

**PRE QUALIFICATION QUESTIONNAIRE**

**FOR WINDOW CLEANING SERVICES**

**Date Of Issue: 13th October 2016**

**Return Date: 14th November 2016**

**PRE QUALIFICATION QUESTIONNAIRE FOR A WINDOW CLEANING SERVICE**

**NOTES FOR PROSPECTIVE TENDERERS**

This questionnaire sets out the information that Fortis Living deems relevant to select partners who will be invited to submit a proposal for a Window Cleaning Service contract.

Applicants should complete this document and it is important to respond using the question numbers, retaining the same order. Please also note that responses can be either emailed in or sent in.

If the response is to be made by a company, which is part of a group, the details supplied shall be relevant to the company, which will carry out the work and **NOT** the group.

The completed questionnaire submitted by the due date will be evaluated via pass/fail and scored questions. A number of the questions are pass/fail and if your submission does not meet the minimum standard you will automatically fail the PQQ.

A number of the questions are simply for information only, providing Fortis Living with background on your business and confidence that you have the ability to deliver. A number of questions are also scored (these will be scored by a selection panel).

Fortis Living intends to take through to Invitation to Tender (ITT) stage any contractor passing all questions within this PQQ document and scoring in the **top four (4)** of all submitted PQQ responses. Fortis intends not to take any more than four (4) suppliers through to the ITT stage but this number may be slightly reduced or increased due to response quality received.

The generic scoring matrix is set out below. Please be aware that if any of your entries score a '0' (Fail) you will automatically fail this PQQ and Fortis Living will not continue with any further scoring. All pass/fail sections will be assessed by Fortis Living's Procurement Manager with support from selected others, namely our Asset & Compliance Manager. For those PQQs which pass such tests, the remaining questions will be scored.

|  |  |
| --- | --- |
| **Criteria** | **Score** |
| **Exceptional**Demonstrates strengths, no errors, weaknesses or omissions and exceeds expectations in some or all respects. | **5** |
| **Good**The standard of evidence fully meets expectations. | **4** |
| **Satisfactory**The evidence is acceptable but with some minor reservations. | **3** |
| **Doubtful**The evidence is in part acceptable but with some major reservations. | **2** |
| **Poor**The evidence is deficient in certain areas where the details of relevant evidence require the reviewer to make large assumptions. | **1** |
| **Rejected**Evidence is unacceptable or non-existent, or there is a failure to properly address any issue. | **Fail (0)** |

Fortis Living intends to take through to the Invitation to Tender (ITT) stage a **maximum** of four (4) suppliers [extendable by one if the scores between fourth and fifth are very tight, less than 2% between the scores, based off all scores averaged].

Any questions regarding this questionnaire should be directed to:

**Richard Orders (Procurement Manager)**

**Tel: 01905 670124**

**Email:** **rorders@fortisliving.com**

Information contained within the completed PQQ will be contractual information; the PQQ will form part of the contract documents for appointed parties. Any errors within the PQQ may therefore be regarded as a breach of contract. Utmost care should therefore be taken to ensure the accuracy of all information. Any information, which at the time of submission is provisional, should be carefully marked as such.

The questionnaire **MUST** be returned by **12 Noon** **14th November** **2016.** You can either submit your PQQ response in writing to: **Fortis Living, Festival House, Grovewood Road, Malvern WR14 1GD** or preferably via email to Richard Orders at **rorders@fortisliving.com**

**PURPOSE OF THIS DOCUMENT**

Fortis Living requires the information sought in this questionnaire from suppliers responding to the OJEU notice number **2016-131816**, with relation to ourrecent Restricted Procedure notice.

Responses to the Pre Qualification Questionnaire (PQQ) will be used in the first step of selecting suppliers to participate further.

This is a competitive procurement conducted in accordance with the Restricted Procedure, under the EC Services Directive, as implemented under UK Public Contracts Regulations 2015.

As an organisation that has expressed an interest in tendering for the requirements set out in this PQQ document and the OJEU Notice, this PQQ will assess as a minimum your:

* Technical and/or professional capability;
* Financial and economic strengths; and;
* Eligibility.

**If you have already completed a standard PQQ either set and approved by the UK central government or the European Union i.e. European Single Procurement Document under Regulations 59 then please provide evidence of the acceptance of this by whichever authorised institution. By providing this evidence your organisation will automatically will pass the first part of the PQQ. If you have not already completed this (which in the main will cover the majority of section 1-6 less detailed Health & Safety questions around the contract delivery which must be answered) then you must complete this in full, failure to do so will be automatic failure. If you believe your standard PQQ response only covers part of section 1-6 then we will expect you to answer the remaining questions.**

**As in lines with the latest EU Procurement Legislation, failure to provide evidence, or if different evidence is provided or we ‘come across’ later on in this process your submission will automatically be failed, however far down the process we may be.**

# INTRODUCTION AND BACKGROUND

Responses to the PQQ will be used in the first step of selecting suppliers to tender for the **Window Cleaning Service** throughout Fortis. Selected suppliers will be invited to participate further in the procurement, up to a maximum of four (4).

