|  |  |  |
| --- | --- | --- |
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|  |  |  |
|  | **APPENDIX B** |  |
|  | Property Plans |  |
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| --- | --- | --- |
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|  |  |  |
|  | **APPENDIX C** |  |
|  | Tender Return |  |
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**TENDER RETURN**

This appendix must be completed and returned, along with any additional information required or that the tenderer wishes to provide that cannot fit within the document itself.

Tenders must be completed and returned along with all supporting documents addressed to The Town Clerk, St Ives Town Council, The Guildhall, Street-an-Pol, St Ives TR26 2DS, to be received no later than 5pm on 26th May 2017.

Tenderers must provide 1 x paper copy, and are requested to also provide 1 x electronic version supplied on CD or memory stick. Tender documents must be sealed in a plain envelope with **Tender For The Cleaning Of Public Conveniences** written clearly in the top left corner. The envelope shall not show any name or any other mark (e.g. postal of franking devices on the envelope) by which the tenderer can be identified.

Tenderers should note that the deadline date may be subject to change, any changes will be communicated to all known tenderers as soon as possible.

Where tenders are delivered by post or courier, they must be delivered to the address during normal working hours, 9am – 5pm Monday to Friday excluding statutory holidays, and a receipt obtained. Proof of postage will not be accepted as proof of delivery and it is for the tenderer to ensure that the document is delivered and a suitable receipt received, the Council takes no responsibility for tenders which are not delivered securely.

Tender Evaluation Methodology

The tender submission will be evaluated in two parts:

1. Statutory Selection Criteria. Sections 1-8. These will be evaluated on a pass/fail basis and any tenderer not satisfying the criteria will, at the discretion of the Council, be excluded from the remainder of the evaluation process and their tender shall not be considered further.
2. Specific Tender Award Criteria.
   1. Scored questions. Sections 9 & 10. These will be evaluated on a scoring of 0 – 5 with the scoring in accordance with the following table:

|  |  |  |
| --- | --- | --- |
| Score | Definition | Interpretation |
| 5 | Excellent | **Exceptional** and full evidence of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria. |
| 4 | Good | **Above average** demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria. **Majority of evidence** provided to support the response. |
| 3 | Acceptable | **Demonstration** of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with **some evidence** to support the response. |
| 2 | Minor Reservations | **Some minor reservations** of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria with **little or no evidence** to support the response. |
| 1 | Serious Reservations | **Considerable reservations** of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with **little or no evidence** to support the response. |
| 0 | Unacceptable | **Does not comply and/or insufficient information provided** to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with **little or no evidence** to support the response. |

* 1. Commercial. The commercial (cost) element of the evaluation will be carried out after tenderers have been selected using the selection criteria. The pricing section at the end of this document contains the cost details that are required to be provided in relation to this tender. The commercial element will account for 50% of the weighting and will be scored on a proportional comparative basis. This will be done by recording the lowest grand total price submitted by the tenderers (ignoring those who have failed the statutory tests) and dividing this by each of the other tenderers’ grand total prices and then multiplying it by the allocated weighting of 50%. The equation set out below explains this in a simpler way:

|  |  |
| --- | --- |
| Lowest Total Price | x 50% Weighting |
| Tenderer’s Total Price |

The example below provided for indicative purposes only, the table below shows that the pricing provided by Tenderer C is the lowest. As such Tenderer C would be allocated the maximum score of 50 points, and then all other scores would be a percentage reduction against this, e.g. Tenderer A would score £9,400/£12,000 x 50% = 39.2 points.

|  |  |  |  |
| --- | --- | --- | --- |
| **Tenderer A** | £12,000 |  | 39.2 points |
| **Tenderer B** | £9,500 |  | 49.5 points |
| **Tenderer C** | £9,400 |  | 50.0 points |

This scoring mechanism is designed to assist the Council in determining the most appropriate Contractor to instruct but the scoring result will not be binding on the Council. The Council does not wish to award the Contract based solely on who can best complete a tender document. The Council will wish to ensure that the work will be carried out in a suitable manner, both in terms of carrying out the work on the ground and also interaction and communication between the Contractor, the Council and public. As such the Council reserves the right to award the tender to a party who has not scored the highest on the above marking schedule but who is deemed able to provide the best overall service to the Council.

