Invitation to Tender for

Bristol National Office Cleaning Services

Reference: FEE/0539

# Introduction

**The Forestry Commission’s (FC)** mission is to protect and expand Britain's forests and woodlands and increase their value to society and the environment.

We take the lead in the development and promotion of sustainable forest management. We deliver the distinct forestry policies of England and Scotland through specific objectives drawn from the country forestry strategies.

We the FC will always consider equality when conducting our procurement activities. We require you to meet your duties under the Equality Act 2010 and may ask for evidence that you are aware of and operate in accordance with those requirements.

More information is available on our website at [www.forestry.gov.uk](http://www.forestry.gov.uk)

# Specification of Requirements

We will be awarding a contract for the provision of cleaning services and washroom products to the Forestry Commission National Office, 620 Bristol Business Park, Coldharbour Lane, Bristol, BS16 1EJ.

Our intention is to award this contract for a period of three years. There will be an option to extend the contract by up to a further two years in total (3+1+1).

The decision on whether to use the extension option(s) available will be at our discretion and we will base it on the following factors: Performance, management of the contract, and ongoing requirement.

The total value of this contract across all lots and over the entire period, including any extension options, will be in the region of £100,000.

The National Office consists of two floors (both approximately 5469 SqFt) with two, mostly open plan offices (one per floor) with meeting spaces, small offices, break out rooms, staff facilities, toilets and showers, reception and lobby. There is also a separate sub-tenanted area (approximately 2250 SqFt), which includes an open office with 3 meeting rooms, small office and kitchen area. Cleaning of this tenanted area is included within this contract, the frequency of which is indicated in Table 2 below. Appendix 1 provides floorplans of the areas to be cleaned under this contract.

# Specific Requirements

The Forestry Commission require daily (weekday only) cleaning and replenishing of consumable items: toilet paper, soap and hand towels where fitted. For up to 6 months at the commencement of this contract the consumable items will continue to be provided by the existing contractual arrangements until the applicable notice periods have been served. Following the end of these notices periods, the Contractor of this contract will be required to provide these consumable items. The Contract Manager will inform the Contractor of the definitive dates on commencement of the contract.

The contractor would be expected to source and supply the above consumable items, as well as the equipment and tools associated with this contract including, but not limited to dusters, cloths, vacuums, mops, buckets, cleaning products, toilet brushes. The contractor must satisfy the Contract Manager that these items comply with the Government Buying Standard on cleaning equipment which can be found on this link.

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/482149/gbs-clean-prod-services-2015.pdf>

# Security

The premises are unlocked and locked by an external security company at specific times. All doors must be closed when leaving the premises.

All contractor staff are required to use their door entry card when entering the building and again when leaving the building on the reception door pass pad. The door card will be provided to the contractor staff on commencement of contract activity.

All contractor staff must be checked and verified by the contractor to ensure they meet with the contractor’s employment guidelines which shall include previous work history, basic security checks, working time regulations compliance and ensure they are suitable to work in the environment to which they are being placed.

Contractor staff will only be able to enter and clean the sub-tenant area when a sub-tenant employee is available. If no sub-tenant employee is available, it is not expected or a requirement to return to sub-tenant area to conduct that clean or issue a credit note. Cleaning of the sub-tenant area will be paid as normal in the event that no sub-tenant employee is available.

# Specification

Cleaning hours – We are estimating that each floor will require 2 hours cleaning with an additional 1 hour per week for our sub-tenants. The hours of required cleaning activities (as described in Tables 1 and 2) are as follows:

1 x cleaner Monday to Friday 6am – 8am or 5pm – 7pm

1 x cleaner Monday, Wednesday & Friday 6am – 8am or 5pm – 7pm

Tuesday & Thursdays 6am – 8.30am or 4.30pm – 7pm to clean the sub-tenants area in the extra 30 minutes (activities detail in Table 2).

The above times are either/or and both contractor staff must work the same shift times. On commencement of the contract the contractor must indicate whether cleaning will be conducted in the morning or evening. From that point deviations from the scheduled timing will be on an exception basis, with approval from the Contract Manager.

Activities identified in Table 1 below as weekly occurrences must be conducted on Fridays unless prior consent has been granted by the Contract Manager.

Activities identified in Table 1 below as monthly occurrences must be conducted on the last Friday of the month unless prior consent has been granted by the Contract Manager.

