice/Fitter's mate</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Fitter</i>	<i>no of hours</i>	<i>no of hours</i>
<i>Other/Account Manager</i>	<i>no of hours</i>	<i>no of hours</i>

Above does not include time and services in the event of the building being listed or detection of asbestos or deleterious materials.

- In your view, how many extra hours would be involved if the building was listed or asbestos or deleterious materials were found? Describe what impact there would be on cost and what would be involved in the process of liaising with the appropriate Planning and Regulatory Authorities to deliver the final end solution?*
- Please can you provide a typical quotation template which incorporates the necessary items to fulfil delivery of the commission? Template to include items such as time and materials, preliminary and pre-construction works, consumable items and other items, eg third party charges to protect health related to licenced asbestos survey/sealing area fees, asbestos disposal, then final asbestos inspection and certification fees*
- Please can you provide a template for the top Key Performance Indicators, that you believe are most suitable for the customer and supplier to work towards driving out inefficiencies and surplus costs.*
- Please can you provide a Supplier Balance score card template, itemising elements to drive down costs and inefficiencies within Quality, Delivery, Cost, and Legislation Changes as part of Continuous Improvement.*
- What recommendations would you offer to contribute towards delivering quality and cost improvements?*

THANK YOU FOR YOUR TIME

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