In 2014 Fortis Living was formed from Festival Housing (FH) and Worcester Community Housing (WCH). Fortis Living brings together two strong, vibrant housing associations with over 15,000 homes across (mainly) the counties of Worcestershire and Herefordshire. Fortis has an ambition to be recognised as the leading housing brand for customers, partners, stakeholders and communities across our operating region. We are building a robust social housing business which has its roots firmly in the local community.

The newly formed Fortis Living Group consists of Festival Housing Ltd, Worcester Community Housing Ltd and Fortis Property Care Ltd (the in-house maintenance contractor).

Fortis Living is seeking to identify one (1) suitable supplier who have the appropriate skills, equipment, track record and management capability to deliver and manage a window cleaning programme Group-wide. If you are successful at the PQQ stage you must remember that you have to be able to price and deliver all locations without any subcontracting. No location selection will be permitted – this will lead to automatic exclusion.

Fortis Living is looking to employ an experienced window cleaning partner for at least the next five (5) years [01/04/2017-31/03/2022]. The requirement will be to conduct bi-monthly communal window cleaning to the majority of Fortis’ communal areas within tenanted dwellings and supported housing schemes. What is or is not required for cleaning is clearly specified within the ITT, a draft version is available (remember that this document may change ahead of formal issuing). Also full cleaning inside and out to our three (3) offices again on a bi-monthly basis.

The contract consists of the cleaning of external glazing (and some hard to reach internal glazing), frames and external panelling and features where identified on residential buildings owned by Fortis Living. These include Fortis’ offices, general needs blocks of flats, tower blocks (minimum 12 storeys), individual domestic properties and stand along supported housing schemes.

The geographical area covered ranges across Herefordshire and Worcestershire with concentration in Worcester and surrounding towns and villages.

The frequency of cleaning will be six (6) time per year (every other month) unless stated otherwise within the ITT document.

Fortis would like to make the contractor aware of the following details:

General Needs

These consist primarily of blocks of flats from 2-4 storeys. The cleaning of the external communal glazing and any hard to reach internal glazing identified.

Supported Housing

These consist of a variety of standalone schemes across the two (2) counties and also three (3) tower blocks located in St Johns, Worcester. Contractors should be aware that their costs should include for specialist arrangements to clean the tower blocks from the outside, only, and also that they can provide evidence of experience of working at height using appropriate safety harnesses.

Contractors will be asked to tender for two specification of works:

* The external communal glazing and identified hard to reach internal glazing.
* The external of all glazing (flats and communal) and identified hard to reach internal glazing.

A decision on which specification to adopt will be taken after analysis of costs received.

Very Sheltered, Extra Care and Specialist Support Housing

There are three (3) Extra Care schemes based in Malvern, Worcester and Hereford; five (5) Very Sheltered schemes based in Malvern, Droitwich, Ledbury and two (2) in Worcester and a number of specialist supported schemes, including student housing, based in Malvern and Worcester. The tender required that all external glazing and identified hard to reach internal glazing is cleaned.

It is the contractor’s responsibility to confirm that you are able to service/clean all Fortis blocks/schemes. If you cannot please be honest and do not waste all parties time. You may want to visit some of these schemes, this is your decision, but we would strongly suggested that you visits the three (3) high rise blocks of flats in St Johns, Worcester as these are a critical focus of the evaluation of if we believe you are able to deliver this contract safety and compliantly or not [Cripplegate, Henwick and Severn Houses].

It should also be noted that two (2) schemes will require road or lane closure arrangement during cleaning visits due to their location within Worcester city centre. One of these blocks Hopmarket, Foregate Street must only be cleaned on a Sunday morning, so a small amount of weekend work will be mandatory within any future contract.

