

**CR2022/23/091**

**OFFICE CLEANING AT NRS**

# INVITATION TO TENDER

(Part A)

**Closing date for submission of tender**

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

CR2022/23/091 May 2023

## CONTENTS

This document is in two parts:

### PART A

Part A is the Invitation to Tender and provides all the background information, a description of what is required, and an overview and instructions for the completion and submission of the tender document. Note: Part A does not need to be returned to the Customer.

### Contents

1. INTRODUCTION ............................................................................................... [4]
2. REQUIREMENT ................................................................................................ [6]
3. PROCUREMENT PROCESS ............................................................................ [14]
4. EVALUATION OF TENDERS ............................................................................ [15]
5. INSTRUCTIONS FOR COMPLETING AND SUBMITTING A TENDER ........... [20]
6. CONDITIONS OF TENDER .............................................................................. [22]
7. TERMS AND CONDITIONS .............................................................................. [24]

### PART B

Part B is the Tender Submission Document, and this should be completed in full and returned in advance of the deadline, in accordance with the instructions given (see section 5, Instructions for completing and submitting a tender).

**APPENDICES (SUPPLIED SEPARATELY)**

Appendix A Terms and Conditions

## GLOSSARY OF KEY TERMS

A detailed description of the requirement, together with formal definitions of the most important terms and phrases, are given in the rest of the document. For Tenderers’ convenience however, the following key terms, which are used throughout this document, are defined as follows:

|  |  |
| --- | --- |
| **Contract**  | means this specific contract let by the Customer.  |
| **Customer**  | means Forest Research.  |
| **Framework**  |  Not used.  |
| **Framework Agreement**  | Not used. |
| **Further Competition**  | Not used.  |
| **Invitation to Tender**  | means this document, inviting Tenderers to submit a Tender.  |
| **Service Provider(s)** | means the Service Provider appointed by the Customer as a result of this Invitation to Tender. |
| **Services**  | means the requirements of the Customer (as appropriate) for the Services from time to time as detailed in Section 2 of this document, Requirement. |
| **Social Value** | means the wider financial and non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment as outlined within The Public Service (Social Value) Act 2012.] |
| **Tender**  | means the Tender submitted by the Service Provider to the Customer.  |
| **Tender Submission Document**  | means the submission document that should be completed in full by Tenderers and returned in advance of the tender deadline, in accordance with the instructions given (see Section 5, Instructions for completing and submitting a tender).  |
| **Tenderer**  | means an organisation that submits a completed Tender in response to this Invitation to Tender document. |
| **Terms and Conditions** | Means the terms on which the Service Provider shall provide Services to the Customer, as set out in Appendix A to this Invitation to Tender |

## 1. INTRODUCTION

This is an Invitation to Tender with information, instructions and guidance provided in Part A, following consideration of which the Tender Submission Document (Part B) should be completed and returned by all Service Providers who wish to tender for the requirement described in the following pages.

### OVERVIEW

Forest Research (FR) is the research agency of the Forestry Commission and is Great Britain’s principal organisation for forestry and tree related research. It operates from two principal research stations one of which is the Northern Research Station (NRS) in Roslin, Edinburgh.

There is a requirement for a Service Provider to provide a domestic cleaning service at NRS. This is required five evenings a week, Monday to Friday, between the hours of 1645 (4.45pm) and 1845 (6.45pm). It is estimated that 6 cleaners will be required but it is for Tenderers to determine the numbers required to carry out the Services and they should state that number in their tender response.

### DURATION

The Contract will be established for an initial period of 2 years with an option to extend for further periods up to a total of 4 years taking the Contract term to a maximum of 6 years. The Contract is intended to start on 16 June 2023 or as otherwise agreed.

Any subsequent extension to the Contract will be agreed between the Customer and the Service Provider. It is likely that the Customer will seek the Service Provider to demonstrate improvements and/or price reductions before considering an extension. For any extension(s) to the Contract, discussions with the Service Provider shall be conducted sufficiently far in advance of the Contract expiry date to arrive at an agreed position.

### QUESTIONS AND CONTACT DETAILS

All requests for clarification (whether in relation to this document, the requirement, or the Tender Submission Document) should be submitted as soon as possible in writing by email (using reference CR2022/23/091) to:

|  |  |  |
| --- | --- | --- |
|  | **Primary contact**  | **Secondary contact**  |
| **Name**  | Lucy Penny | John Strachan  |
| **Position**  | Procurement Manager  | Facilities Manager  |
| **Tel**  | 07557 210071 |  |
| **Email**  | lucy.penny@forestresearch.gov.uk | John.m.strachan@forestresearch.gov.uk |
| **Address**  | 620 Bristol Business ParkColdharbour LaneBristolBS16 1EJ | Northern Research StationRoslin Midlothian EH25 9SY |

A copy of all questions and answers raised will be maintained and distributed periodically to all recipients of the Invitation to Tender. If the Tenderer expresses that the question is confidential and the Customer agrees that it is then the response will be sent only to the Tenderer raising the question.

The Customer will circulate a complete list of answers via email to all questions submitted by (up to and including) 09:00 (9am) on Friday 12 May 2023.

Questions received after this date may not be answered.

