

Tender Report

Fusion21 Cleaning & Washroom
Services Dynamic Purchasing System
Rooftop Housing Group
Ref: 16266

February 2023



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Document Control

Version	1
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	Name	Date
Author	Russell Gates	19 January 2023
Reviewed	Alex Daughtrey	23 January 2023
Member Approved For Issue	Simon Jarvis	6 February 2023

1. Project Particulars

Document Type	Tender Report
Project Ref	16266
Framework	Fusion21 Cleaning Dynamic Purchasing System
Fusion21 Member	Rooftop Housing Group 70 High Street, Evesham, Worcestershire, WR11 4YD
Issue Date	6 February 2023
Approx Value	£85,000.00 PA
Contract Term	3 + 2 Years
Fusion21 Management Fee	3.5%

2. Requirement

Rooftop Housing Group has a requirement for Communal Cleaning for their general need's and supported housing schemes.

3. Dynamic Purchasing System Background

In accordance with EU public procurement legislation a procurement exercise took place with a Contract Notice [2020/S 207-506379](#) published in the Official Journal of the European Union (OJEU).

Fusion21 assessed suppliers' competence to deliver services and meet the minimum requirements for the DPS. Suppliers were assessed on a pass/fail basis with regards to:

- Tender references to evidence previous good performance
- Relevant experience of the services required.

Collectively these form the Fusion21 Cleaning and Washroom Services DPS which is available for Fusion21 members to use.

4. Invitation To Tender

The following suppliers were identified on the Cleaning and Washroom Services DPS for the West Midlands Region as being capable of meeting the requirements of this competition and were therefore invited to tender on the 16 December 2022:

- Accuro FM Ltd
- Apleona HSG
- Chequers Contract Services Ltd
- Crystal Facilities Management
- Goshen Multiservices Group
- Heath and Wiltshire Ltd
- Intelligent Workplace Solutions Ltd
- Maxim Facilities Management Ltd
- Tenon FM Ltd
- Core Facilities Group Ltd
- Kindred

- Q3 Services Group Ltd
- Servo Securities Limited

The deadline for tender submissions was noon on the 12th January 2023. The ITT included 9 tender documents:

- 01 Invitation to Tender
- 02 Fusion21 Further Competition Standard Terms V1-1
- 03 Appendix B - Price Response Document
- 04 Appendix C – Certificates
- 05 Appendix D – Social Value Delivery Plan
- 06 Appendix E – Form of Contract (Chartered Institute Of Building, CIOB)
- 07 Rooftop Housing Communal Cleaning Specification
- 08 Key Performance Indicators
- 09 General Data Protection Regulations (GDPR)

5. Tender Returns

As per the tender instruction, all tenders were returned to Fusion21 by the tender deadline via the Delta eSourcing web portal and opened following the deadline instruction. Tender submissions were received from the suppliers listed below:

- Core Facilities Group Limited
- Servo Group

The tender submission from Servo Group was submitted late and incomplete and was therefore not accepted for evaluation.

Message Centre

← Message Centre

Direct Message: Delta eSourcing Notification: 16266 Rooftop Housing Group Cleaning DPS

☐ = Buyer ☐ = Supplier

Created Date	To/From:	Subject	Message	Read receipts
12/01/2023 13:07:48	To: laura@servo-group.co.uk From: russell.gates@fusion21.co.uk	RE: Delta eSourcing Notification: 16266 Rooftop Housing Group Cleaning DPS	Hi Laura Unfortunately the documents you have provided and attached are incomplete: 03 Appendix B Pricing Response Document - The tender correct template has not been used or has been altered and elements such as price for cleaning up to 50m2 and above 50m2 have been excluded and additional cleaning hourly rate are missing along with the entire summary page. 05 Appendix D Social Value Plan is missing. Incomplete or altered tender documents cannot be accepted. Kind regards Russell Gates	Read Receipts
12/01/2023 12:49:04	To: russell.gates@fusion21.co.uk From: laura@servo-group.co.uk	Delta eSourcing Notification: 16266 Rooftop Housing Group Cleaning DPS	Hi Russell, The portal crashed for me about 10 to 12, just as I was uploading the certificates. I can't submit it now unfortunately as the time has passed although I can get back on delta. I have attached our response instead. Thanks for your help Kind regards, Laura 04 Appendix C Certificates 16266.docx (221 KB) Copy of rooftop HousingCleaning 10-01-2023 updated.xlsx (13 KB) quality questions.docx (23 KB)	