Offices closures will be communicated by the Contract Manager in advance, and no cleaning activity is required during these periods.

**Table 1 - General Cleaning Schedule for Forestry Commission Office**

Work to be undertaken is shown below:

| **Description** | **Daily** | **Weekly** | **Monthly** |
| --- | --- | --- | --- |
| **Building Entrance – Ground Floor** |  |  |  |
| Carpet vacuumed | X |  |  |
| Skirting, high covers, heaters dusted |  | X |  |
| Door Glass panels cleaned & metal push panels sprayed with appropriate cleaning agent and wiped clean | X |  |  |
| **Reception** |  |  |  |
| Floors swept and mopped with appropriate cleaning agent / vacuumed | X |  |  |
| Reception desk wooden tops cleaned appropriate cleaning agent. | X |  |  |
| Reception desk glass top cleaned with appropriate cleaning agent | X |  |  |
| All door glass panels cleaned & metal push / pull panels cleaned with appropriate cleaning agent | X |  |  |
| Skirting, ledges, and lockers dusted |  | X |  |
| Bin emptied | X |  |  |
| **Toilets (gents, ladies and disabled) – Ground** |  |  |  |
| Clean all toilets, basins, seats and handles and appropriate cleaning agent | X |  |  |
| Clean toilet doors both sides, divider walls, dispensers with appropriate cleaning agent |  | X |  |
| Clean sinks and dispensers, hand dryers and tiles below hand dryers with appropriate cleaning agent | X |  |  |
| Clean mirrors behind sinks with appropriate cleaning agent | X |  |  |
| Mop toilet floors with appropriate cleaning agent | X |  |  |
| Dust skirting’s and shelves |  | X |  |
| Door push panels and handles cleaned with appropriate cleaning agent | X |  |  |
| Bins emptied (not sanitary bins) | X |  |  |
| **Shower Room** |  |  |  |
| Wash floor with appropriate cleaning agent | X |  |  |
| Wipe seat, shelves and shower unit with appropriate cleaning agent | X |  |  |
| Clean mirror with appropriate cleaning agent | X |  |  |
| **Ground Floor meeting rooms x 4** |  |  |  |
| All tables to be wiped and cleaned with appropriate cleaning agent | X |  |  |
| All work surfaces to be wiped and cleaned (window sills etc.) with appropriate cleaning agent |  | X |  |
| Bins emptied | X |  |  |
| Vacuum floor area | X |  |  |
| All door handles to be wiped with appropriate cleaning agent | X |  |  |
| **Ground Floor Kitchen Area** |  |  |  |
| Clean all work tops and bin lid tops with appropriate cleaning agent | X |  |  |
| Microwave wiped inside and out with appropriate cleaning agent | X |  |  |
| Food bin emptied | X |  |  |
| Empty Recycling and Black waste bins when almost full. These bins must be emptied on a Friday. |  |  |  |
| Floor washed with appropriate cleaning agent | X |  |  |
| Fridge emptied of all items except Milk and cleaned inside with appropriate cleaning agent |  |  | X |
| Wipe clean the water cooler and hot water dispenser (avoiding nozzles) | X |  |  |
| Clean the sinks and draining boards with appropriate cleaning agent | X |  |  |
| **Ground Floor Main Area** |  |  |  |
| All desks to be wiped | X |  |  |
| Top of monitors and partition screens dusted |  | X |  |
| Skirting and window sills dusted |  | X |  |
| All cupboard tops to be dusted and fronts and sides to be cleaned with appropriate cleaning agent |  | X |  |
| All carpet areas (and under desks) to be vacuumed (including the post room) | X |  |  |
| Telephones to be wiped including handset with appropriate cleaning agent |  |  | X |
| **Fire exit stairwell (end of building)** |  |  |  |
| Carpets vacuumed |  | X |  |
| Stairs vacuumed |  |  | X |
| Railings to be cleaned with appropriate cleaning agent |  | X |  |
| Skirtings and window sills to be dusted |  | X |  |
| Light fittings dusted |  |  | X |
| **Main stairwell (centre of building)** |  |  |  |
| Carpets vacuumed |  | X |  |
| Stairs vacuumed |  |  | X |
| railings to be wiped with appropriate cleaning agent |  | X |  |
| Skirtings and window sills to be dusted |  | X |  |
| Light fittings dusted |  |  | X |
| Tops of lockers to be dusted |  | X |  |
| **Toilets (gents, ladies and disabled) – First Floor** |  |  |  |
| Clean all toilets, basins, seats and handles with appropriate cleaning agent | X |  |  |
| Clean toilet doors both sides, divider walls, dispensers with appropriate cleaning agent |  | X |  |
| Clean sinks and dispensers, hand dryers and tiles below hand dryers with appropriate cleaning agent | X |  |  |
| Clean mirrors behind sinks with appropriate cleaning agent | X |  |  |
| Mop toilet floors with appropriate cleaning agent | X |  |  |
| Dust skirting’s and shelf |  | X |  |
| Door push panels and handles wiped with appropriate cleaning agent | X |  |  |
| Bins emptied (not sanitary bins) | X |  |  |
| **Shower Room** |  |  |  |
| Mop floor with appropriate cleaning agent | X |  |  |
| Wipe seat, shelves and shower unit with appropriate cleaning agent | X |  |  |
| Clean mirror with appropriate cleaning agent | X |  |  |
| **First Floor meeting rooms x 4** |  |  |  |
| All tables to be wiped and cleaned with appropriate cleaning agent | X |  |  |
| All work surfaces to be wiped and cleaned (window sills etc.) with appropriate cleaning agent | X |  |  |
| Rubbish to be removed and bins emptied | X |  |  |
| Vacuum floor area | X |  |  |
| All door handles to be wiped with appropriate cleaning agent | X |  |  |
| **First Floor Kitchen / staff Area** |  |  |  |
| Wash/wipe all work tops, tables, chairs and bin lid tops with appropriate cleaning agent | X |  |  |
| Microwaves wiped inside and out with appropriate cleaning agent | X |  |  |
| Food bin emptied | X |  |  |
| Empty Recycling and Black waste bin when almost full. These bins must be emptied on a Friday |  |  |  |
| Floor mopped (kitchen cupboard area) with remainder swept/vacuumed (throughout the tabled area) | X |  |  |
| Entire floor mopped with appropriate cleaning agent |  | X |  |
| Fridge emptied of all items except Milk and cleaned inside with appropriate cleaning agent |  |  | X |
| Wipe water cooler and hot water dispenser (avoiding nozzles) with appropriate cleaning agent | X |  |  |
| Clean the sinks and draining boards with appropriate cleaning agent | X |  |  |
| **First Floor Main Area + HR and CEO’s office’s** |  |  |  |
| All desks to be wiped with appropriate cleaning agent | X |  |  |
| Top of monitors and partition screens dusted |  | X |  |
| Skirting and window sills dusted |  | X |  |
| All cupboard tops to be dusted and front and side surfaces to be wiped with appropriate cleaning agent |  | X |  |
| All carpet areas (and under desks) to be vacuumed | X |  |  |
| Telephones to be wiped including handset with appropriate cleaning agent |  |  | X |