Location split by village/town/city, plus other high-level details:

|  |  |  |
| --- | --- | --- |
| **Location** | **Block Number Count** | **Storey Number Total** |
| Bransford, Worcester | 1 | 2 |
| Bromsgrove | 3 | 12 |
| Bromyard | 4 | 8 |
| Colwall | 3 | 6 |
| Cradley, Herefordshire | 2 | 3 |
| Droitwich Spa | 13 | 33 |
| Evesham | 3 | 7 |
| Fernhill Heath, Worcester  | 3 | 8 |
| Hallow, Worcester | 1 | 2 |
| Hartlebury | 1 | 1 |
| Hereford | 7 | 21 |
| Kempsey | 3 | 6 |
| Ledbury | 6 | 13 |
| Malvern | 30 | 67 |
| Martley | 1 | 2 |
| Netherton, Dudley | 1 | 3 |
| Norton, Worcester | 1 | 2 |
| Ocle Pychard, Herefordshire | 1 | 3 |
| Ombersley | 4 | 5 |
| Powick, Worcester | 3 | 6 |
| Redditch | 1 | 4 |
| Shobdon, Leominster | 1 | 2 |
| Upton on Severn | 5 | 11 |
| Welland, Malvern | 1 | 2 |
| Worcester (\*) | 126 | 326 |
| Wychbold, Droitwich Spa | 4 | 10 |
| **Grand Total** | **229** | **565** |

(\*) Worcester details will be split into various parts so the stock locations include: Warndon, Ronkswood, Barbourne, Tolladine, City Centre, St Johns and Dines Green.

The contract term will be, initially, for five (5) years, with a potential extension period of two (2) years, estimated contract value over the full five (5) years is approximately **£145,000**.

The PQQ stage will assess experience, past performance and a high-level compliance for inclusion in Restricted Procedure tender list followed by a more detailed cost/quality based evaluation via an Invitation to Tender (ITT).

Outline Timetable for the procurement, this will be updated in the ITT document(s):

|  |  |
| --- | --- |
| **Action/Stage** | **Deadline/Period** |
| OJEU Contract Notice Published: | **13th October** |
| PQQ Issued: | **From 14th October** |
| PQQ Deadline: | **14th November (12 Noon)** |
| PQQ Evaluation Period Ends: | **28th November** |
| Issue of Invitation to Tender (ITT): | **2nd December** |
| ITT Deadline: | **9th January 2017** |
| Tender Evaluation Period End: | **30th January 2017** |
| Contract Award Notice Issued: | **1st February 2017** |
| Contract Standstill Period: | **1st – 13th February 2017** |
| Contract Implementation Begins: | **From 1st April 2017** |

## Note: Fortis Living reserves the right to vary this timetable at its sole discretion.

## Consortia

Where a consortium approach is proposed, all information requested should be given in respect of the proposed consortium leader. Relevant information should also be provided in respect of consortium members who will play a significant role in the delivery of services or products under any ensuing contract. Responses must enable Fortis Living to assess the overall service proposed. No subcontracting of the works will be permitted on this contract.

Fortis Living recognises that arrangements in relation to consortia may be subject to future change. Contractors/suppliers should therefore respond in the light of such arrangements as are currently envisaged.

Reference site visits, demonstrations and presentations may be requested at a later stage of this process.

## Queries about the Procurement

Fortis Living will not enter into detailed discussion of the requirements at this stage; we consider that we have provided all necessary and known information possible within this document.

Any questions about the procurement should be submitted by email to the lead contact stated in Page 3 - Fortis Living's Procurement Manager.

If Fortis Living considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all contractors/suppliers who have responded, provided such action would not compromise the competitive advantage of any individual contractor asking the question.

All responses received and any communication from contractors/suppliers will be treated in confidence.

## Supplier Contact Point

Suppliers have been asked to include a single point of contact in their organisation for their response to the PQQ. Fortis Living shall not be responsible for contacting the supplier through any route other than the nominated contact. The supplier must therefore undertake to notify any changes relating to the contact promptly.

## Timetable

Responses must be received by **12:00 noon 14th November 2016**. Responses received after this date will be disregarded, except if it can be proved by the contractor that the document was sent in time and it was a technical/third party issue which caused the delay.

## Responses

All PQQ responses can be emailed in to **rorders@fortisliving.com** or in writing to: **Fortis Living, Festival House, Grovewood Road, Malvern, Worcestershire WR14 1GD**.

**EVALUATION APPROACH**

## Supplier Selection

The objective of the selection process is to assess the responses to the PQQ and select appropriate contractors/suppliers to proceed to the next stage of the procurement.

Selection criteria will be a combination of both financial and non-financial factors on which the company will be marked on a pass/fail basis considering the following:

1. **Supplier Acceptability** – status of supplier in relation to Regulation 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015.
2. **Economic and Financial Standing** – the supplier must be in a sound financial position to participate in a procurement of this size as set out in Regulation 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015. This will entail independent financial checks; failed financial record checks will mean automatic failure.
3. **Supplier Track Record** - The contractor/supplier must be able to demonstrate a successful track record of providing similar services to those listed in the Official Journal of the European Union (OJEU) notice as set out in Regulations 23-26 of the Public Contracts Regulations 2006 and any subsequent amendments, including all new and updated requirements within the Contracts Regulations 2015.
4. **Supplier Capacity and Capability** – Assessment of the totality of resources and core competences available to the supplier(s).

