

INVITATION TO TENDER

SPECIFICATION

For the provision of a Contract to supply
Cleaning of IT Consumables and Telephony
to the Valuation Office Agency

VOA29/2016 for the VOA

1. INTRODUCTION

1.1. The Valuation Office Agency (VOA) is an executive agency of HMRC with circa 3,500 staff. Our main functions are to compile and maintain the business rating and council tax valuation lists for England and Wales, value property in England, Wales and Scotland for the purposes of taxes administered by HMRC, provide statutory and non-statutory property valuation services in England, Wales and Scotland, determine Local Housing Allowance levels and register fair rents in England.

1.2. The Valuation Office Agency's rating and council tax valuations provide the base valuation data for the collection of around 51 billion of local taxation a year.

1.3. The work of the VOA encompasses:

- compiling and maintaining lists of rateable values of the 1.7 million non-domestic properties in England, and the 100,000 in Wales, to support the collection of around 25 billion¹ in business rates;
- compiling and maintaining the lists of [council tax](#) bandings of some 23 million domestic properties in England and 1.3 million in Wales, to support the collection of around 26 billion² in council tax;
- determining [local housing allowances](#) across some 150 Broad Rental Market areas for housing benefit purposes and registering some 60,000 Rent Act 1977 [fair rents](#) in England;
- delivering a range of statutory and non-statutory valuation and surveying [services](#) to central and local government departments and the wider public sector; and
- providing valuation advice to HMRC in connection with capital gains, inheritance tax and other tax compliance work.

1.4. Please see www.voa.gov.uk for further details.

2. BACKGROUND

2.1. The VOA have recently implemented flexible working in a number of our offices and as a result have a requirement for the IT / telephony to be cleaned for hygiene purposes.

3. REQUIREMENT

3.1. The VOA is seeking to have cleans of IT/Telephony in our flexible working sites (details below) of which there are currently 8 but by the end of the contract there could potentially be 14.

1 telephone, 1 monitor, 1 keyboard, 1 mouse and accessible cables = 1 set

2017

Bristol (66 sets)
Worthing (75 sets)
Exeter (36 sets)
Leeds (164 sets)
Nottingham (70 sets)
Liverpool (78 sets)
London (Soho) (241 sets)
London (Tower Hamlets) (122 sets)
Halifax (109 sets)
Rhyl (55 sets)
London (Wembley) (34 sets)*

2018

Bristol (66 sets)
Worthing (75 sets)
Exeter (36 sets)
Leeds (164 sets)
Nottingham (70 sets)
Liverpool (78 sets)
London (Soho) (241 sets)
London (Tower Hamlets) (102 sets)
Halifax (167 sets)
Rhyl (55 sets)
Durham (157 sets)
London (Wembley) (150 sets)*

2019

Bristol (66 sets)
Worthing (75 sets)
Exeter (36 sets)
Leeds (164 sets)
Nottingham (70 sets)
Liverpool (78 sets)
London (Soho) (241 sets)
London (Tower Hamlets) (102 sets)
Halifax (167 sets)
Rhyl (55 sets)
Durham (157 sets)
London (Wembley) (150 sets)*
Croydon* (100 sets)*
London (Canary Wharf) (200 sets)*

**likely locations*

- 3.2. The clean should include Telephone, PC monitor, keyboard, mouse and all accessible cables based on the desktop. The clean should leave each item of equipment clean, dust free and hygienic. Our main aim is to remove bacteria from this equipment to control the spread of germs.
- 3.3. The clean should take place in each location once every 6 months in March and September.
- 3.4. Contract to start from 16th March 2017 to 15th March 2019 for 2 years with an option to extend for + 1 year and +1 year (1+1 extension).

4. MANAGEMENT INFORMATION

As a minimum we would expect to be able to access the list of offices visited/outcomes achieved.

5. VOA CONTRACT MANAGER DETAILS

Chris Lofthouse

chris.j.lofthouse@voa.gsi.gov.uk

03000 500702 / 07748 881868

6. PAYMENT TERMS

6.1 Payments will be made via an electronic payments system, ERP. Invoices should be provided for each milestone within one month of agreement of deliverables and sent to VOA Accounts Payable (accounts.payable@voa.gsi.gov.uk) copying in chris.j.lofthouse@voa.gsi.gov.uk (including the purchase order provided). Payments will be made into the bank account provided by the supplier.

