

Annex A

Supplier Response Document

Cleaning and Maintenance Services

Ref PR2050

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| **Date issued:**  | 16 November 2018 |
| **Response deadline:** | 7 December 2018 |
| **Buyer contact details:** | Graham Crookprocurement.enquiries@ombudsman.org.uk 0300 061 4243 |

**Part 1: Contact details**

1.1 Please provide the below information:

|  |
| --- |
| Please state the full name of the organisation submitting this tender |
|  |
| Please state the registered office address |
| Address: |
| Postcode: |
| Please state the company registration number |
|  |
| Please state the VAT registration number  |
|  |
| To the best of your knowledge, does any director or senior officer of your organisation have any personal or financial connection with any member or senior officer of PHSO?  | YES / NO |
| If yes, please provide details |
| **Contact details (for communications, correspondence and enquiries relating to this procurement)** |
| Please state the contact’s name, and position within the organisation: |
| Name:Position: |
| Please state the contact’s address: |
| Address:Postcode: |
| Please state the contact’s telephone number: |
|  |
| Please state the contact’s email address: |
|  |

 **Part 2 – Tender Questions (50% weighting)**

2.1 The following sections detail the information you should provide in your response to the Invitation to Tender and by which your tender submission will be evaluated.

2.2 You should bear in mind that your response should enable us to evaluate your understanding of our specific requirements and the suitability of your proposal for meeting them. You should describe clearly how you propose to provide the requirements set out in the Specification.

2.3 Information and marketing literature of a general nature is not required.

2.4 The questions set out below relate specifically to the evaluation criteria against which all services will be assessed. Your response to the questions should illustrate in detail your experience of working on contracts similar to that required by PHSO, and how you propose to provide the key components of the services over the term of the contract.

2.6 Your responses to the tender questions will be evaluated in line with the following criteria:

|  |  |
| --- | --- |
| **Criteria** | **% Weighting** |
| Implementation | 5 |
| Monitoring and Auditing | 10 |
| Continuous Improvement | 5 |
| Experience | 10 |
| Subcontractors | 2.5 |
| Training | 2.5 |
| Service Levels | 10 |
| Legislation | 5 |
| **SUB TOTAL** | **50%** |
| Contract price | 50 |
| **OVERALL TOTAL** | **100%** |

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| --- |
| **Question 1****Implementation (5%)**Please explain how your organisation is suitable and capable of implementing facilities management services to PHSO throughout the framework period.Your response should include but not be limited to; details of your workforce; premises; standard mobilisation processes; standard TUPE processes; developing bespoke project plans; and how you verify asset lists. |
| *Response* |
| **Question 2****Monitoring and Auditing (10%)**Please detail how you will ensure compliance with PHSO’s required specification.Your response should include details on the systems and processes that your organisation will use for ensuring compliance, and details of your procedures for monitoring and auditing the quality of service to be delivered to the customer e.g. logging of job details and works completed, any recommendations made and trend reporting.  |
| *Response* |
| **Question 3 (5%)****Continuous Improvement**Please outline your proposal for demonstrating continuous improvement and value for money for PHSO. Your response should include an example of a scenario where you have been able to achieve this. The example should address how you ensure you obtain value for money consumables, innovations you have implemented and the outcome of such innovations. |
| *Response* |
| **Question 4 (10%)****Experience**Please detail your organisations contractual and financial administrative experience relating to the management of amending costs and resources dependent on changes to contract scope, i.e. closure of certain buildings. |
| *Response* |
| **Question 5 (2.5%)****Subcontractors** Your organisation may be required to utilise subcontractors / partners throughout the framework period. Please explain how you ensure suitable subcontractors are appointed, and how the partnership would work between all of the parties involved i.e. your organisation, the customer and any third parties placing particular emphasis on resolving any difficulties between the parties. |
| *Response* |
| **Question 6 (2.5%)****Training**Please describe your process for inducting and training additional operatives, providing details of how your organisation will ensure that staff are suitably trained, inducted, are of suitable experience and are familiarised with the relevant sites. |
| *Response* |
| **Question 7 (10%)****Service Levels**If an element of the Service provision to ESPO customers were to fail or drop below the required standard, please advise how your organisation would respond to this and ensure that lessons are learned which can be applied to future practice. |
| *Response* |
| **Question 8 (5%)****Legislation**How will your organisation ensure that the service delivered is in line with relevant legislation, policy guidance and governance framework requirements? Please explain how your organisation will ensure adaptability as new product regulation and legislation comes into effect. |
| *Response* |

**References**

Please provide details of two of your customers for which your organisation carries out work similar to that described in this ITT from whom PHSO can request references, if required. For each potential referee, please provide the following:

1. Customer name and full contact details (postal and email addresses and telephone number);
2. Brief contract details including the start date, approximate contract value and a description of work performed.

