

REQUEST FOR QUOTATION

PROJECT / PROCUREMENT TITLE:	Stockport Homes Group Fire Fighting Equipment Inspection Contract
REFERENCE NUMBER:	FFERFQ042017
ISSUED BY:	Stockport Homes Group
DATE OF ISSUE:	Tuesday 2 nd May 2017
CONTACT DETAILS:	Stockport Homes Group Property & Maintenance Services Unit 9 Southside Bredbury Park Industrial Estate Bredbury Stockport SK6 2SP 0161 218 1481 kate.crowther@stockporthomes.org
QUOTATION RETURN DATE & TIME:	Tuesday 16 th May 2017 by 9am
DOCUMENTATION REQUIRED:	We require an electronic version of your submission, emailed to kate.crowther@stockporthomes.org
FRAMEWORK AGREEMENT DETAILS:	N/A
TERMS AND CONDITIONS OF CONTRACT	Stockport Homes Standard Terms and Conditions of Contract for Services shall apply. A copy is attached with this document (Appendix B). The winning supplier may also be required to complete a Supplier Questionnaire Form - http://www.stockporthomes.org/corporate/working-with-us/contracts-and-tenders/

PROJECT/PROCUREMENT DETAILS

1 EXECUTIVE SUMMARY

Stockport Homes Group (SHG) is seeking quotes to give qualified companies the opportunity to be considered to enter into a four year contract with SHG to deliver a portable fire fighting equipment service regime in a selection of SHG buildings and community centres. The contract will also include for delivering a service regime to 3rd party customers to which SHG deliver facilities management services to through a service level agreement, this currently includes schools and elderly persons care homes. The successful contractor will also be expected to provide a call out service during working hours to refill used fire extinguishers or repair faulty equipment.

2. AIMS AND OBJECTIVES

The aim of the contract is to ensure that all portable fire fighting equipment installed within SHG buildings, community centres and the buildings of 3rd party customers is tested and maintained in line with the British Standard Code of Practice (BS5306 Part 3). The contract will also ensure that all portable fire fighting equipment provision within the buildings is in line with the Regulatory Reform (fire safety) Order: 2005 at all times.

3. CRITICAL ISSUES

Monitoring arrangements

Call outs will be issued with an expected maximum timescale of 24 hours to react.

ALL service visits must be completed within the month due.

The successful contractor's performance will be monitored against feedback from staff and users of the facilities, alongside the above response times.

Payment Terms

The successful contractor should supply an electronic consolidated invoice on a monthly basis, by the 15th of the month following completion of works. For example all works completed in April would be invoiced as a consolidated monthly charge by 15th May. SHG operate on the basis of 30 day payment terms.

Health and Safety Requirements

Risk assessments – the successful contractor will be expected to complete site specific risk assessments for the work to be carried out

Accident Reporting – Any accidents that take place on SHG property or during work carried out on behalf of SHG must be reported to the Mechanical Manager.

The successful contractor must to be an approved member of one of the following bodies:

- CHAS
- Construction Line
- Safe Contractor

There may also be a requirement to complete and have verified the SHG Supplier Questionnaire Form before contract commencement.

Standards and Regulations

The contractor shall ensure that their response allows compliance with the following standards, for duration of the contract:

1. British Standard Code of Practice (BS5306 Part 3) - Fire extinguishing installations and equipment on premises. Maintenance of portable fire extinguishers. Code of practice
2. Regulatory reform (fire safety) Order: 2005.
3. The Management of Health & Safety at Work Regulations: 1999, as amended.

Safeguarding

The successful contractor must comply with the requirements on SHG's Safeguarding Policy – a copy of which can be obtained from SHG upon request. In addition it is expected that any contractor employees carrying out service or call out visits to schools have been DBS checked and approved.

Asbestos

Asbestos Containing Material's (ACM's) may be present within, or adjacent to the area of work. The successful contractor will be given access to the SHG asbestos management web portal and will be expected to check the asbestos register for each premise, prior to starting work. Care and attention is required at all times. Where the contractors' operative believes that ACM's are present they are to stop work immediately, close off the area and inform the Mechanical Manager.

Prior to carrying out any works on site that will disturb the fabric of the building, including but not limited to the floors, walls and ceilings, the contractor shall notify the Mechanical Manager at SHG.

4. SPECIFICATION

The supplier is required to provide the following services:

- **Programme of Works**

The successful contractor will be responsible for ensuring all portable fire fighting equipment within the schedule of buildings are tested and maintained in line with British Standard Code of Practice (BS5306 Part 3).