Failure to provide a satisfactory response to any of the questions may result in Fortis Living not proceeding further with the supplier. The information supplied will be checked for completeness and compliance before responses are evaluated.

Evaluation of subsequent stages will be undertaken in accordance with the overall Evaluation Strategy for the project. The high level Evaluation Criteria for the project are as follows:

* Experience in working in a social housing environment and specific projects
* Company Structure
* Legislation Compliance
* Quality Assurance
* Financial Standing
* Insurance
* References
* Experience and Staff Experience
* Data Protection
* Health and Safety
* Sustainability and Operational Benefit to the Local Economy
* Equal Opportunities, Staff Development and Welfare
* Environmental Issues

Where in the opinion of Fortis Living the response is inadequate, the supplier may be excluded from further consideration. Fortis Living intends to award the overall contract based on the Most Economically Advantageous Tender (MEAT) basis.

**PRE QUALIFICATION QUESTIONNAIRE FOR WINDOW CLEANING SERVICES**

**These questions comprise a mixture of Information Only, Pass/Fail Questions and Scored Questions (the scoring for each section is shown below, maximum 10 points per scored question). To be able to move forward to the ITT stage of the OJEU process your organisation must be in the top four (4) of submitted responses. Fortis reserves the right to increase or decrease this number as required through the process due to very tight scores between successful suppliers. To achieve this standard you must successfully complete all required sections, pass all Pass/Fail questions and score in the top four (4) of the scored responses. If you are unsuccessful, Fortis will provide debrief details as to why, although no promise can be placed on when we will provide these details.**

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**Section 6: SUSTAINABILITY (*Score out of 10*)**

**Section 7: REFERENCES (*Score out of 20*)**

**Section 8: DECLARATION**

**1. COMPANY DETAILS**

**NOTE:** Please fill in all shaded sections, as appropriate, and return in accordance with the instructions held within the final page of this document. The other information within the question boxes relates to the scoring mechanism.

|  |  |
| --- | --- |
| **1.1** Full name of company (plus trading name/s)? | *Information Only* |
|  |

**NOTE:** Include any previous registered names over the last five (5) years, as appropriate.

|  |  |
| --- | --- |
| **1.2** Address of registered office? | *Information Only* |
|  |
| **1.3** Legal Status (e.g. partnering, private, limited company)? | *Information Only* |
|  |
| **1.4** Date of incorporation, formation of partnership or commencement of business? | *Information Only* |
|  |
| **1.5** Principal place of business, if different from above? | *Information Only* |
|  |
| **1.6a** Company registered number? | *Information Only* |
|  |
| **1.6b** Date of registration: |  |
| **1.7** Registered VAT number? | *Information Only* |
|  |
| **1.8** If the organisation is a member of a group of companies, please give the name, address and registered number of the holding company? | *Information Only* |
|  |
| **1.9** Is your company a subsidiary of another company? | *Information Only* | YES/NO |
| If Yes: Please provide details of your holding/parent company: |
|  |
| **1.10** Name, position and contact details of the principal person dealing with this project? | *Information Only* |
| Name: |  |
| Position: |  |
| Address: |  |
| Telephone Number: |  |
| Mobile Number: |  |
| Email Address: |  |
| **1.11** Brief description of main areas of business of your organisation, including a description of parent company and associated companies, if appropriate? [maximum 400 words] | *Information Only* |
|  |
| **1.12** Are there any grounds for rejection as set out at Regulation 23 of the Public Contracts Regulations 2006 (revised 2015) applicable to the tendering contractor/supplier?  | *Pass/Fail* | YES/NO |
| If Yes: Please state details explaining the grounds, we may require further information? |
| **1.13** Please provide details of your organisation’s Executive Directors/Partner (append extra sheet if necessary):  | *Information Only* | YES/NO |
| Name: | Qualifications: | Location/Based: | Responsibilities: |
|  |  |  |  |
| **1.14** Has any of your organisation’s Executive Directors/Partners (stated above) been disqualified from running a business in the last five (5) years?  | *Pass/Fail* | YES/NO |
| If Yes: please provide full details: |
| **1.15** Is your company a consortium, joint venture or other arrangement? | *Information Only* | YES/NO |
| If Yes: Please provide details of the constitution and percentage shareholdings, if available: |
| **1.16** Do you have a formal complaints procedure to deal effectively with client/customer complaints? [*Evidence may be requested*] | Pass/Fail | YES/NO |

**2. FINANCIAL INFORMATION**

**NOTE:** If the Tendering Organisation is a subsidiary of a Group, the information must be provided for both the subsidiary and the ultimate parent. A financial check may be run on all parties; this may have an implication on your success.

