

**CR2022/23/091**

**OFFICE CLEANING AT NRS**

**TENDER SUBMISSION**

(Part B)

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| --- |
| **THIS DOCUMENT IS TO BE COMPLETED BY THE TENDERER**  **AND SUBMITTED TO FOREST RESEARCH** |

**Closing date for submission of Tender**

**[09:00], [Friday 19 May 2023]**

**NAME OF TENDERER:** …………………………………………………………………………

**Company Registration No:** ……………………………………………………………………

CR2022/23/091 May 2023

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This is Part B for completion by the Tenderer and return to the Customer in accordance with the instructions given in Instructions for completing and submitting a Tender (section 5 of the Invitation to Tender, Part A).

### PART B

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# 1. ORGANISATION DETAILS AND GENERAL INFORMATION

Questions within section A1 and A2 below are asked for information purposes only and the responses will not be evaluated. The answers do however give the evaluation panel an overview of the organisation and its structure, so it is important these are completed in full.

|  |  |  |
| --- | --- | --- |
| **A1.** | **ORGANISATION DETAILS** | |
| 1.1 | Please state the full name of the organisation submitting this Tender: | |
|  | |
| 1.2 | Please state the registered office address: | |
| Address:  Postcode: | |
| 1.3 | Please state the company registration number: | |
|  | |
| 1.4 | Please state the VAT registration number: | |
|  | |
| 1.5 | 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 the Customer? | YES / NO |
| If yes, please provide details: | |

|  |  |
| --- | --- |
| **A2.** | **CONTACT DETAILS (for communications, correspondence and enquiries relating to this Tender submission)** |
| 2.1 | Please state the contact’s name, and position within the organisation: |
| Name:  Position: |
| 2.2 | Please state the contact’s address: |
| Address:  Postcode: |
| 2.3 | Please state the contact’s telephone number: |
|  |
| 2.4 | Please state the contact’s email address: |
|  |

# 2. RESPONSE TO REQUIREMENT AND SPECIFICATION

### RESPONSE TO QUALITY QUESTIONS

Tenderers must provide method statements in response to the quality questions below, to describe how they will meet the requirements of the Contract. There are 7 quality questions in total.

Tenderers are required to respond to all of the quality questions below. Questions should be answered in full and should not refer to other documents or appendices.

In order not to make this document too lengthy the response boxes are currently at minimum size; Tenderers should expand the box to accommodate their response as needed. Tenderers are advised that their response should be detailed but concise, responding to the question as succinctly as possible.

When answering the quality questions Tenderers must make sure that they answer what is being asked. Anything that is not directly relevant to the particular question should not be included, but wherever possible Tenderers should demonstrate how they will go further than what is being asked for, to add value.

Tenderers should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses.

Each quality method statement will be evaluated individually, one by one in order. When scoring each statement, no consideration is given to information included in other answers so please do not cross reference to responses or information provided elsewhere in your Tender submission.

Tenderers are referred to section 4 of the Invitation to Tender (Part A) and reminded that evaluation of their quality method statements will account for 40% of their total Tender score.

Each quality question is given a relative importance weighting, on a scale of 10 (lowest) to 20 (highest) to reflect its significance in the evaluation. The question weighting is shown alongside each question.