In addition the contractor will ensure that all portable fire fighting equipment provision within the buildings is in line with the Regulatory Reform (fire safety) Order: 2005 at all times.

The current schedule of building is:

- SHG buildings – 73 sites
- SHG community centres – 9 sites
- 3rd party customer buildings – 62 sites

These volumes may fluctuate throughout the terms of the contract and the successful contractor would be expected to adapt accordingly.

The successful contractor will be expected to provide an annual service visit to each building. In addition the successful contractor must be able to provide a call out service during working hours (Mon-Fri 8:00am – 5:00pm).

The successful contractor will be required to provide a certificate of inspection, listing all the equipment inspected and confirming that they have been inspected and serviced in accordance with BS5306 Part 3. If there are found to be any non-conforming items of equipment details should be given of the remedial work carried out/required to bring up to standard.

Within SHG buildings and community centres, all non-conformities, up to the value of £250, should be carried out on the inspection visit and detailed as such on the certificate of inspection.

For inspections in 3rd party customer buildings, a quotation will need to be provided to address all non-conformities and a separate order will be given for their completion upon SHG receiving approval for the works. Upon completion of an inspection in a 3rd party customer building, the inspecting engineer should also offer to provide the building manager with a summary and explanation of non-conformities found.

All quotations for 3rd party customers or for work over £250 in SHG buildings and community centres should be issued within 3 working days. Where an order is subsequently provided to carry out the quoted works, work should be completed within 5 working days.

The contractor will be responsible for arranging access for service visits and call outs with the relevant building manager and contact details will be provided by SHG. In the event of the contractor being unable to make access arrangements or gain access the contractor must inform SHG immediately.

Following each annual service visit the contractor is required to provide an up to date asset register detailing – location of equipment, type of equipment (e.g. 2kg carbon dioxide extinguisher) , date of installation, action carried out on service (e.g. recharged, visual, basic service), year next service exchange due.

- **Call Out Service** – the successful contractor shall provide a call out service during working hours to refill used fire extinguishers or repair faulty equipment.
- **Invoices** - The successful contractor should supply an electronic consolidated invoice on a monthly basis, by the 15th of the month following completion of works.
- **Paperwork** – All certificates of inspection and accompanying asset registers should be provided electronically as individual documents, by the 15th of the month following the service visit. SHG request that any hand written documentation be legible and reserve the right to reject paperwork if not. Where a quotation is required, this should be provided electronically along with a copy of the relevant certificate of inspection.
- **Resources** – the successful contractor shall appoint a Contract Manager, who will hold regular meetings with SHG as deemed appropriate. The successful contractor shall provide all labour, materials etc. to carry out the required work. The use of subcontractors for contract delivery is not permitted during the term of the contract unless approval is given by SHG.

- **Personnel** – The successful contractor shall ensure that the personnel employed on the contract are suitably trained, experienced and capable of carrying out the work in every respect. The successful contractor must provide documentary evidence indicating the competence of the personnel employed on this contract as requested. The successful contractor shall ensure all its personnel who carry out work on this contract have photographic ID. The use of apprentices is encouraged on this contract.
- **Membership of Regulatory Bodies** - It is a requirement that all personnel carrying out the service visits and call outs are qualified BAFA Registered Fire Extinguisher Servicing Technicians. In addition the successful contractor must also be an approved member of one of the following:
 - CHAS
 - Construction Line
 - Safe Contractor

It is also expected that the successful contractor will be proactive in informing SHG on any changes to British Standard Code of Practice (BS5306 Part 3), Regulatory Reform (fire safety) Order and industry best practice and advising on any changes required to working methods or procedures as a result.

- **Performance Management – Key Performance Indicators (KPI's)**
Performance will be reported monthly in an electronic format by the contractor and then reconciled at the quarterly review meetings with SHG. The contractor is to submit a monthly KPI report detailing their performance against the parameters laid out below.
 - Call out – Response times – target – maximum 24 hours
 - Servicing within schedule – progress against programme – target - 100%

Should performance be unsatisfactory then SHG will reserve the right to issue notice and terminate the contract.

SHG reserve the right to require additional monitoring information throughout the duration of the contract.