**NOTE:** To successfully pass the financial turnover requirement you must have a company turnover of more than £100,000 per annum (approximately two (2) times contract value on an averaged based over the last two (2) financial years). Fortis Living will also run a credit check (via www.creditgate.com or equivalent) as part of the financial verification process and a pass will be dependent upon the data therein, as a minimum a credit score of 50 or more must be scored.

|  |  |
| --- | --- |
| **2.1** Please enclose details of the audited annual reports and accounts for each of the last three (3) years, or for less if trading for less time. Profit and Loss Accounts and Balance Sheets are the minimum requirements for each year.We reserve the right to request additional financial information, including prior year accounts, and to obtain independent financial assessments and credit checks.We will assess this information against the tests set out on Page 16 on a pass/fail basis as indicated on that page. | *Pass/Fail* |
|  |
| **2.2** Please indicate your last three (3) years audited trading position (latest year first); or for less if trading for less time? | *Pass/Fail* |
| **YEAR****(or less if 2015/16 isn’t let available)** | **2015/16** | **2014/15** | **2013/14** |
| **Turnover** |  |  |  |
| **Net Profit (Loss)\*** |  |  |  |
| *\* Profit (Loss) is to be the net figure before taxation.* |
|  **2.3** Name, address, email, telephone number of your banker. Please provide letter of authority allowing Fortis Living to contact your bank for release of details? | *Information Only* |
| Name: |  |
| Position: |  |
| Address: |  |
| Telephone Number: |  |
| Email Address: |  |
| **2.4** If the information requested at 2.1 and 2.2 cannot be provided, a statement of the contractor's cash flow forecast for the current year and a bank letter outlining the current cash and credit facility position. | *Pass/Fail* |
|  |
| **2.5** Is your organisation currently subject to any ongoing legal proceedings or have any pending? | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.6** Is your organisation currently subject to investigation by government or other accountants for suspected financial weakness or business malpractice?  | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.7** Has your organisation during the three (3) last years: suffered a deduction for liquidated and ascertained damages in respect of any contract? | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.8** Has any contract been terminated within the last three (3) years? | *Pass/Fail* | YES/NO |
| If Yes: Please provide details: |
| **2.9** Have you been involved in any other companies, which provide services to any part of the Fortis Living Group within the last two (2) years? | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **2.10** Have you had Directors with relatives who have been or who are presently Members or employees of any part of the Fortis Living Group, within the last 12 months?  | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **2.11** Provide details of insurance broker(s), insurance held (including £ value), policy number and the end date for the following cover: | *Pass/Fail* |
| **2.11.1** Employer's Liability Insurance (minimum £5 million): |
| **2.11.2** Public Liability (Third Party) Insurance (minimum £5 million): |

**NOTE:** Please provide copies as evidence within your submission. If your insurance is less than the stated values and you have not provided evidence you can secure the required levels of insurance cover, you will be automatically failed.

**NOTE:** Throughout the course of this contract, it is you as the successful contractor’s responsibility to abide by all statutory inspections under the LOLER (Lifting Operations & Lifting Equipment Regulations). This relates mainly to all owned or hired equipment such as platforms/cherry pickers, you must ensure that machinery covered under the legislation are appropriately maintained, inspected [minimum every six (6) months] and that all appropriate insurances relating to this equipment is provided to Fortis when appropriate. Failure to do so will mean automatic suspension from the contract, ultimately leading to Fortis issuing this contractor with a large invoice to cover all cost incurred in the original tender and the next tender process.

|  |  |  |
| --- | --- | --- |
| **2.12** Please state whether there are any outstanding insurance claims against your organisation?  | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **2.13** Fortis Living fully complies with The Bribery Act 2010. Please confirm that all key employees are aware of the Act and of its implications? | *Pass/Fail* | YES/NO |

**Basis for Financial Assessments:**

In the analysis of your financial history/trading we will undertake the following tests:

**1. Gearing** **Total Borrowing/Total Assets A pass is based upon gearing <50%**

(Borrowing is considered to be: bank overdraft/loans, hire purchase agreements etc.).

(Assets considered to be – fixed assets and current assets (debtors, cash at bank and in hand, stock etc.)).

**2. Liquidity Ratio Current Assets/ Liabilities A pass is based upon a ratio > 1:1**

(Current assets considered to be debtors, cash at bank and in hand, stock etc.).

(Current liabilities are considered to be those amounts due within one year).

**3. Profitability** **A pass is based upon profitable trading**

A review based upon all accounts submitted. The business should have traded at a profit or with a profitable trend over the accounting periods evidenced; otherwise further financial data would be sought to evidence business stability.