Tenderbox: 16266 Rooftop Housing Group Cleaning DPS

[Hide Details](#)

Type: Invitation to Tender
Status : Evaluation Started
Contract Reference : 742155553

Opening Date : 16/12/2022 16:00
Closing Date : 12/01/2023 12:00
Access Code : AQ92PYCZ6M

Invited : 16
Responsees : 5
Submitted : 1

[Edit Details](#)

6. Evaluation Overview

The evaluation was carried out utilising the criteria below:

Award Criteria	Sub-criteria	Weighting Available
Quality	Method Statements	60%
Price		40%
		100%

6.1. Quality Evaluation – 60%

The quality evaluation was carried out through written answers to 5 quality questions supplied within tender document.

The questions can be seen in the table below.

Q	Title	Description	Weighting
1	Mobilisation	During the mobilisation period, from signing the contract to starting to supply services, what you would do (and how) to make sure you are prepared to take on the current services effectively, such that there is no discernible adverse impact on performance. What would you do and how, during the first six months of the contract, to achieve visible and timely improvements to the service?	12%
2	Contract Management	How do you manage contracts and the performance of those supplying the services? Please make sure your answer includes: <ul style="list-style-type: none">• 2 x References or testimonials from recent Contracts of a similar nature• Where (office location) you would manage the contract from• Experience and expertise of those you intend to deliver the contract.• How you would Manage the performance of the contract• How you would Manage/supervise those supplying the services including monitoring of attendance.	18%
3	Customer Service	This Contract requires working within predominantly occupied properties. As a result, customer service, information and managing expectations is critical.	12%

		Please outline from inception to completion the steps you will take to generate customer satisfaction, keep tenants/residents fully informed and to mitigate complaints. Outline your company's procedure in dealing with complaints from initial contact to complaint resolution identifying key personnel and level of authority.	
4	Health & Safety	What additional Health & Safety measures would you put in place when cleaning a building which houses a vulnerable demographic of residents and how would you monitor that these additional measures are being undertaken by your cleaning operatives?	12%
5	Social Value	<p>Rooftop Housing Group is committed to generating social value through procurement. Please describe how your organization could/will assist Rooftop Housing Group in creating and delivering social value, particularly any proposal you have for:</p> <ul style="list-style-type: none"> • Reducing economic exclusion through employment • Offering training to disadvantaged/excluded people. • Voluntary work opportunities for staff or community members • Work experience opportunities for socially- and economically excluded people and young people • Providing pre-employment support, advice, and guidance • Offering careers advice • Offering apprenticeships to economically excluded or disadvantaged people • Working with or assisting charities and other not-for-profit organizations 	6%

Suppliers' quality submissions were marked by 2 representatives of Rooftop Housing Group: Simon Jarvis and Will Simmons. The individual scores awarded were then moderated. The scores for each question multiplied by the relevant weighing and added together to arrive at the final score for each Bidder.

The Weighted Quality Scores can be seen in the table below.

Bidder	Weighted Quality Score
Core Facilities Group Limited	45.60

Please see Appendix A – Quality Evaluation Table for a detailed breakdown of the quality scores.

6.2. Price Evaluation – 40%

The prices for the tender were submitted in Appendix B and evaluated through a standard differential model (Lowest Price Submission divided by Evaluation Submission multiplied by weighting available (40%).

The total prices and the awarded score can be seen in the table below.

Bidder	Total Routine Cleaning Price	Total Additional Cleaning Price	Weighted Price Score
Core Facilities Group Limited	£78,855.55	£1,398.75	40

Please see Appendix B – Price Evaluation Table for a detailed breakdown of pricing information.

7. Final Evaluation

The total scores for each part of the evaluation can be seen in the table below.

Bidder	Weighted Price Score	Weighted Quality Score	Overall Total Score	Rank
Core Facilities Group Limited	40	45.60	85.60	1

8. Award Due Diligence

The following information was checked for Core Facilities Group Limited on 19 January 2023. The criteria for the colour coding is included in Appendix C.

Area	Assessment	Result	RAG
Financial	D&B Overall Business Risk Rating	Low-Moderate	●
Financial	D&B Failure Score	Moderate	●
Insurances	Employers Liability Insurance	£10m – Expiry 31/08/2023	●
Insurances	Public Liability Insurance	£5m – Expiry 31/08/2023	●
Insurances	Professional Indemnity Insurance	No current Indemnity Insurance	●
Registrations	ICO Registration	No. ZB376859: Expiry 18/08/2023	●

Core Facilities Group Limited Probability of Failure score is recorded at 0.63% against the Industry Average of 1.18%. The business has been trading since 2013 with no insolvency events associated with the business.