**Section 1 – Tender Details**

|  |  |  |  |
| --- | --- | --- | --- |
| 1.1 | Full name of the company completing the tender |  | |
| 1.2 | Registered company address |  | |
| 1.3 | Registered company number |  | |
| 1.4 | Registered VAT number (if applicable) |  | |
| 1.5 | Name of parent company (if applicable) |  | |
| 1.6 | Please mark ‘X’ in the relevant box to indicate your trading status | i) a public limited company | ☐ Yes |
| ii) a limited company | ☐ Yes |
| iii) a limited liability partnership | ☐ Yes |
| iv) other partnership | ☐ Yes |
| v) sole trader | ☐ Yes |
| vi) other (please specify below) | ☐ Yes |
| 1.7 | Any other information which is relevant to the company completing the tender |  | |

|  |  |
| --- | --- |
| 1.8 **Contact details** | |
| **Contractor contact details for enquiries about this tender** | |
| Name |  |
| Postal address |  |
| Country |  |
| Phone |  |
| Mobile |  |
| E-mail |  |
| Main business |  |

**Section 2 – Financial**

|  |  |  |  |
| --- | --- | --- | --- |
| **Please select the one organisation description that most closely matches your organisation and provide information accordingly** | | | |
|  | **Type of Organisation** | **Description of information expected, which will be taken into account in assessment** | Please indicate your answer by marking ‘X’ in the relevant box. Use only one box. |
| 2.1 | Financial information for a start-up business that has not reported accounts to the Revenue or Companies House | Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, as an alternative means of demonstrating financial status | ☐ Yes  Reference for additional information: |
| 2.2 | Accounts for an unincorporated business (sole traders and partnerships) | Copy of the most recent accounts that contain turnover, profit before tax and balance sheet (if prepared) covering either the most recent two year period of trading or if trading for less than two years, the period that is available. If accounts are not prepared, provide the relevant pages from the latest tax returns (self-employment pages for sole traders, partnership pages for partnerships) together with the tax assessment | ☐ Yes  Reference for  additional information: |
| 2.3 | Accounts for a small company or limited liability partnership with a turnover of below the audit threshold (currently £6.5 million) that is not required to prepare audited accounts | Copy of the most recent accounts as submitted to the HM Revenue & Customs covering either the most recent two year period of trading or if trading for less than two years, the period that is available. Abbreviated accounts are not acceptable | ☐ Yes  Reference for additional information: |
| 2.4 | Accounts for a medium to large incorporated entity and all other organisations that are required to prepare audited accounts | Copy of the most recent audited accounts for your organisation covering either the most recent three year period of trading, or, if trading for less than three years, the period that is available | ☐ Yes  Reference for additional information: |
| 2.5 | Accounts for other organisation types (e.g. not for profit entities, local authorities, housing associations, charities) | In most cases it is likely that audited accounts will have been prepared and the accounts required at 2.4.1 – 2.4.4 above will suffice. Where this not the case, an unaudited copy of the most recent accounts as described in 2.4.1 and 2.4.2 above should be provided | ☐ Yes  Reference for additional information: |

**Section 3 – Health & Safety**

Note 1. Prior to awarding the Contract, applicants will be expected to provide evidence to support the response to these questions. Requests will be issued from the Council’s Health & Safety advisor, proportional to the risk associated to this Contract, once the preferred applicant has been selected. The receipt of satisfactory evidence is a condition required prior to the awarding of the Contract.