Table 1 – Forestry Commission Office Cleaning Schedule

**Table 2 - Sub-tenant area**

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Daily** | **Weekly** | **Monthly** |
| **Ground Floor Kitchen Area** |  |  |  |
| Wash/wipe all work tops and bin lid tops with appropriate cleaning agent | X |  |  |
| Microwave wiped inside and out with appropriate cleaning agent | X |  |  |
| Food bin emptied | X |  |  |
| Empty Recycling and Black waste bin emptied when almost full. This must be done on a Friday. |  |  |  |
| Floor mopped with appropriate cleaning agent | X |  |  |
| Fridge emptied of all items except Milk and cleaned inside with appropriate cleaning agent |  |  | X |
| Wipe water cooler and hot water dispenser (avoiding nozzles) with appropriate cleaning agent | X |  |  |
| Clean the sinks and draining boards with appropriate cleaning agent | X |  |  |
| **Ground Floor Main Area** |  |  |  |
| All desks to be wiped | X |  |  |
| Top of monitors and partition screens dusted |  | X |  |
| Skirting and window sills dusted |  | X |  |
| All cupboard tops to be dusted and front and side surfaces to be wiped with appropriate cleaning agent |  | X |  |
| All carpet areas (and under desks) to be vacuumed | X |  |  |
| Telephones to be wiped including handset with appropriate cleaning agent |  |  | X |
| **Ground Floor Offices / Meeting Rooms** |  |  |  |
| All tables to be wiped and cleaned with appropriate cleaning agent | X |  |  |
| All work surfaces to be wiped and cleaned (window sills etc.) with appropriate cleaning agent | X |  |  |
| Rubbish to be removed and bins emptied | X |  |  |
| Vacuum floor area | X |  |  |
| All door handles to be wiped | X |  |  |

Table 2 – Sub-Tenant Cleaning Schedule

In addition to the above:

Internal and external window cleaning will be carried out by the Contractor every 3 months during office hours. The Contractor must provide all associated equipment for window cleaning. Note that ladders must not be used in window cleaning activity.