If you do not wish to submit a Tender, please notify the Customer by emailing lucy.penny@forestresearch.gov.uk and quoting the tender reference number. Under no circumstances should you pass this document on to a third party.

## 2. REQUIREMENT (including Specification)

### Background

Forest Research (FR) is the research agency of the Forestry Commission and is Great Britain’s principal organisation for forestry and tree related research. It operates from two principal research stations one of which is the Northern Research Station (NRS) in Roslin, Edinburgh.

There is a requirement for a Service Provider to provide a domestic cleaning service at NRS. This is required five evenings a week, Monday – Friday, between the hours of 1645 (4.45pm) and 1845 (6.45pm).

General Specification

Service Providers are to comply with the latest regulations, legislations and British Standards applicable to their industry. All British and European standards, regulations and legislations referred to shall mean the latest published edition including all revisions and amendments.

All staff engaged by the Service Provider in connection with the provision of services must be appropriately trained, qualified, skilled and experienced to carry out their duties. They should demonstrate a courteous, friendly and professional manner.

The Service Provider will ensure that all staff employed in the provision of services undergo DBS checks to enhanced level prior to commencement of employment and subsequently at three-yearly intervals.

Adequate numbers and types of staff, together with adequate staff supervision and management must be provided at all times of service provision.

Staff must be appropriately attired at all times, including the wearing of uniforms and identity badges where required under a specific contract.

The Service Provider will give notice to the appropriate Customer in the event that any staff member becomes aware that they are carrying or suffering from any disease or condition which is notifiable under legislation.

The Customer may request the removal from the service of any of the Service Provider’s staff whom the Customer reasonably believes to be unsuitable. Such a request may be made if the Customer considers the staff member to be insufficiently skilled or competent, or to be guilty of misconduct (for example, but not limited to, assault or abuse; racial or sexual harassment; theft).

The Service Provider must have a formal complaints procedure in place, which must facilitate the appropriate handling, documenting and resolution of all complaints received from the Customer.

Generally, the Service Provider will cooperate in all ways as may reasonably be expected in respect of the interests and wellbeing of the Customer premises.

The Service Provider will have an effective management process in place to ensure that all staff receive regular performance reviews to ensure they are able to carry out their duties effectively. The Service Provider will be required to produce evidence of effective contract management performance by agreeing objectives, targets, and key performance indicators with the Customer prior to the start of the contract. Unless agreed otherwise, a monthly or quarterly reporting process will be agreed and then closely monitored.

The Service Provider will ensure that a dedicated contract manager is appointed and made available to Customers. The appointed contract manager will attend monthly, quarterly or annual meetings as required by the Customer at no additional cost.

The Service Provider will provide, where necessary, a monthly report to the Customer illustrating their performance against the standards set and any additional information which may be required.

Specification

The Service Provider shall carry out cleaning services in accordance with the Customer’s specification. This may include but is not limited to:

* The washing, buffering, mopping, sweeping and vacuuming of floors;
* The cleaning and vacuuming of mats and matwells;
* The cleaning of walls including paint work, doors, door frames, window frames and similar related items;
* The cleaning of furniture, fixtures and fittings including vertical and horizontal surfaces, tables, desks, chairs, filing cabinets, cupboards, lockers, shelves, ledges, skirting boards, radiators, pipes, fire extinguishers, light switches, hand rails, balustrades and any other similar or related items;
* The cleaning of internal glazing including mirrors, windows, glass doors and partitions;
* The cleaning of windows externally and cleaning of external areas.
* The cleaning of basins and general fittings including wash and hand basins, splash-backs, pipes, plugs, sink units, taps and drinking fountains, shower fittings, soap dispensers, towel dispensers and cabinets, hand dryers, toilet roll holders, sanitary towel disposal units and any other similar or related items;
* The cleaning of toilets including urinal channels and bowls, WC pans, seats, seat hinges, handles and chain and cubicle walls;
* The internal and external cleaning of microwave ovens, refrigerators, cookers and any other similar related items;
* The emptying and cleansing of waste bins;
* The wiping and sanitisation of phones and any other similar related items; and
* The polishing of bright metal work

The Service Provider shall carry out cleaning services on the days and times specified by the Customer. The Service Provider will provide additional cleaning services to the Customer where services are required outside the normal operating hours, or where emergency work is required.

All services performed by the Service Provider shall be in accordance with good industry practice, and all statutory and legal legislation in connection with the provision of cleaning services.

The Service Provider shall at all times comply with the Customer’s health and safety policy manual and environmental policy.

The Service Provider shall use their best endeavours to ensure that during the periods set aside for daily cleaning there will be minimum disruption to individuals occupying the Customer’s premises, and that the health and safety of these individuals are protected.

**Scheduling of work**

The Service Provider shall provide detailed work schedules for each of the Customer’s premises. These must be available for inspection prior to commencement of the Customer’s contract. The schedule of works shall commence on a day to be agreed with the Customer and shall continue without interruption, except for where a break has been agreed by the Parties. In the event of an agreed break, work shall be resumed immediately after the expiration of the agreed break.

**Security**

The Service Provider shall at all times comply with the Customer’s security procedures as may be in force from time to time or as may otherwise be directed by the Customer.

The Service Provider shall ensure that any persons at the Customer’s premises are not put at risk because of their activities or their failure to act.