**N.B.** The latest set of accounts is used for the purpose of gearing & liquidity test.

**4. An Equifax/Creditgate check is also undertaken and a pass will be dependent upon the data and ratings therein.**

**3. PRINCIPAL CONTRACTOR**

**Fortis have decided that on this contract no subcontracting will be allowed, it must be delivered by employed labour, however, this does not relate to plant and equipment hire and any other specialist services. If you are thinking of subcontracting the delivery of the works please reconsider; applying for this contract with any element of subcontracting will lead of automatic exclusion. To be clear that if through the due diligence process we find that there is an intension to subcontract we will retrospectively fail your PQQ and immediately remove you from the ITT stage.**

|  |  |  |
| --- | --- | --- |
| **3.1** Your organisation is bidding to provide the services required without any subcontracting?To help control the quality of service we will not accept any subcontracting. | *Pass/Fail* | YES/NO |

**4. EQUALITY & DIVERSITY**

|  |  |  |
| --- | --- | --- |
| **4.1** Do you have an Equality and Diversity Policy? | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with a copy. | *Enclosed?* |
| **4.2** Is it your policy to comply with the Equality Act 2010? [*Evidence may be requested*] | *Pass/Fail* | YES/NO |
| **4.3** Has any judgement been made against you by a Court or Independent Tribunal for unlawful discrimination on the following grounds: Race, Age, Disability/Life Limiting Illness, Sexual Orientation, Gender, or Religion/Belief?  | *Pass/Fail* | YES/NO |
| **4.4** In the last three (3) years, has your organisation been the subject of formal investigations by the Equality & Human Rights Commission [EHRC] on grounds of alleged unlawful discrimination? | *Pass/Fail* | YES/NO |
| **4.5** If the answer to Q4.3 is Yes, or in relation to Q4.4 the Commission made a finding adverse to your organisation what steps did you take as a consequence of that finding? | *Pass/Fail* *(if applicable)* |
|  |
| **4.6** Have you or any of your employees taken part in Equality training during the last 12 months? | *Information Only* | YES/NO |
|  | **Number (%)** |  |
| 1. **Directly Employed Staff**
 | % | YES/NO |
| 1. **Indirect Staff (Subcontracts)**
 | % | YES/NO |
| If No: Is there any training planned? |
| **4.7** Over the previous 12 months has your organisation had any complaints of unfair treatment made against it by any members of the public or staff? | *Pass/Fail* | YES/NO |
| If Yes: Enter the number of cases over this period? |  |
| If Yes: How many did you find to be justified? |  |
| **4.8** Does your organisation have a Recruitment Policy, or equivalent, encouraging the advertisement of vacancies locally? | *Information Only* | YES/NO |
| If Yes: Please provide details and a policy document: |
| **4.9** Does your organisation make available any relevant legislative information and any suitable advice to assist with the employment of people with disabilities/life limiting illness? | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **4.10** Does your organisation have in place a policy to ensure buildings and facilities are accessible to all including people with disabilities, limited mobility/children where necessary/practicable? | *Information Only* | YES/NO |
| If Yes: Please provide details: |
| **4.11** All businesses must follow the Modern Slavery & Human Trafficking Act 2015. Please provide evidence that you do follow this Act i.e. policy or training. If you do not have a separate policy, please confirm that you are happy to abide by Fortis Living’s Statement? | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with a copy. | *Enclosed?* |
| Or: Provide evidence of what you do to comply: |
| Or: Confirm you are happy to follow Fortis’ Statement? | YES/NO |

**NOTE: Failure to abide by this Act or to follow Fortis’ Statement will mean automatic failure. Fortis’ Statement is available to view and download at** [**www.fortisliving.com**](http://www.fortisliving.com) **[About – Legal Information].**

**5. HEALTH & SAFETY**

|  |  |  |
| --- | --- | --- |
| **5.1** Do you have a Health and Safety policy? | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with a copy. | *Enclosed?* |
| **5.2** Please provide your training records for all employees over the past 24 months? | *Pass/Fail* | YES/NO |
| If Yes: Please provide a copy, detailed scrutiny will be given to all Health & Safety training completed or not so as the case may be. | *Enclosed?* |
| **5.3** Provide a summary of your organisation's Health & Safety record over the past three (3) years, including details of any notifiable accidents, prosecutions, or notices issued by the HSE that have occurred during this period? | *Pass/Fail* |
| **RIDDOR STATISTICS*****(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)***  |
| **YEAR** | **2015** | **2014** | **2013** |
| Number of employees: |  |  |  |
| Total hours worked (million): |  |  |  |
| Fatalities: |  |  |  |
| Number of major injuries: |  |  |  |
| Number of other injuries (three (3) days): |  |  |  |
| Dangerous occurrences: |  |  |  |
| **Prohibition notices:** |  |  |  |
| **Improvement notices:** |  |  |  |
| **Prosecutions:** |  |  |  |
| **Reportable accidents to RIDDOR:** |  |  |  |
| Fatal injury rate AFR: |  |  |  |
| Non fatal major injury rate AFR: |  |  |  |
| Over three (3) day injury rate AFR: |  |  |  |
| Total accident rate AFR: |  |  |  |
| Accident incident rate: |  |  |  |

**NOTE:** Any HSE Notices which are not declared within the returned table, above, but are shown on the HSE website will mean automatic failure. Further evidence may be sort in relation to HSE Notices.