Note 2. Organisations with fewer than 5 employees are not legally required to have a documented Policy Statement. If the tenderer is in this category, they do not have to write down their policy, organisation or arrangements. However, they do need to be able to demonstrate that their policy and arrangements are adequate in relation to the type of activity likely to be undertaken and assessments of competence will be made easier if and when procedures are clear and accessible.

|  |  |  |  |
| --- | --- | --- | --- |
| 3.1 | **If your organisation meets the criteria identified in one of 3.2, 3.3 or 3.4 below and you can provide the supporting evidence required prior to Contract award, you do not need to complete questions 3.5 to 3.14 in this table. If exemption is not claimed, please move to 3.5.** | | Confirm if you meet any of the exemption criteria |
| 3.2 | You have within the last twelve months successfully completed a prequalification application undertaken by an assessment provider able to demonstrate that its information gathering process conforms to PAS 91 | | ☐ Yes  ☐ No |
| 3.3 | You have within the last twelve months, successfully met the assessment requirements of a scheme in registered membership of the [Safety Schemes in Procurement (SSIP) forum](http://www.ssip.org.uk/) | | ☐ Yes  ☐ No |
| 3.4 | You hold a UKAS or equivalent, accredited independent third party certificate of compliance with BS OHSAS 18001 | | ☐ Yes  ☐ No |
|  | **Question** | **Example of the type of information in support of responses, which will be taken into account in an assessment carried out before Contract award.** | **Yes / No** |
| 3.5 | Are you able to demonstrate that you have a policy and organisation for health and safety (H&S) management? | You will be expected to demonstrate and provide evidence on request of a periodically reviewed H&S policy. The policy should be relevant to the anticipated nature and scale of activity to be undertaken and set out responsibilities for H&S management at all levels in the organisation *(Companies with fewer than 5 employees, please see Note 2 to this section)* | ☐ Yes  ☐ No |
| 3.6 | Are you able to describe your arrangements for ensuring that your H&S measures are effective in reducing/preventing incidents, occupational ill health and accidents? | You will be expected to demonstrate and provide evidence on request of the arrangements for H&S management that are relevant to the anticipated nature and scale of activity to be undertaken and show clearly how these arrangements are communicated to the workforce *(Companies with fewer than 5 employees, please see Note 2 to this section)* | ☐ Yes  ☐ No |
| 3.7 | Do you have access to competent H&S advice/assistance? | You will be expected to demonstrate and provide evidence on request of how your organisation obtains access to competent H&S advice | ☐ Yes  ☐ No |
| 3.8 | Do you have a policy and process for providing your staff with training and information appropriate to the types of activity that your organisation is likely to undertake? | You will be expected to demonstrate and provide evidence on request that your organisation has in place and implements, training arrangements to ensure that its staff/ workforce has sufficient skills and understanding to discharge their various duties. This should include refresher training (e.g. a CPD programme) that will keep the workforce updated on good H&S practice applicable throughout the company | ☐ Yes  ☐ No |
| 3.9 | Do your employees have H&S or other relevant qualifications and experience sufficient to implement your H&S policy to a standard appropriate to the activity that your organisation is likely to undertake | You will be expected to demonstrate and provide evidence on request, that your staff/ workforce possesses suitable qualifications and experience for the tasks assigned to them, unless there are specific situations where they need to work under controlled and competent supervision e.g. trainees | ☐ Yes  ☐ No |
| 3.10 | Do you check, review and where necessary improve your H&S performance? | You will be expected to demonstrate and provide evidence on request that your organisation has in place and implements, an ongoing system for monitoring H&S procedures on an ongoing basis and for periodically reviewing and updating that system as necessary | ☐ Yes  ☐ No |
| 3.11 | Do you have procedures in place to involve your staff in the planning and implementation of H&S measures? | You will be expected to demonstrate and provide evidence on request that your organisation has in place and implements a means of consulting with their staff on H&S matters and show how staff comments and complaints are used to improve services | ☐ Yes  ☐ No |
| 3.12 | Do you routinely record and review accidents/ incidents and undertake follow-up action? | You will be expected to provide access on request to records of accident rates and frequency for all RIDDOR reportable events for at least the last three years. Demonstrate that your organisation has in place a system for reviewing significant incidents, and recording action taken as a result including action taken in response to any enforcement | ☐ Yes  ☐ No |
| 3.13 | Do you operate a process of risk assessment that supports safe working the reliable delivery of the service? | You will be expected to provide evidence on request that your company carries out relevant risk assessments and implements safe systems of work (‘method statements’). Identifying and controlling significant occupational health and safety issues should be prominent *(Companies with fewer than 5 employees, See Note 2 to this section)*  ***NOTE*** *Risk assessments should focus on the needs of the particular job and should be proportionate to the risks arising from the work to be undertaken.* | ☐ Yes  ☐ No |