The Service Provider may be required to open and close the Customer’s premises to enable them to carry out their cleaning duties. Security checks shall be carried out by the Service Provider’s staff when leaving areas following completion of their cleaning tasks, but in this instance, security shall be deemed to mean lights off, windows closed and secured, doors closed and locked if such is the requirement of the Customer.

The Service Provider’s staff may be responsible, if requested by the Customer, for the safekeeping of any keys or locks and any identity passes provided to it by the Customer. The Service Provider shall ensure that the Customer is informed immediately of the loss of any such keys, locks and identity passes and shall bear the cost of any replacements and any reasonable security measure implemented as a result of such loss. The Service Provider’s staff may also be responsible for the disabling and setting of alarm systems and the resetting of video security tapes if so required by the Customer.

The Service Provider shall immediately inform the Customer of any fault with door locks, window catches, alarm systems or video security system.

Under no circumstances shall the Service Provider’s staff:

* disclose any security or key pad codes to any unauthorised persons; or
* loan or supply keys / identity passes for access to the Customer’s premises to any unauthorised persons.

The Service Provider will be liable for any loss, damage or expense caused as a direct result of:

* the Service Provider’s staff failing to properly secure the Customer’s premises;
* the Service Provider’s staff failing to properly carry out any of the other duties so required by the Customer;
* the Service Provider’s staff having disclosed security or key pad codes to unauthorised persons; and
* the Service Provider’s staff having loaned or supplied keys to the Customer’s premises to unauthorised persons.

In the event of the Service Provider’s staff triggering any alarm systems, the Service Provider will be liable for any costs incurred as a result of this and/or for any alternative security measures required.

The Service Provider’s staff must immediately report to the Customer any incidents of damage, vandalism, or irremovable graffiti which they encounter during the course of their cleaning duties. In the event of a break in, the Service Provider’s staff should not interfere with any possible evidence but contact the Police and the Customer as soon as possible.

The Service Provider will be responsible for the security of its own material, consumables and equipment used in the provision of the service and the Customer will not be under any liability in respect thereof whatsoever.

**Cleaning materials and consumables**

All costs for the supply of materials, consumables and equipment shall be included in the daily cleaning service, unless otherwise agreed with the Customer.

The Service Provider shall provide and use all materials and equipment it considers necessary to clean the different fabrics encountered in the Customer’s premises to achieve the performance requirements as specified by the Customer while ensuring that the existing condition and appearance of all cleaned items and surfaces are not degraded in any shape, appearance or construction and that the life expectancy of the fabric of the premises is not diminished in any way as a direct result of the Service Provider’s cleaning operations. The Service Provider will be liable in respect of any damage done to cleaned items or surfaces if the products used are not designed for the application made or else by spillage of products or lack of due care in applying a product.

The Service Provider is required to notify the Customer of all cleaning materials proposed to be supplied and used by the Service Provider in connection with the performance of the Customer’s contract which must be approved by the Customer prior to use.

Further the Service Provider shall:

* when requested provide free of charge samples of all such products intended for use to include the name and contact details of the manufacturer including the relevant manufacturers data / COSHH sheets; and
* provide information relating to the biological nature of the product and details of their intended use.

**Cleaning machinery and equipment**

The Service Provider shall provide all machinery and equipment considered necessary by the Service Provider to provide cleaning services to the Customer. All equipment supplied for use under the Customer’s contract shall be maintained in the appropriate manner required for the delivery of the services free from defect, safe and clean and where necessary, maintained and tested in accordance with the manufacturers recommendations or as deemed necessary by the Service Provider ensuring its equipment is fully compliant with all legislative requirements.

The Service Provider shall at all times hold sufficient spares, replacement parts and stock to ensure there are no delays in delivering the services.

When any item of equipment is found to be faulty, the Service Provider shall ensure that the offending item of equipment is immediately isolated from use and replaced with an alternative to ensure service delivery is not compromised.

The Service Provider is encouraged to propose alternative equipment and materials that they can show will benefit the long-term economic management of the Customer’s premises.

**Use of the premises**

The Service Provider’s personnel shall be confined to the area(s) of the premises allocated by the Customer.

The Service Provider will be responsible for ensuring that all its equipment, materials and consumables are kept locked away when not in use. The Service Provider will also ensure that all storage cupboards used for the storage of equipment, materials and consumables are locked when the Service Provider’s personnel are not on site.

The Service Provider shall ensure that all equipment, materials and consumables are maintained and stored in a safe manner and in accordance with the Customer’s requirements and conform to all relevant legislation.

Any equipment, materials and consumables being held by the Service Provider on the Customer’s premises shall be deemed to be intended for use by the Service Provider in the performance of his obligations under the Customer’s contract.

**Sustainability**

If within the contract period the Customer introduces a scheme for more efficient energy consumption, then the Service Provider will co-operate in the implementation of any such scheme.

The Service Provider shall not use aerosols which use Chlorofluorocarbons (CFCs) as propellants.

The Service Provider shall avoid products which are purely cosmetic and have no hygienic purpose such as air fresheners unless specified by the Customer, in which case the quantities used should be kept to a minimum.

The Service Provider shall seek to use products where clear instructions, packaging and/or the design of the product itself help to avoid using more than is necessarily required.