5. CONTRACT MANAGEMENT

Successful delivery of the contract specification will be overseen by the SHG Mechanical Manager and the successful contractors Contract Manager. The Contract Manager will be expected to ensure contract delivery in line with the agreed KPIs and to be an available point of contact for any contract/customer issues or technical advice required. It would be expected that all requests for information, advice or response would be provided by the Contract Manager within no more than 3 working days.

6. CONTRACT PERIOD/TIMESCALES

It is anticipated that the contract will commence on 1st June 2017 and be for a period of 4 years terminating on 31st May 2021, subject to satisfactory performance and pricing.

SUPPLIER RESPONSE

7. FORMAT OF QUOTE

Your quote should be structured as follows:

- Introduction and organisational background
- Confirmation of classification of your Organisation
 - ie Voluntary, Community and Social Enterprise (VCSE);
 - Small or Medium Enterprise (SME)
- Contract delivery outline – provide an outline of your proposal that demonstrates a clear understanding of what is required in terms of the delivery of the contract specification.
- Your proposals for meeting the contract specification, and a method statement outlining “how” you propose to meet each of the requirements.
- Demonstration of experience of providing similar services (A4 page summary of experience) including CVs of key personnel who will be engaged in the delivery of the contract (one A4 page summary per person)
- References of 2 contracts awarded within the last 2 years for the delivery of similar services to those required be quoted for.
- Pricing (*see section 8*)
- Agreement and acceptance to the Terms and Conditions of Contract (without amendment) as outlined below.

8. PRICING

You should price as per Appendix A and supply in excel format.

9. TERMS AND CONDITIONS

The attached Terms and Conditions of Contract (Appendix B) will apply to any subsequent contract that may be awarded as a result of this request for quote (RFQ) process

Each supplier shall be deemed to have satisfied itself before submitting a proposal as to the accuracy and sufficiency of the price stated in its proposal, which shall (unless otherwise provided) cover all obligations under the contract.

The prices in the Pricing Schedule shall include for all works shown or described in the Contract as a whole and for all works not described but apparent as being necessary for the complete and proper execution of the Contract.

SHG shall not be under any liability in respect of any expenses or losses that may be incurred by the supplier in the preparation and submission of its proposal and any further costs incurred prior to the appointment of providers of the services specified under the contract

**SHG shall not be bound to accept any submission in response to this RFQ.
SHG also reserves the right to accept all or any part of a quote.**

Suppliers must confirm their agreement and acceptance to the Terms and Conditions of Contract (without amendment) as outlined above.

10. EVALUATION OF QUOTES

The evaluation criteria described in this RFQ will be used to inform the final decision as to which supplier will be awarded the contract.

Each criteria within this RFQ will be weighted as follows:

Criteria for assessment	Weighting
Accreditation with one of the following: <ul style="list-style-type: none"> ○ CHAS ○ Construction Line ○ Safe Contractor 	Pass/Fail
Evidence that all personnel carrying out the service visits and call outs are qualified BAFE Registered Fire Extinguisher Servicing Technicians.	Pass/Fail
Confirmation that employees carrying out service or call out visits to schools have been DBS checked and approved	Pass/Fail
Knowledge and expertise of the subject area	5%
Supplier's proposal in meeting the requirements of the contract specification.	20%
Supplier's workplan and proposed resource to deliver the contract	15%
Costs and subsequent value for money offered.	60%*
Agreement to the Terms and Conditions of Contract	PASS/FAIL
TOTAL	100%

Scoring Mechanism

The following methodology will be used in scoring the responses to this Request for Quote (RFQ)

Assessment	Detail	Score
Excellent	Demonstrates clearly and convincingly how all SHG's requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver the services in an excellent way and with excellent value for money for SHG	9 - 10
Good	Demonstrates how nearly all of SHG's requirements in the area being evaluated will be delivered in accordance with the Contract Documents so as to deliver the services to a good standard	7 - 8
Minor reservations	Demonstrates how a majority of SHG's requirements in the area being evaluated will be delivered in accordance with the	5 - 6

Assessment	Detail	Score
	Contract Documents so as to provide a reasonable standard of delivery of service	
<i>Significant reservations</i>	Provides only limited assurance that SHG's requirements in the area being evaluated will be delivered in accordance with the Contract Documents, so as to result in a mediocre standard of delivery of the service	3 - 4
<i>Poor</i>	Either no answer is provided or the answer completely fails to demonstrate that any of Magenta Living's requirements in the area being evaluated will be delivered in accordance with the Contract Documents	1 - 2

*Price will be evaluated based on % variance from the lowest price