***Numbers should include - Staff/Direct Employees***

***AFR:*** *Number of Accidents per 100,000 hours worked.*

***Accident Incident Rate:*** *Number of Accidents per 100,000 Employees.*

***Reportable Injury:*** *Major Injury (Hospitalisation for 24 hours or more).*

***Other:*** *More than three (3) days off work, not including the day of the accident.*

|  |  |  |
| --- | --- | --- |
| **5.4** Does your organisation have a nominated Safety Officer? | *Information Only* | YES/NO |
| If Yes: What is the nature of this person's role including any qualifications? |
| **5.5** Does your organisation train its staff in Health and Safety? [*Evidence must be provided through the question 5.2 Training Record*] | *Pass/Fail* | YES/NO |
| **5.6** Does your organisation routinely carry out Health and Safety Risk Assessments? [*Evidence may be requested*] | *Pass/Fail* | YES/NO |
| **5.7** Does your organisation have an accident reporting system? [*Evidence may be requested*] | *Pass/Fail* | YES/NO |
| **5.8** Your organisation must have experience of working with man-safe systems; evidence is required to prove what experience you haveand what training your employees have completed? | *Pass/Fail* | YES/NO |
| If Yes: Please provide experience of use and training (if No automatic failure) |
| **5.9** Please provide evidence that you have completed (and when it was last trained) on the following key areas of this contract:* Working at height
* Manual handling
* Specialist window cleaning equipment
* Platforms/’cherry pickers’
 | *Pass/Fail* | YES/NO |
| If Yes: Please provide evidence of what training has been completed, last trained date, brief overview(s) and include any other areas you feel are appropriate? |
| **5.10** The contractor must ensure that suitable traffic management procedures and equipment are used for the road closures in a professional manner in line with current highway/traffic regulations and HSE guidance. This element of the works may be sub contracted out to a specialist traffic management company although the main contractor will maintenance overall responsibility for all elements of the work.  | *Pass/Fail* | YES/NO |
| If Yes: Please provide evidence of where you have completed similar work within the last 12 months (if No automatic failure) |
| **5.11a** As we have previously stated the three (3) high-rise blocks must be cleaned from the outside, only. Are you able to clean the high rise completely (excluding the Sky Lounge on top of Cripplegate House) from the outside? No will mean an automatic failure. | *5.11a Pass/Fail**5.11b Scored (out of 10)* | YES/NO |
| **5.11b** If Yes: What experience of cleaning blocks of this type do you have; to be counted as experience you must have a proven track record of cleaning seven (7) storeys and higher blocks, please provide details. *The second part of this question will be scored; failure to prove appropriate height through experience will lead to automatic failure.*  |

**6. SUSTAINABILITY**

|  |  |  |
| --- | --- | --- |
| **6.1** As part of the submission please provide a copy of your Environmental/Sustainability policy: | *Pass/Fail* | YES/NO |
| If Yes: Please provide us with a copy: | *Enclosed?* |
| **6.2** Has your organisation compiled a register of environmental regulations and legislation relating to your business operations? | *Information Only* | YES/NO |
| If Yes: Please provide details below: |
| If Yes: do you have any objection to this being inspected? | YES/NO |
| **6.3** Does your organisation have an Environmental Action Plan in place to reduce your adverse effect on the environment? | *Information Only* | YES/NO |
| If Yes: Please provide details below: |
| If Yes: do you have any objection to this being inspected? | YES/NO |
| **6.4** How do you address environmental issues within your business including how you deal with use of water and other materials appreciable to this contract?  | Scored |
|  |
| **6.5** Has your organisation or Directors ever been convicted of a criminal offence or been found guilty or grave misconduct with regard to any environmental legislation? | *Pass/Fail* | YES/NO |
| If Yes, Please provide details: |
| **6.6** Is your organisation involved in the training of school leavers and apprentices within Worcestershire/Herefordshire? | *Information Only* | YES/NO |
| If Yes: Please provide details below: |