Service Providers are encouraged, where practical:

* to use refillable containers; and
* to use pump action (also called trigger action) sprays or alternative products which are wiped or brushed on in preference to aerosols.

The Service Provider shall properly dispose of any waste (arisings) generated on the Customer’s premises during the delivery of cleaning services as required by the Environmental Protection Act 1990 and implemented by the Environmental Protection (Duty of Care) Regulations 1991.

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| CLEANING SPECIFICATION – KITCHEN / CANTEEN SEATING AREA |
| TASKS | FREQUENCY |
| * Clean all worktops and cupboards doors, including integrated fridge doors with a neutral detergent.
 | Daily |
| * Clean trays which hold containers of tea/coffee by wiping with a wet cloth and neutral detergent.
 | Daily |
| * Clean daily, inside of all microwaves with a wet cloth and neutral detergent.
 | Daily |
| * Clean sink, draining board and splash backs with a neutral detergent.
 | Daily |
| * Load/unload dishwasher and put all crockery/cutlery into drawers and/or cupboards provided.
 | Daily |
| * Wipe with a wet cloth and neutral detergent all appliances, including microwaves, coffee machine, then dry polish.
 | Daily |
| * Empty general and recycling bins.
 | Daily |
| * Vacuum/sweep floor and mop with a neutral detergent.
 | Daily |
| * Clean all door handles and door plates.
 | Daily |
| * Clean kitchen sink and fittings
 | Daily |
| * Clean inside of all fridges with a wet cloth and neutral detergent.
 | Weekly (Friday) |
| * Dust all baseboards, ledges, and other low-level surfaces
 | Weekly |
| * Empty all cup recycling bins of their contents.
 | Weekly |
| * Fridges will be emptied monthly by cleaning staff of all items apart from semi-skimmed milk provided by FR.
 | Monthly |

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| CLEANING SPECIFICATION – TOILETS |
| TASKS | FREQUENCY |
| * Wash with hot water and a neutral detergent all sink units and work top surfaces in all toilets on site.
 | Daily |
| * Urinals and toilet bowls should be cleaned, sanitised, with a neutral detergent.
 | Daily |
| * Wall units should be wiped down with a dry cloth and neutral detergent.
 | Monthly |
| * Paper towel dispensers/toilet paper dispensers/pipework/cisterns/doors and vending machines should be wiped down with a hot wet cloth using neutral detergent.
 | Daily |
| * Mirrors wiped with damp cloth and dry polish.
 | Daily |
| * Toilet paper/paper towels – to be replenished with stock provided by FR. Do not overfill units.
 | Daily |
| * Floors – all floors swept and/or vacuumed and washed with sanitising agents.
 | Daily |
| * Ceramic tile surfaces (not above 1.83m height). Wash down using a neutral detergent.
 | Weekly |
| * Showers (including shower heads) – clean with hot water and neutral detergent.
 | Weekly |
| * Skirtings – dust.
 | Weekly |
| * High Level Dusting – dust with a flick mop.
 | Weekly |

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| CLEANING SPECIFICATION – RECEPTION, OFFICE, NEW BUILD, MEETING ROOMS AND LAB AREAS |
| TASKS | FREQUENCY |
| FURNITURE |
| * Dust and dry polish. This includes the area in and around Reception, all desks and other furniture within each room.
 | Daily |
| * Upholstered cloth covered chairs – brush and vacuum clean.
 | Daily |
| * Chairs (air permeable and expanded PVC covered) – clean with 1% solution of neutral liquid detergent in water, rinse in cold water and dry.
 | Daily |
| FLOORS |
| * Vacuum all carpeted floors, including the front entrance mats. All other surfaces to be swept and mopped daily, which will include all bathrooms/shower rooms, labs, some corridors. Ensure no mops/buckets are left in any area, return to cleaning cupboard.
 | Daily |
| TELEPHONES |
| * Dust and sanitise with damp soft, clean cloth.
 | Daily |
| DOORS |
| * Doors including kicking plates and surrounds, dust and remove all dirty marks with a clean hot cloth using a neutral detergent.
 | Daily |
| RADIATORS |
| * Radiators, service pipes, fire appliances, handrails, ledges (including window ledges and frames), locker tops, cabinets & presses up to a height of 1.675m. Wipe clean with a damp cloth.
 | Weekly |
| WALLS & CELINGS |
| * Walls & ceiling: Entrance Hall, lobbies, corridors, meeting rooms, canteen, first aid room, toilets (NOT ABOVE 1.83M IN HEIGHT) – dust.
 | Monthly |
| * Service pipes – dust.
 | Monthly |
| * Ledges, locker tops, cabinets & presses above height of 1.675m – dust and wipe clean with damp cloth.
 | Monthly |
| WINDOWS |
| * All windows inside and outside – washed with an appropriate detergent and dried to ensure they are streak free.
 | Every two months |