| **Quality Questions** | |
| --- | --- |
| 1. | **Implementation**  Please provide full and accurate details of your proposed approach to the Specification at Section 2 of Part A of this ITT.  You are to outline any areas of the Specification where you are not able to fully comply.  Weighting 20 |
| Response: |
| 2. | **Managing Performance**  Please describe in detail your process for monitoring levels of service performance.  If an element of the service provision were to fail or drop below the required standard, please advise how you would respond to this.  Please describe how you would apply lessons learnt from any drops in performance.  Please describe your reporting process.  Weighting 20 |
| Response: |
| 3. | **Managing Customer Complaints**  Please describe in detail your process for customer complaints.  Your response should include, but not be limited to, the following:   * The proposed process for raising complaints, * How you would receive and log any complaints received, * Response times for responding to and resolving complaints, accounting for different severities of complaints.   Weighting 15 |
| Response: |
| 4. | **Employee Absence**  Please describe in detail your process for responding to employee absence to ensure the level of service performance remains unaffected. You are to provide details of any additional resource that you would be able to allocate.  Weighting 15 |
| Response: |
| 5. | **Sustainability**  Please describe in detail how you will offer a sustainable solution. This is to include but not be limited to the use of environmental cleaning products and the management of waste etc.  Weighting 10 |
| Response: |
| 6. | **Legislation**  Please describe in detail how you will ensure that the service delivered is in line with relevant legislation, policy guidance and governance framework requirements.  Your response should include how your organisation complies with the Government Buying Standard for Cleaning Products and Services and the Modern Slavery Act 2015.  Weighting 10 |
| Response: |
| 7. | **Social Value**  Tenderer’s will be evaluated on the specific Social Value proposals they would deliver if they were to win the contract. Please provide details of your specific Social Value offerings. Your response could include such areas as:   * Supporting local good causes, * Apprenticeship opportunities, * Representation of disabled people in the contract workforce, * Support for people returning to work, * Environmental benefits including working towards net zero greenhouse gas emissions.   You are to state ‘none’ if you are not offering any social value elements.  Weighting 10 |
| Response: |

# 3. PRICING SCHEDULE

### GUIDANCE

Tenderers are referred to section 4 of the Invitation to Tender (Part A) for further information on how price will be evaluated and are advised to ensure that they fully understand the evaluation methodology to be used to assess price.

Tenderers must take care to ensure they provide a price for each item/element of the pricing schedule as specified below. Failure to complete the pricing schedule in full may result in the Tender being rejected.

Please do not make any changes to the pricing schedule, the Customer will evaluate your Tender (and may award a Contract) on the basis that no such changes have been made.

In the event you are unclear with regards to any section, please do not hesitate to contact the Customer. Contact details are provided in the Invitation to Tender (Part A).

**PRICING SCHEDULE**

* 1. All prices quoted must be in Sterling and exclusive of VAT.
  2. Tenderers should satisfy themselves that they have understood the Specifications.
  3. Where any ambiguity or confusion exists, Tenderers are invited to contact the Customer responsible for this tender invitation as per the details on page 4 in the Invitation to Tender (Part A).

In all instances the prices tendered shall be deemed to be a fully inclusive rate, and will therefore include all costs for, transportation, delivery, reporting, administration, profit, overheads and any other costs incurred in supplying the service. All prices quoted should therefore be inclusive of all charges applicable to supplying the service.

**PRICING TABLE**

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Price (Ex VAT)** |
|  | Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 1. | Price per month: £ |
| Total per year: £ |
|  | Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 1. | Price per clean: £ |
| Total per year (x5 cleans): £ |
|  | Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 2. | Price per month: £ |
| Total per year: £ |
|  | Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 2. | Price per clean: £ |
| Total per year (x5 cleans): £ |
| 5. | **OPTION**. Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 3. | Price per month: £ |
| Total per year: £ |
| 6. | **OPTION**. Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 3. | Price per clean: £ |
| Total per year (x5 cleans): £ |
| 7. | **OPTION**. Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 4. | Price per month: £ |
| Total per year: £ |
| 8. | **OPTION**. Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 4. | Price per clean: £ |
| Total per year (x5 cleans): £ |
| 9. | **OPTION**. Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 5. | Price per month: £ |
| Total per year: £ |
| 10. | **OPTION**. Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 5. | Price per clean: £ |
| Total per year (x5 cleans): £ |
| 11. | **OPTION**. Total price for cleaning services (but excluding Window Cleaning) as per the specification at Schedule 3 to the Contract for Contract Year 6. | Price per month: £ |
| Total per year: £ |
| 12. | **OPTION**. Total price for Window Cleaning as per the specification at Schedule 3 to the Contract for Contract Year 6. | Price per clean: £ |
| Total per year (x5 cleans): £ |

### FURTHER PRICING INFORMATION

Please provide in the box below any further information you feel necessary to support your pricing schedule which you have not provided elsewhere. This could be any additional information that is relevant, a summary of any assumptions made, or any statements to support the information provided in the pricing schedule.

|  |
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|  |

# 4. FREEDOM OF INFORMATION EXCLUSION SCHEDULE

**PROVISION OF OFFICE CLEANING SERVICE FOR FOREST RESEARCH**

Tenderers’ attention is drawn to the Conditions of Tender and the Terms and Conditions of the Contract. Tenderers should state here which items of information (if any) supplied by them in their Tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the Freedom of Information Act. Tenderers should state why they consider the information to be confidential or commercially sensitive.