**Insurance Cover**

Please provide details of your current Public Liability, Employers Liability, and any other relevant insurance cover. This should be provided on the insurer’s or broker’s corporate document, and should show: name of insurer, name of insured party, type of insurance cover, period of insurance cover, and the respective indemnity limits.

**Part 3 – Pricing (40% weighting)**

3.1 Please complete and return the following Schedules of Prices and Rates that will be incorporated into the Contract, upon contract award.

3.2 The Prices and Rates contained within this Schedule are firm for the Contract Period as set out in the Specification.

3.3 For the performance of the Services, the Contractor shall be paid the Contract Price calculated using the Prices and Rates detailed in this schedule

3.4 The Prices and Rates exclude Value Added Tax.

3.5 The pricing for any additional deliverables defined and agreed between the Client and the Contractor shall be defined in accordance with the requirements of the Client’s Contract Manager, these requirements not being unreasonable, and based on the actual amount of resources consumed at the agreed rates in this section.

3.6 Please specify whether this price is inclusive or exclusive of travelling expenses. If travelling expenses are not included, please provide an estimate. Any travelling expenses claimed in addition to the firm price must be at rates in accordance with PHSO and LGSCO’s own rates for travel and subsistence.

3.7 Please quote an all-inclusive firm price (i.e. a price which is not subject to revision or alteration) to complete the work outlined in the Specification. Please also provide a detailed breakdown of fees by individual in accordance with the following schedules.

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| **MILLBANK TOWER, LONDON** |
| **Core Cleaning Services** | **Monthly Charge, (excl VAT)** |
| From 01 April 2019 – 31 March 2020 |  |
| From 01 April 2020 – 31 March 2021 |  |
| From 01 April 2021 – 31 March 2022 |  |

 **Cleaning Periodicals** 3.8 For periodical cleaning service, as directed by the client at their discretion. The periodicals are to be standardised and require itemised pricing.

|  |  |  |
| --- | --- | --- |
| **Works** | **Cost per clean** | **Annual Cost** |
| Fridge Clean |  |  |
| Deep clean of workstations |  |  |
| Deep clean of tea points |  |  |
| Internal window clean |  |  |
| Cleaning of walls and ceilings (below 3660mm) |  |  |
| Cleaning of walls and ceilings (above 3660mm) |  |  |
| Dusting of internal blinds |  |  |
| IT Clean (screen, keyboard & mouse) |  |  |
| Telephone Clean (handset and headset |  |  |
| Deep Clean carpets including treatment of carpets for any insect infestations |  |  |

**Planned Preventative and Scheduled Maintenance (PHSO)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DELIVERABLE / WORKSTREAM ACTIVITY** | **FREQUENCY** | **TOTAL COST****YEAR 1 (£)** **(excluding VAT)** | **TOTAL COST** **YEAR 2 (£)** **(excluding VAT** | **TOTAL COST****YEAR 3 (£)** **(excluding VAT)** |
| Sink – Tea Point |  |  |  |  |
| Water Dispenser System – Tea Point | 3 monthly |  |  |  |
| Water Heater – Tea Point | 6 monthly |  |  |  |
| Waste Water Pump System – Tea Point | monthly and 6 monthly |  |  |  |
| A/C Cassette Distribution Units | 3 monthly |  |  |  |
| A/C Condenser Supply Units | 3 monthly |  |  |  |
| Emergency Lighting | annually |  |  |  |
| Fire Extinguishers - Water | annually |  |  |  |
| Fire Extinguishers – CO2 | annually |  |  |  |
| Water Quality Testing | To Legislative Requirements |  |  |  |
| Air Quality Testing | 3 monthly |  |  |  |
| Portable Electrical Appliance Testing | Legislative |  |  |  |
| Power Switchover Testing | Annually  |  |  |  |
| TOTAL AMOUNT (EXCLUDING VAT) |  | £ |  | £ |

**Planned Preventative and Scheduled Maintenance (PHSO) – Consumable Items (e.g. spare parts)**

|  |  |  |  |
| --- | --- | --- | --- |
| CONSUMABLE/DESCRIPTION | ESTIMATED ANNUAL USAGE | ITEM COST | ESTIMATED ANNUAL PRICE (excluding VAT) |
| Insert as appropriate |  | £ | £ |
|  |  |  |  |
|  |  |  |  |
| TOTAL AMOUNT (EXCLUDING VAT) |  |  | £ |