|  |
| --- |
| CLEANING SPECIFICATION – BUNGALOWS 1, 2 & 3 |
| TASKS | FREQUENCY |
| FURNITURE |
| * Dust and dry polish. This includes the area in and around Reception, all desks and other furniture within each room.
 | Daily |
| * Empty both general/recycling bins
 | Daily |
| * Upholstered cloth covered chairs – brush and vacuum clean.
 | Daily |
| * Chairs (air permeable and expanded PVC covered) – clean with 1% solution of neutral liquid detergent in water, rinse in cold water and dry.
 | Daily |
| FLOORS |
| * Vacuum all carpeted floors, including the front entrance mats. All other surfaces to be swept and mopped daily, which will include all bathrooms/shower rooms, labs, some corridors. Ensure no mops/buckets are left in any area, return to cleaning cupboard.
 | Daily |
| TELEPHONES |
| * Dust and sanitise with damp soft, clean cloth.
 | Daily |
| DOORS |
| * Doors including kicking plates and surrounds, dust and remove all dirty marks with a clean hot cloth using a neutral detergent.
 | Daily |
| KITCHEN AREA |
| * Clean all surfaces and cupboard doors, including sink unit and empty kitchen bins.
 | Daily |
| TOILET |  |
| * Wash with hot water and a neutral detergent all sink units and work top surfaces in all toilets on site.
 | Daily |
| * Urinals and toilet bowls should be cleaned, sanitised, with a neutral detergent.
 | Daily |
| RADIATORS |
| * Radiators, service pipes, fire appliances, handrails, ledges (including window ledges and frames), locker tops, cabinets & presses up to a height of 1.675m. Wipe clean with a damp cloth.
 | Weekly |
| WINDOWS |
| * All windows inside and outside – washed with an appropriate detergent and dried to ensure they are streak free.
 | Every two months |

**3. PROCUREMENT PROCESS**

**OVERVIEW**

Tenders should be prepared and submitted (using Part B of this Invitation to Tender document) in accordance with section 5, Instructions for submitting a tender of this document. All tenders received that are compliant, i.e. submitted in accordance with the tendering instructions will be evaluated in accordance with the evaluation criteria as set out below.

At the Customer’s discretion, Tenderers may be invited to clarify their tender, as an aid for evaluators to fully understand their offers. All Tenderers should nonetheless take care to fully explain their offering in their tender submission.

The Contract will be awarded to the Tenderer which scores the highest marks following the evaluation of all tenders (in accordance with the scheme described in section 4, Evaluation of Tenders).

### INDICATIVE PROCUREMENT TIMETABLE

The following indicative timetable is provided for Tenderers’ benefit. Please be aware that these are indicative timescales (with the exception of the deadlines in bold) and may be subject to change at the absolute discretion of the Customer.

|  |  |
| --- | --- |
| **Stage / Activity**  | **Indicative Date** |
| Invitation to Tender document issued  | Tuesday 02 May 2023 |
| Site Visit at NRS | Wednesday 10 May 2023 |
| Closing date for clarification questions  | 09:00 (9am) on Friday 12 May 2023 |
| Closing date for submission of tenders  | 09:00 (9am) on Friday 19 May 2023 |
| Preliminary evaluation of tenders  | Friday 19 May 2023 – Friday 02 June 2023 |
| Contract award  | Friday 09 June 2023 |
| Contract start date  | Friday 16 June 2023 |

**SITE VISIT**

All Tenderers are invited to attend a Site Visit at NRS on Wednesday 10 May 2023 between 13:00 (1pm) and 15:00 (3pm). There will be opportunity to view the locations where the service is required. To request a time slot to attend this Site Visit, please email evelyn.hall@ForestResearch.gov.uk as soon as possible.

## 4. EVALUATION OF TENDERS

### OVERVIEW

All completed tenders received will be evaluated by officers of the Customer (as appropriate).

In order to be transparent, and in order that Tenderers fully understand how their tender submission will be evaluated, full details of the evaluation process are described below. Should any Tenderer not understand any element, they should make contact with the Customer as per the contact details on page 4.

The following price and quality weightings will be used to determine the most economically advantageous tender:

* Price [60%]
* Quality [40%]

The methodology for evaluating tender submissions against these criteria is as follows:

### PRICE [60%]

Tenderers’ price scores will be calculated based upon the lowest total price submitted by tenderers.

The tenderer with the lowest total price will be awarded the full score of 60%, with the remaining tenderers gaining pro-rated scores in relation to how much higher their prices are when compared to the lowest price,

The following formula will be used to calculate the Tenderer’s price score: Lowest Tender / Tenderer’s Price x 60.

**Table A – Price evaluation model**

|  |  |
| --- | --- |
| **Price**  | **Lowest Tender / Tender Price x 60 =**  |
| **£100** | £100 / £100 = 1 x 60 = 60 |
| **£175** | £100 / £175 = 0.57 x 60 = 34.28 |
| **£200** | £100 / £200 = 0.5 x 60 = 30 |
| **£250** | £100 / £250 = 0.4 x 60 = 24 |

### QUALITY [40%]

The quality aspect of the evaluation accounts for 40% of the total tender score.

Tenderers will be asked to provide method statements in response to the quality questions included in section 2, Response to the Requirement and Specification, of the Tender Submission document, Part B.

There are 7 quality questions, with each of these having an individual weighting as shown alongside each method statement question (more information is provided below).

When responding to 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.

Tenders 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. The purpose should be to include as much relevant detail as required, so that the evaluation panel gets the fullest possible picture.

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.