**Section 4 – Grounds for Exclusion from Tender**

If the Council becomes aware of an exclusion at a later date, following Contract award, your Contract may be terminated and the Council will reclaim all costs in re-issuing the Contract to another tenderer.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of any criminal offences?** | Please indicate your answer by marking ‘X’ in the relevant box. | |
| Yes | No |
| 4.1 | In relation to the management, operation & control of a business |  |  |
| 4.2 | Any other offence not directly linked to the operation of the business submitting an application for this tender |  |  |
| 4.3 | If you have answered “Yes” to either of the above questions, please demonstrate clearly with the use of evidence as required, details of the conviction, the outcome, how this will / will not have an impact on the carrying out of the tender and any other information that you feel is relevant |  |  |

**Section 5 – Grounds for Discretionary Exclusion**

If the Council becomes aware of an exclusion at a later date, following Contract award, your Contract may be terminated and the Council will reclaim all costs in re-issuing the Contract to another tenderer.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.** | | **Please indicate your answer by marking ‘X’ in the relevant box.** | |
| **Yes** | **No** |
| 5.1 | Your organisation has been found guilty of causing damage and pollution to the environment | |  |  |
| 5.2 | Your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors | |  |  |
| 5.3 | Your organisation is guilty of professional misconduct, which renders its integrity questionable | |  |  |
| 5.4 | Your organisation has entered into agreements with other economic operators aimed at distorting competition | |  |  |
| 5.5 | Your organisation has shown significant deficiencies in the performance of a substantive requirement under a prior public Contract which led to early termination, damages or other comparable sanctions | |  |  |
| 5.6 | Your organisation has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria | |  |  |
| 5.7 | Your organisation has undertaken to unduly influence the decision making process of the Council | |  |  |
| 5.8 | Your organisation has obtained confidential information that may confer upon your organisation undue advantages in the procurement procedure | |  |  |
| 5.9 | Your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award | |  |  |
| 5.10 | | If you have answered “Yes” to any of the above questions please demonstrate clearly, with the use of evidence as required further information with regard to the matter and how it affects the tender application | | |
|  | | |

**Section 6 – Safeguarding Staff and Vulnerable People**

|  |  |  |
| --- | --- | --- |
| 6.1 | Please confirm your organisation has a safeguarding policy that complies with the Council’s policy.  If you do not have an in-house policy, can you show evidence that the organisation operates so as to comply with the Council’s safeguarding policy.  If the answer to the above questions is no, confirm that you will make such amendments to your in-house policy or in-house operations to ensure compliance with the Council’s safeguarding policy | ☐ Yes  ☐ No |

**Section 7 – Insurances**

|  |  |  |
| --- | --- | --- |
| 7.1 | Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the Contract, the levels of insurance cover indicated below. Copies of the policy certificate will need to be provided before Contract award and so please enclose copy certificates, if relevant.  If the policy held is in the aggregate, the remaining cover must exceed the minimum requirements shown.  Employer’s (Compulsory) Liability Insurance = £10m Public Liability Insurance = £10m Professional Indemnity Insurance = £2m Product Liability Insurance = N/A | ☐ Yes  ☐ No |