7. TERMS AND CONDITIONS



VOA Short Form
Terms & Conditions

8. TENDER REQUIREMENTS

8.1 Quality Criteria (this will form 30% of the evaluation)

- 8.1.1 Please provide a full description of how you would deliver the requirement outlined at Section 3 to all locations (5%)
- 8.1.2 How would you demonstrate/measure or guarantee the removal of bacteria from the equipment (10%)
- 8.1.3 Please provide 3 previous examples of similar cleaning work over the last 3 years (5%)
- 8.1.4 Please define any quality standards you have for removing bacteria and how it's measured? Additionally, please address how you will ensure that the equipment cleaned is not damaged in any way. (10%)

8.2 Pricing (This will form 70% of the evaluation)

Please provide the total cost for March 2017, September 2017, March 2018 and September 2018 for all sets at all locations as outlined in section 3.1.

Please provide the unit cost for 1 set broken down into the cleaning of each component i.e. 1 telephone, 1 monitor, 1 keyboard, 1 mouse and accessible cables

8.3 Scoring

8.3.1 Scoring will be kept within bands and scores allocated for each question in line with scoring scheme contained in the following table. The maximum total score will be 100. Please See Appendix A.

9 TIMETABLE FOR TENDER

Invitation to Tender (ITT) issued	Thursday 16 th February 2017
Final date for queries/ clarifications	Thursday 23 rd February 2017
Return of tenders	Wednesday 8 th March 2017
Decision on award of contract	Monday 13 th March 2017

10 SPECIFICATION QUERIES

10.1.1 Tenderers with any queries about should contact

procurement@voa.gsi.gov.uk by email before **12:00 noon on 23rd February 2017**.

11 TENDER SUBMISSION

11.1.1 You should send a PDF or read-only electronic copy of your proposal by e-mail to tenders@voa.gsi.gov.uk, as an attachment to an e-mail message entitled "**Bid: Cleaning of IT Consumables and Telephony to the Valuation Office Agency**". This file should be no more than 4MB. Tender to arrive **no later than 12:00 noon on 8th March 2017** unless the date is subsequently amended in writing by the VOA)

Please note that email messages with this title sent to tenders@voa.gsi.gov.uk will not be opened in advance of that deadline. No hard copies of the tender are required.

Appendix A

Score	'Closed' Question Criteria	'Open' Question Criteria
100	Excellent answer which meets all of the requirements and provides all of the required detail.	<p>Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resources and quality measures required.</p> <p>The response is excellent and completely relevant.</p> <p>The response is comprehensive, unambiguous and demonstrates an excellent understanding of, and meets, the requirements in all aspects, with no clarification required.</p> <p>The response is well thought out and/or provides</p> <ul style="list-style-type: none"> • highly credible examples; • benefits; or • innovation.
80	Good answer which meets all of the requirements but lacks some minor detail	<p>Sufficient evidence provided of the appropriate knowledge, skills and experience.</p> <p>The response is good and highly relevant. The response indicates a good understanding of the requirements and provides sufficient detail across all areas. The response demonstrates how the requirements will be met in the main, which may require minor clarification only.</p>
60	Satisfactory answer, which meets the requirements in many aspects, but fails to provide sufficient detail in some areas.	<p>The response is satisfactory and relevant.</p> <p>Reasonable evidence provided of the appropriate knowledge, skills and experience.</p> <p>The response indicates a satisfactory understanding of the requirements in most aspects, although may lack detail in certain areas.</p> <p>The response suggests that the outline requirements would be met satisfactorily but some clarification may be required.</p>
40	Limited answer which satisfies some aspects of the requirements, but fails to meet the specification in the whole.	<p>The response is limited and only partially relevant.</p> <p>The response indicates partial understanding of the requirement.</p> <p>Some evidence provided of the appropriate knowledge, skills and experience.</p> <p>Meets the requirements in some areas but with important omissions.</p> <p>The response contains ambiguities or deficiencies, which suggests that the requirements could be met, but clarification would be required.</p>
20	Poor answer which significantly fails to meet the requirements.	<p>The response is poor and only partially relevant.</p> <p>Very little evidence of appropriate capability,</p>

Score	'Closed' Question Criteria	'Open' Question Criteria
		<p>experience or expertise.</p> <p>The response addresses some aspects of the requirements but contains insufficient/limited detail or explanation.</p> <p>The response demonstrates only limited understanding of the requirement.</p> <p>The response contains ambiguities or deficiencies which suggest the requirements would not be met.</p>
0	<p>The response is not considered relevant. The response is unconvincing, flawed or otherwise unacceptable.</p> <p>Response fails to demonstrate an understanding of the requirement.</p> <p>No evidence is provided to support the response.</p> <p>No response</p>	