### Scoring Scale

Each method statement will be scored on a scale of 0 to 3 points, in accordance with the following scheme:

|  |  |  |
| --- | --- | --- |
| **Q No**  | **Question**  | **Scoring Criteria**  |
| 1 | Implementation  | **0 – No response or totally inadequate** No response or an inadequate response.  **1 – Major Reservations / Constraints** The Tenderer’s response states that they can meet some of the Specification. There is a lack of detail in the response and there is little confidence in their ability to meet the full Specification.  **2 – Some Reservations/Constraints** The Tenderer’s response states that they can meet most of the Specification. There is a good amount of detail in the response but there is some uncertainty in the Tenderer’s ability to meet the full Specification. **3 – Fully Compliant** The Tenderer’s response states that they can meet all the Specification. There is a considerable amount of information, and this gives full confidence in the Tenderer’s ability to meet the full Specification.  |
| 2  | Managing Performance   | **0 – No response or totally inadequate** No response or an inadequate response. **1 – Major Reservations / Constraints** The Tenderer’s response covers some areas of the question. The response suggests significant shortcomings of understanding or approach to the requirement which may have a significant impact on the contract performance. There is little confidence in the Tenderer’s ability to meet this requirement. **2 – Some Reservations/Constraints** The Tenderer’s response covers most areas of the question. The response suggests minor shortcomings of understanding or approach to the requirement which may have a minor impact on the contract performance. There is some uncertainty in the Tenderer’s ability to meet this requirement.**3 – Fully Compliant** The Tenderer’s response provides detailed information covering all areas of the question. The response suggests no shortcomings of understanding or approach to the requirement. There is full confidence in the Tenderer’s ability to meet this requirement. |
| 3  | Managing Customer Complaints    | **0 – No response or totally inadequate** No response or an inadequate response. **1 – Major Reservations / Constraints** The Tenderer’s response covers some areas of the question. The response suggests significant shortcomings of understanding or approach to the requirement which may have a significant impact on the contract performance. There is little confidence in the Tenderer’s ability to meet this requirement. **2 – Some Reservations/Constraints** The Tenderer’s response covers most areas of the question. The response suggests minor shortcomings of understanding or approach to the requirement which may have a minor impact on the contract performance. There is some uncertainty in the Tenderer’s ability to meet this requirement.**3 – Fully Compliant** The Tenderer’s response provides detailed information covering all areas of the question. The response suggests no shortcomings of understanding or approach to the requirement. There is full confidence in the Tenderer’s ability to meet this requirement. |
| 4 | Employee Absence | **0 – No response or totally inadequate** No response or an inadequate response. **1 – Major Reservations / Constraints** The Tenderer’s response covers some areas of the question. The response suggests significant shortcomings of understanding or approach to the requirement which may have a significant impact on the contract performance. There is little confidence in the Tenderer’s ability to meet this requirement. **2 – Some Reservations/Constraints** The Tenderer’s response covers most areas of the question. The response suggests minor shortcomings of understanding or approach to the requirement which may have a minor impact on the contract performance. There is some uncertainty in the Tenderer’s ability to meet this requirement.**3 – Fully Compliant** The Tenderer’s response provides detailed information covering all areas of the question. The response suggests no shortcomings of understanding or approach to the requirement. There is full confidence in the Tenderer’s ability to meet this requirement. |
| 5  | Sustainability    | **0 – No response or totally inadequate** No response or an inadequate response. **1 – Major Reservations / Constraints** The Tenderer’s response covers some areas of the question. The response suggests significant shortcomings of understanding or approach to the requirement which may have a significant impact on the contract performance. There is little confidence in the Tenderer’s ability to meet this requirement. **2 – Some Reservations/Constraints** The Tenderer’s response covers most areas of the question. The response suggests minor shortcomings of understanding or approach to the requirement which may have a minor impact on the contract performance. There is some uncertainty in the Tenderer’s ability to meet this requirement.**3 – Fully Compliant** The Tenderer’s response provides detailed information covering all areas of the question. The response suggests no shortcomings of understanding or approach to the requirement. There is full confidence in the Tenderer’s ability to meet this requirement. |
| 6 | Legislation | **0 – No response or totally inadequate** No response or an inadequate response. **1 – Major Reservations / Constraints**The Tenderer’s response covers some areas of the question. The response suggests significant shortcomings of understanding or approach to the requirement which may have a significant impact on the contract performance. There is little confidence in the Tenderer’s ability to meet this requirement. **2 – Some Reservations/Constraints** The Tenderer’s response covers most areas of the question. The response suggests minor shortcomings of understanding or approach to the requirement which may have a minor impact on the contract performance. There is some uncertainty in the Tenderer’s ability to meet this requirement.**3 – Fully Compliant** The Tenderer’s response provides detailed information covering all areas of the question. The response suggests no shortcomings of understanding or approach to the requirement. There is full confidence in the Tenderer’s ability to meet this requirement. |
| 7 | Social Value | **0 – No response or totally inadequate**No response or the Tenderer does not offer any Social Value. **1 – Poor**The Tenderer’s response provides little information about the Tenderer’s social value offering. The response makes little reference to how this social value would be delivered. **2 – Good** The Tenderer’s response provides some information about the Tenderer’s social value offering. There is some uncertainty on how this social value would be delivered. **3 – Excellent**The Tenderer’s response provides considerable information about the Tenderer’s social value offering. The response gives detailed and clear information on how this social value would be delivered.  |

Please note that scoring ‘0’ for any one or more quality method statements will give grounds for excluding the tender from further consideration. For any tenders so excluded, that Tenderer’s price shall be excluded from the ‘price’ evaluation.