**Section 8 – Experience of Similar Contracts**

|  |  |  |
| --- | --- | --- |
| 8.1 | Please provide reference details of two Contracts that you have been recently awarded, carried out or are continuing to carry out (within the last 3 years) for the provision of works similar to those required by St Ives Town Council | |
| **A** | **B** |
| **Reference Company Name** |  |  |
| Address |  |  |
| Contact Name |  |  |
| Telephone Number |  |  |
| E-mail Address |  |  |
| Contract Reference Number |  |  |
| Description of goods/works/services undertaken |  |  |
| Date Contract Awarded |  |  |
| Type of Contract |  |  |
| Value of Contract (£) |  |  |
|  |  |  |
| Details of relevant qualifications, skills, memberships to professional bodies, etc., used in support of delivery of the Contract |  |  |
| Details of known risks involved with delivery of this type of work and suggested mitigations |  |  |

**Section 9 – Delivering The Service**

|  |  |  |
| --- | --- | --- |
|  | **Question** | **Tenderers Response** |
| 9.1 | Please provide details of named individuals that will be responsible for delivering the service at management level.  Please include CVs for the key personnel showing skills and experience  Please provide details confirming the availability of the above mentioned individuals and overall capacity of your organisation to meet the requirements of the tender |  |
| 9.2 | **Office/Base Locations**  Please provide information on the office locations from which you will deliver the service |  |
| 9.3 | **Technical Qualifications**  Please provide details of the experience of, and/or qualifications held by,   1. the company, 2. named individuals and others who will work on the tender which are applicable to the works required to be carried out under the tender |  |
| 9.4 | **Management**  Please explain how staff carrying out the cleaning will be managed to ensure that the works adhere to the specification and deliver the best/optimum solution to the Council. |  |
| 9.5 | **Methodology**  Describe the proposed methodology for deploying staff and equipment to meet the service delivery requirements. |  |
| 9.6 | **Equipment and Materials**  Please provide details of the equipment your company will use if awarded the Contract to:   1. move staff from toilet to toilet 2. carry out general cleans 3. carry out deep cleans.   Please provide details of the cleaning materials your company will use if awarded the Contract to:   1. carry out general cleans 2. carry out deep cleans.   *(Note that the Council both wants the toilets to be thoroughly cleaned and the environmental cost of doing so to be balanced).* |  |
| 9.7 | **Refuse Disposal**  Please provide information regarding how rubbish and clinical waste will be disposed of. |  |
| 9.8 | **Training and Motivation**  Describe how your company ensures that staff are properly trained to carry out the cleaning service and are motivated to do a good job. |  |
| 9.9 | **Risk Management**  What do you perceive to be the main risks associated with the successful delivery of this Contract and how would you mitigate against them? |  |

**Section 10 - Pricing**

Please indicate in the table below the **annual** cost of cleaning each toilet, based on the number of cleans required in the summer and winter seasons and the off-season closure of toilets where this is relevant.

**Table One**

|  |  |  |
| --- | --- | --- |
| **Works** | **Price**  **(exc. of VAT)**  **£** | **Price**  **(inc. of VAT)**  **£** |
| Dove Street |  |  |
| West Pier |  |  |
| Sloop Car Park |  |  |
| Smeaton’s Pier |  |  |
| Porthgwidden |  |  |
| Total Annual Cost |  |  |

**Additional Works.**

If additional work is required to be instructed outside the Contract that is the subject of this tender, outline the rates that would apply to the following roles:

**Table Two**

|  |  |  |
| --- | --- | --- |
|  | **One Additional Daily Clean** | **Two Additional Daily Cleans** |
| Dove Street |  |  |
| West Pier |  |  |
| Sloop Car Park |  |  |
| Smeaton’s Pier |  |  |
| Porthgwidden |  |  |

**Table Three - Payment Terms**

|  |  |
| --- | --- |
| Please outline how you would propose to invoice for work completed (e.g. monthly or quarterly in advance/arrears etc.) |  |

All the costings above to include all staff costs, transport, the provision of equipment, personal protective equipment, materials and sundries etc.