Disclosure of information is at the sole discretion of the Customer.

### COMMERCIALLY SENSITIVE INFORMATION

I declare that I wish the following information to be designated as commercially sensitive:

|  |
| --- |
|  |

The reason(s) it is considered that this information should be exempt under the Freedom of Information Act 2000 is:

|  |
| --- |
|  |

The period of time for which it is considered this information should be exempt is during the period of the Contract.

|  |
| --- |
|  |

Signed: ..................................................................................................................

Date: .....................................................................................................................

Name of Signatory: ................................................................................................. Name of Organisation: .............................................................................................

# 5. TENDERING DECLARATION

In response to the Invitation to Tender for the provision of Office Cleaning Service at NRS dated 02 May 2023, I/We, the undersigned, confirm that in submitting a Tender against this Contract that I/We

1. Undertake that this offer shall remain valid and open for acceptance for a period of 90 days from the date of submission unless specifically withdrawn in writing.
2. Understand that the Customer is not bound to accept any Tender it receives.
3. Certify that I/We have not done, and I/We will not, at any time before the notification of Tender results, do any of the following:
   1. Communicate to any person other than the person calling for the Tenders the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender is necessary to obtain insurance premium quotations required for the preparation of the Tender;
   2. Enter into any agreement or arrangement with any person that he/she shall refrain from Tendering or as to the amount of any Tender to be submitted;
   3. Offer to pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to this or any other Tender or proposed Tender for the said work any act or thing of the sort described above. In the context of this clause the word ‘person’ includes any persons and any body or association, corporate or unincorporate; and ‘any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.
4. Contract and agree, on the acceptance of this Tender, in whole or part, to perform the Services detailed in the Specification, at the prices and terms quoted, and in accordance with the Terms and Conditions.
5. Accept the Terms and Conditions, to which this Tender is my/our response, and I/we undertake to perform any Contract awarded as a result of this Tender in strict conformity with those Terms and Conditions.
6. Understand that my/our responses to the questions posed in this Invitation to Tender including any explicit or reasonably implied undertakings, will form part of any Contract subsequently entered into between myself/ourselves and the Customer.
7. Confirm that if our Tender is accepted we will, if required, upon demand:
   * 1. Produce evidence that all relevant insurances and compliance certificates with relevant legislation and policy are held and in force;
     2. Sign a formal Contract document if required;
8. Agree that unless and until a Contract is prepared and executed, this Tender, together with your written acceptance thereof, shall constitute a binding Contract between us.
9. Certify that the information supplied is accurate to the best of my/our knowledge and I/we accept the conditions and undertakings requested in this Invitation to Tender. I/We understand that false information could result in my/our exclusion from further participation in this and future Tender processes.

**This Tendering Declaration should be signed by a director, partner or other senior authorised representative in his/her own name and on behalf of the organisation.**

Signed: ................................................................................................................

Date: ...................................................................................................................

Name of Signatory: ...............................................................................................

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

# 6. ENCLOSURES CHECKLIST

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS TENDER.**

To ensure your Tender submission is evaluated properly, the Customer needs to have a complete response from you.

**Before returning this document, please check you have answered all sections and ensure that you have enclosed any relevant documents by completing the checklist below.**

Please tick the appropriate box where you have completed the section.

|  |  |
| --- | --- |
| **CHECKLIST:** |  |
| **Please also ensure that you have:** | **Tick Below** |
| Completed the Organisation Details section. |  |
| Answered all questions and provided responses to the method statement questions in section 2, Response to Requirement and Specification.  *(Your Tender will be non-compliant if you have not completed this schedule)* |  |
| Completed the pricing schedule in full as directed.  *(Your Tender will be non-compliant if you have not completed this schedule)* |  |
| Completed the Freedom of Information Exclusion Schedule. |  |
| Signed the Tendering Declaration.  *(NB it must be signed by suitably senior personnel as directed)* |  |