**Weightings**

Tenderers scores for each quality method statement will be multiplied by the relevant weighting to result in a ‘weighted score’ for that method statement. The weighted scores will then be totalled, with the total expressed as an overall score out of 300. This is detailed in the table below.

The following formula will be used to calculate the Tenderer’s non price score: Tenderer’s Total Weighted Score / Total Maximum Weighted Score x 40.

**Method Statement evaluation model**

|  |  |
| --- | --- |
|  | **Non-Price Method Statement Evaluation** |
| **Q No** | **Question** | **Weighting** | **Maximum Evaluator Score** | **Maximum Weighted Score available** |
| 1 | Implementation | 20 | 3 | 60 |
| 2 | Managing Performance | 20 | 3 | 60 |
| 3 | Managing Customer Complaints | 15 | 3 | 45 |
| 4 | Employee Absence  | 15 | 3 | 45 |
| 5 | Sustainability  | 10 | 3 | 30 |
| 6 | Legislation  | 10 | 3 | 30 |
| 7 | Social Value  | 10 | 3 | 30 |
| **Maximum Weighted Score Available** | 300 |
| **(Tenderer’s Weighted Score/Maximum Weighted Score (300) \* 40)**  |  |

### AWARD OF CONTRACT

Upon conclusion of the evaluation, the scores for price and quality will be combined to give a total score out of 100 and the Tenderer with the highest number of points will be awarded the Contract.

The Tenderer to be offered the Contract will be advised accordingly by receiving an offer of contract letter issued via email. Such award, offered pursuant to this Invitation to Tender, will be on the basis of the most economically advantageous tender, based on the evaluation criteria described above.

Tenderers whom it is proposed will not be offered the Contract will be advised of this by receiving an unsuccessful letter via email and will be entitled to receive feedback on the relative merits and characteristics of their tender submission compared with that of the accepted tender.

All Tenderers are advised that they should not take any action for example commencing the delivery of Goods or implementation of Services, until the award decision is finalised and communicated to you as above. Tenderers should also refrain from undertaking any publicity, marketing or promotional activity until such confirmation is received. In any event, Tenderers must seek prior approval from the Customer, before undertaking any marketing activity.

### ACCEPTANCE OF TENDER

The Customer does not bind itself to accept the lowest or any tender, and unless a Tenderer expressly states that a partial award will not be acceptable, then the right is reserved to accept a tender in part.

Upon conclusion of all the above stages, a formal Contract will be entered into between the Customer and the successful Tenderer. Unless and until a formal Contract is prepared and executed, the Tenderer’s tender submission, together with the Customer acceptance thereof, shall constitute a binding Contract between the parties. Please see Section 7 for further details on the Terms and Conditions.

**5. INSTRUCTIONS FOR COMPLETING AND SUBMITTING A TENDER**

### COMPLETING THE INVITATION TO TENDER

To enable evaluating officers to assess fully the Tenderer’s suitability all of the information requested in this Invitation to Tender must be provided. Failure to complete the Tender Submission in full or failure to provide any of the documents requested may result in your tender being rejected. Questions should be answered as instructed:

* Please answer every question.
* Questions must be answered in English.
* When posed with Yes / No questions, please either circle your answer or delete as applicable.
* All other questions will require you to input text or numbers, or to tick boxes.
* Any figures requested should be stated in full (i.e. £4,000,000 not £4m) and in GBP. Where information relates to foreign accounts, amounts in alternative currencies may be stated, but must also be converted to GBP.
* If the question does not apply to you please write N/A; if you don’t know the answer please write N/K.

Only the information contained within this Invitation to Tender or otherwise communicated in writing by the Customer to the Tenderer should be considered when submitting your tender.

Any information and/or documents submitted on or with this tender must relate to the Tenderer only - the Tenderer being the organisation which it is proposed will enter into a formal Contract should their tender be successful. (All responses and submissions provided by the Tenderer will form part of that Contract). The Customer may seek further clarification from the Tenderer following submission of completed forms where required.

### FORMAT OF TENDER SUBMISSION

Tenderers are required to complete all of the documentation listed below. You may complete the documentation electronically but must not make any changes to the structure and/or order of the document provided (except as necessary to accommodate your responses, i.e. enlarging response boxes etc.). In particular, please do not undertake any substantive changes to formatting, or add appendices instead of completing the tables provided, and so on, except as may be expressly requested or are necessary to properly present your offer.

You should complete and submit all schedules in Part B of this document, namely:

1. Organisation Details and General Information
2. Response to Requirement and Specification
3. Pricing Schedule
4. Freedom of Information Exclusion Schedule
5. Tendering Declaration
6. Enclosures Checklist

The declaration must be signed by a director, partner, or other senior authorised representative in her / his own name and on behalf of the organisation. The details contained in each Tenderer’s response may be specified in any Contract or may form an appendix thereof. Tenderers should therefore make sure that their responses are authorised at an appropriate level which would enable them, should they be successful, to become the subject of a binding Contract.