**7. REFERENCES**

|  |  |
| --- | --- |
| **7.1** **Please provide below details of a minimum of two (2) clients for whom your organisation has undertaken relevant recent projects. For each project, state the following:**  | **Scored** |
| **Project One** |
| **7.1.1** Project Title: |  |
| **7.1.2** Description of the Project [No more than 100 words]: |  |
| **7.1.3** Project Status e.g. Complete, In-Progress: |  |
| **7.1.4** Project Dates: |  |
| **7.1.5** Project Value: |  |
| **7.1.6** Client/Organisation: |  |
| **7.1.7** Contract Name: |  |
| **7.1.8** Contract Address: |  |
| **7.1.9** Contact Telephone Number: |  |
| **7.1.10** Contact Fax Number: |  |
| **7.1.11** Contact Email Address: |  |

|  |
| --- |
| **Project Two** |
| **7.2.1** Project Title: |  |
| **7.2.2** Description of the Project [No more than 100 words]: |  |
| **7.2.3** Project Status e.g. Complete, In-Progress: |  |
| **7.2.4** Project Dates: |  |
| **7.2.5** Project Value: |  |
| **7.2.6** Client/Organisation: |  |
| **7.2.7** Contract Name: |  |
| **7.2.8** Contract Address: |  |
| **7.2.9** Contact Telephone Number: |  |
| **7.2.10** Contact Fax Number: |  |
| **7.2.11** Contact Email Address: |  |

**NOTE:** Fortis Living may elect to contact any of the given organisations for a reference; one or both of these references may be used to visit later on in the evaluation process.

**8. DECLARATION**

I/We understand that it is a criminal offence punishable by a fine/imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body. Such action would empower the Employer to cancel any contract.

***Should this Declaration not be completed and officially signed by a Director your return will automatically fail (Pass/Fail).***

|  |  |
| --- | --- |
| **Signed:** |  |
| **Name Printed:** |  |
| **Position in Company:** |  |
| **For and on behalf of** **(Name of Company):** |  |

**NOTES:**

1. This application should be signed by the applicant in person or by a duly authorised partner in the case of a partnership, or by a duly authorised Director or Company Secretary in the case of a Limited Company.
2. Before returning this form, please ensure that you have answered all the questions in the sections required and enclosed copies of all relevant documents, where required.
3. Prospective contractors should answer all questions as accurately and concisely as possible. Where a question is not relevant to the responder’s organisation, this should be indicated, with an explanation.
4. Supporting information should be presented in the same order and should be referenced to the relevant question.
5. Questions must be answered in English except if agreed otherwise with Fortis Living and should be concise and relevant.
6. Responses will be evaluated in accordance with the procedures set out above. In the event that none of the responses are deemed satisfactory, Fortis Living reserves the right to consider alternative procurement options.
7. Failure to furnish the required information, make a satisfactory response to any question, or supply documentation referred to in responses, within the specified timescale, may mean that contractors/suppliers will not be invited to participate further.
8. Fortis Living shall have the right to disqualify you from tendering for the requirement if you fail to complete the relevant parts of the PQQ (in full or part) as required by this document. Fortis Living shall also have the right to disqualify your tender at any stage in the process if we become aware of any omission or misrepresentation in your response to any question.
9. The contractor acknowledges that it is an offence to give or offer any gift or consideration to an employee of a public body (Bribery Act 2010) as a reward or inducement in relation to the awarding of a public contract and that such action will give Fortis Living the right to exclude a contractor from the procurement process and potential future activity.
10. The contractor acknowledges that any price fixing or collusion with other bidders in relation to the project shall give Fortis Living the right to exclude any contractor from the procurement process and may constitute an offence.

**FAILURE TO DO SO MAY RESULT IN YOUR**

**EXCLUSION FROM THE LIST OF TENDERERS.**

**Mandatory Attachments Checklist**

* Financial information for organisation and group (**2.1**).
* Audited accounts for the last 3 years for company (and parent) (**2.2**).
* Insurance Certificates (**2.11**).
* Equality and Diversity Policy (**4.1**).
* Health and Safety Policy (**5.1**).
* Training Record (**5.2**).
* Environmental/Sustainability Policy (**6.1**)

The information contained in this questionnaire will be held in confidence by Fortis Living and used for the purpose of determining your suitability for meeting our general requirements for the provision of the service(s). Further assessment and selection may be required before any indication can be given on the success of your application for inclusion on our tender list.

For the PQQ submission stage you have the option to either submit one (1) version via email or in writing. Please submit all emailed PQQ submissions by the deadline stated below to Richard Orders at **rorders@fortisliving.com** or via writing to: **Fortis Living, Festival House, Grovewood Road, Malvern, Worcestershire WR14 1GD**.

**Returns must be received no later than: 12 Noon 14th November 2016**