Core Facilities Group Limited do not currently hold Professional Indemnity Insurance, the Fusion21 DPS agreement requires £500,000 policy cover which Fusion21 recommend is evidenced before the signing and commencement of this project.

In compiling the above information Fusion21 has undertaken a basic due diligence exercise that indicates the financial stability and competency of the supplier identified for this contract. Members should satisfy themselves as to the level of diligence they require and the standing of the supplier before making an award decision.

9. Fusion21 Recommendation

Based on the results of the final evaluation of price and quality, Core Facilities Group Limited received the highest score and therefore represents the Most Economically Advantageous Tender. Fusion21 recommends **Core Facilities Group Limited** is awarded the contract for Communal Cleaning with Rooftop Housing Group.

Note: In accordance with regulation 112 of Public Contracts Regulations 2015 and Crown Commercial Services Procurement Policy Note [09/21](#), you may be required to publish a contract award on Contracts Finder. If so, please make sure you do this as Fusion21 is unable to do it for you.

Appendix A – Quality Evaluation Table

This table contains the moderated scores for each question as marked by Rooftop Housing Group.

Quality Evaluation (60%)						
Framework:	Fusion21 Cleaning DPS					
Lot:	Cleaning and Washroom Services					
Member:	Rooftop Housing Group					
Project Title:	Rooftop Housing Group Cleaning DPS					
Date:	16/01/2023					
Project Ref:	16266					
Scores						
Supply Partner	Question 1 Mobilisation	Question 2 Contract Management	Question 3 Customer Service	Question 4 Health & Safety	Question 5 Social Value	
The Core Facilities Group Ltd	5	3	4	3	5	
Weighted Scores						
Supply Partner	Question 1 Mobilisation	Question 2 Contract Management	Question 3 Customer Service	Question 4 Health & Safety	Question 5 Social Value	Total Weighted Quality Score (60%)
Sub-weightings:	12.0%	18.0%	12.0%	12.0%	6.0%	
The Core Facilities Group Ltd	12.00	10.80	9.60	7.20	6.00	

Appendix B – Price Evaluation Table

The table below contain the prices and the corresponding weighted scores.

Price Evaluation (40%)			
Framework:	Fusion21 Cleaning DPS		
Lot:	Cleaning and Washroom Services		
Member:	Rooftop Housing Group		
Project Title:	Rooftop Housing Group Cleaning DPS		
Date:	16/01/2023		
Project Ref:	16266		
Bids			
Supply Partner	Routine communal Cleaning	Additional Cleaning	
The Core Facilities Group Ltd	£ 78,855.55	£ 1,398.75	
Weighted Scores			
Supply Partner	Routine communal Cleaning	Additional Cleaning	Total Weighted Price Score (40%)
Sub-weightings:	38.0%	2.0%	
The Core Facilities Group Ltd	38.00	2.00	40.00

Appendix C – Due Diligence Criteria

Dun & Bradstreet Overall Business Risk Assessment

The Overall Business Risk is a high-level prediction of the company's risk of paying its bills extremely late, or its likelihood of going out of business. It is a comprehensive evaluation that considers factors such as trade payments, risk indicators, financial data, as well as a business' size and years in operation. It scores businesses on a five-point scale, from low to high risk, with additional statements describing the business's current and future health.

Low	Low-Moderate	Moderate	Moderate-High	High
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Further information about D&B's Risk Assessment: [D&B Business Credit Reports](#)

Dun & Bradstreet Failure Score

The D&B Failure Score predicts the likelihood that an organisation will obtain legal relief from its creditors or cease operations over the next 12 month period. The Failure scorecard also looks for events signalling the onset of failure, such as a meeting of creditors, administrator appointed, bankruptcy, receiver appointed, and petition for winding-up.

Failure Score	Probability of Failure
86-100	Minimum risk
51-85	Lower than average risk
11-50	Higher than average risk
1-10	High risk
-	Insufficient information

Further information about D&B's Failure Score: "[A Guide to Dun & Bradstreet's Predictive Indicators](#)".

Insurances and Accreditations

Fusion21's RAG colour coding is as follows:

Moderate risk would be where a certificate is due for renewal within 30 days or (for example) an inappropriate insurance cover level. High would be includes the unaccredited or the uninsured.

Low	Moderate	High
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