### SUBMITTING YOUR TENDER

In order to submit a tender for this procurement, you are required to submit your tender by email prior to the tender closing date and time.

Completed tender submissions must be emailed in full to lucy.penny@forestresearch.gov.uk. Any amendments to the submission deadline will be communicated via email. Tenders submitted after the designated time and date will be rejected.

## 6. CONDITIONS OF TENDER

In submitting a response to this Invitation to Tender, Tenderers do so on the conditions set out below. In the event of any breach of the conditions the Customer shall be entitled to terminate any arrangement made as a result of such tender and to claim damages accordingly.

### WARNINGS AND DISCLAIMERS

* Tenderers should consider only the information contained within this Invitation to Tender, or otherwise communicated in writing to Tenderers, when preparing their tender.
* Information supplied by the Customer (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of such information. The Customer cannot accept responsibility for any inaccurate information obtained by Tenderers.

### TENDERER CONDUCT AND CONFLICTS OF INTEREST

* Tenderers shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the tender or proposed tender, except where the disclosure in confidence of the approximate amount of tender is necessary to obtain insurance cover.
* The tender shall be a bona-fide tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.
* Tenderers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from tendering or agree as to the amount of any other tender to be submitted.
* Tenderers must not, in connection with the proposed Contract:
	+ offer any inducement, fee or reward to any member or officer of the Customer
	+ do anything which would constitute a breach of the Bribery Act 2010 or the Section 117 (2) Local Government Act 1972, or
	+ canvass any of the persons referred to above in connection with the Contract; or contact any member or officer of the Customer or any person acting as an advisor to the Customer (except as authorised by this Invitation to Tender for the purpose of asking genuine questions about the process or the Contract) about any aspect of the proposed Contract or for soliciting information in connection therewith.
* Tenderers are responsible for ensuring that no conflicts of interest exist between the Tenderer and its advisors and the Customer and its advisors. Any Tenderer who fails to comply with this requirement may be disqualified from the procurement process at the discretion of the Customer.

### TENDERER’S RESPONSIBILITY TO SUBMIT A COMPLETE TENDER

* It is the Tenderer’s responsibility to ensure that their submitted tender is complete, prepared and submitted in accordance with the instructions contained herein, and signed and dated where required. The Customer are not obliged to consider any tender which is incomplete or not prepared or submitted in accordance with the said instructions, but at its sole discretion the Customer may offer a Tenderer who submits such a tender an opportunity to remedy the omission before evaluation of the tender takes place, provided that in the judgement of the Customer this does not adversely affect the integrity and fairness of the tender exercise.
* Unless specifically withdrawn in writing, tenders shall remain open for acceptance for a period of 90 days from the return date.

### BID COSTS

* The Customer will not be liable for any tender costs, expenditure, work, or effort incurred by a Tenderer in proceeding with or participating in this procurement process, including if the procurement process is terminated or amended by the Customer.

### THE CUSTOMER’S RIGHTS

The Customer reserves the right to

* Seek additional information or clarification from Tenderers at any time during the tender process.
* Disqualify any Tenderer that does not submit a compliant tender, in accordance with the instructions given in this Invitation to Tender.
* Disqualify any Tenderer that is guilty of serious misrepresentation in relation to its tender, expression of interest, the application form, or the procurement process.
* Withdraw this Invitation to Tender at any time, and to re-invite tenders on the same or any alternative basis.
* Choose not to award any Contract as a result of the procurement process.
* Make whatever changes it sees fit to the timetable, structure, or content of the procurement process.
* Retain copies of all tender submissions to satisfy its audit obligations and for other purposes.

### CONFIDENTIALITY AND FREEDOM OF INFORMATION ACT

* This Invitation to Tender is made available on condition that its contents (including the fact that the Tenderer has received this Invitation to Tender) is kept confidential by the Tenderer and is not copied, reproduced, distributed, or passed to any other person at any time, except for the purpose of enabling the Tenderer to submit a tender.
* As a public body, the Customer is subject to the provisions of the Freedom of Information Act 2000 (FOIA) in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.
* The Customer shall treat all Tenderers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.
* While the Customer aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, Tenderers are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to the Customer in the form provided in the Tender Submission Document (i.e. the Freedom of Information Exclusion Schedule).
* Tenderers should be aware that, in compliance with its transparency obligations, the Customer may publish details of its Contract(s), including the Contract values and the identities of its Service Providers on its website.
* More information is available on [www.ico.org.uk](http://www.ico.org.uk/)

### PUBLICITY

* No publicity regarding the Contract or the award of any Contract will be permitted unless and until the Customer has given express written consent to the relevant communication. For example, no statements may be made to the media regarding the nature of any tender, its contents or any proposals relating to it without the prior written consent of the Customer.

## 7. TERMS AND CONDITIONS

The Terms and Conditions that will apply to the awarded Contract of this tender process can be found within Appendix A - Terms and Conditions.

By submitting a bid, Tenderers are agreeing to be bound by the Terms and Conditions without further negotiation or amendment and must sign the Tendering Declaration accordingly.

Should a qualification of offer be made to change the Terms and Conditions by any Tenderer, then grounds will exist to exclude such bids from further consideration.