**Reactive Maintenance (PHSO)**

|  |  |  |  |
| --- | --- | --- | --- |
| DELIVERABLE / WORKSTREAM ACTIVITY | NORMAL HOURS | OVERTIME (W/DAYS & SAURDAYS) | OVERTIME (SUNDAYS & BANK HOLIDAYS) |
| Electrician |  £ per hour | £ per hour | £ per hour |
| Plumber |  £ per hour | £ per hour | £ per hour |
| Maintenance Engineer |  £ per hour | £ per hour | £ per hour |
| Aircon/refrigeration Engineer | £ per hour | £ per hour | £ per hour |
| Handyman | £ per hour | £ per hour | £ per hour |
| Other (add as applicable) | £ per hour | £ per hour | £ per hour |

**Reactive Maintenance (PHSO) – Other Charges**

|  |  |
| --- | --- |
| DELIVERABLE / WORKSTREAM ACTIVITY | FEE |
| Call out  | £  |
| Travel  | £  |
| Mileage  | £  |

**Reactive Maintenance (PHSO) – On Costs**

|  |  |
| --- | --- |
| DELIVERABLE / WORKSTREAM ACTIVITY | Percentage Amount |
| Materials |  %  |
| Plant & Subcontractors  |  % |

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# Part 4 – Declarations

# FORM OF TENDER

To: **Parliamentary and Health Service Ombudsman**

 Floor 2, City Gate

 Mosley St Manchester

 M2 3HQ

Date: [ ]

**Contract Reference number PR2050 for the Provision of Cleaning and Maintenance Services**

I have examined the proposed Contract documents, and in compliance with your Instructions and Information on Tendering Procedures in this ITT, I have completed and now enclose all of the information called for.

I declare that I am not aware of any conflict of interest or any circumstances that could give rise to a conflict of interest in the performance of the proposed Contract.

I hereby offer to enter into a Contract with The Parliamentary Commissioners for Administration and The Health Service Commissioner for England upon the framework terms and conditions, for the Prices and Rates entered in the enclosed pricing schedule. I recognise that no other terms and conditions, nor any reservations that may be stated in any correspondence or other document emanating from me or my organisation in connection with the tender, shall be applicable to the Contract.

I warrant that I have all the requisite corporate authority to sign this tender.

I understand that PHSO are not bound to accept the lowest or any tender. I also understand PHSO has the right to accept only part of the tender unless I have expressly stipulated otherwise.

This tender shall remain open for acceptance by PHSO for a period of 90 days after the due date for return of tenders specified in your Invitation to Tender.

Signed: …………………………….………………………

Name: ……………………….……………………………

Date: ………………………….…………………………

In the capacity of: ………………………………………………………………………

Duly authorised to sign Tenders on behalf of:

Name of Organisation: ……………………………………………….………………

#  CERTIFICATE OF BONA FIDE TENDERING

To: **Parliamentary and Health Service Ombudsman**

 **Floor 2 City gate**

 **Mosley Street**

 **Manchester**

 **M2 3HQ**

Date: [ ]

**Contract Reference number PR2050 for the Provision of Cleaning and Maintenance Services**

I declare that this is a bona fide tender, intended to be competitive and that I have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person (‘person’ includes any persons, any body or association, corporate or incorporate) except as disclosed in this Certificate.

I declare that the Company is not aware of any connection with a member of PHSO’s staff which could affect the outcome of the bidding process.

I declare that I have not done and I undertake that I will not do at any time any of the following:-

 a) communicate to any person, including the addressee calling for the tender, the amount or approximate amount of the proposed tender;

 b) enter into any agreement or arrangement with any other person or body that he or it shall refrain from tendering or as to the amount of any Tender to be submitted;

 c) enter into any agreement or arrangement with any other person or body that we will refrain from tendering on a future occasion;

 d) offer or pay or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or causing any act of the kind described above to be done in relation to any other tender for the provision of the Goods/Services;

 e) canvas or solicit PHSO’s staff.

I understand that any instances of illegal cartels or market sharing arrangements suspected by the Customers will be referred to the Office of Fair Trading for investigation.

I understand that any misrepresentations may also be the subject of criminal investigation or used as a basis for civil action.

In this Certificate “agreement” or “arrangement” includes any transaction private or open, or collusion, formal or informal, and whether or not legally binding.

Signed: .……………………………………….……………

Name: ………………………………………………….……

Date: …..…………………………………………….……

In the capacity of: ……………………………………………………………………

Duly authorised to sign tenders on behalf of:

Name of Organisation: ……………………….……………………………………