There is an optional requirement for full carpet, chair & sofa upholstery to be cleaned out of hours upon request. Associated equipment must be provided by the Contractor.

There is an optional requirement for keyboard, mouse, monitor, phone & printer clean and sanitization to be carried out on request.

A one-off deep and thorough clean must be carried out at beginning of contract. The deep clean will involve all of the activities in the above two tables, including weekly and monthly activities. This requirement will not include the quarterly window cleaning.

Further clarity on bin emptying:

There are currently four external bins – General, recycling, food waste and cardboard. All external bin lids must close and be closed each night.

Ground floor kitchen consists of 1 x 120 litre recycling bin, 1 x 120 litre general waste bin and 1 x food waste bin.

First floor kitchen consists of 1 x 240 litre recycling bin, 1 x 240 litre general waste bin and 1 x large food waste bin.

Cleaning of the interior of the bins is not a requirement under this contract.

**Equipment required**

The Contractor must provide the following in order to conduct cleaning services for this contract:

* Mops
* Vacuums
* Cleaning agents and chemicals
* Cloths
* Dusters
* Long reach window cleaning pole

This equipment will be provided at no extra cost to the Forestry Commission

**Consumables required**

The Contractor must provide the following consumables as part of this contract:

* Bin bags (for all bins)
* Toilet rolls (following notice period), approximately 100 standard size toilet rolls per calendar month
* Hand soap (following notice period)
* Air freshener refills (following notice period)
* Blue roll for the 2 Forestry Commission kitchen dispensers

Costs of consumables are to be are to be invoiced to the Forestry Commission. Invoices for consumables are to be accompanied with a matching delivery note.

**Washroom Products Required (Optional)**

The following items may be required under the contractor at additional cost to the Forestry Commission. The Contractor will be notified if/when these items are required, and the Forestry Commission are under no obligation to request these items:

* Toilet roll dispensers
* Hand dryers
* Sanitary bins and monthly collection
* Soap dispensers

# Special conditions

All cleaning agents used in the both the FC National office and the sub-tenant office need to be approved by the FC Contract Manager on award of the Contract. All cleaning products used must be non-abrasive and conform to eco-label standards ([www.ecolabel.eu](http://www.ecolabel.eu)) and comply with the mandatory level of Government Buying Standards for cleaning products.

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/482149/gbs-clean-prod-services-2015.pdf>

If any of your cleaning substances are regulated under COSHH (Control of Substances Hazardous to Health) legislation, you must supply the relevant data sheets as part of your tender submission.

## Contract Management Requirements

**Safety and Quality standards:**

Forestry Commission First Aid Policy is available at: <http://www.forestry.gov.uk/pdf//FIRSTAIDPOLICYexternalv4final.pdf/$FILE//FIRSTAIDPOLICYexternalv4final.pdf>

It is the contractor’s responsibility to ensure their workforce adheres to these standards (and any other relevant governing body’s safety guidelines) and completed checklists on operators should be provided to the Forestry Commission on request.

The Contractor must attend a pre-operational meeting where site hazards, work practices and standards will be discussed. This must be organised by the Contractor giving at least five days’ notice.

Contractor will maintain the security of the buildings during and on completion of work on each visit.

All cleaning fluids and equipment to be stored locked away in the store cupboards.

Correct Personal Protective Equipment (PPE) must be worn at all times during working periods.

Contractor will adhere to COSHH regulations at all times.

It is the Contractors responsibility to erect British Standard warning signs at each work site during the course of the cleaning activities and whilst any surfaces remain wet.

The Forestry Commission will inspect the facilities and the operation of the contractor to ensure that agreed standards of work are being met and regular feedback will be offered to the contractor.

For the first 6 months of the contract the Contractor must attend monthly review meetings with the FC Contract Manager that will cover all aspects of the contract and service provision from both parties. Following the initial 6 month period the review meetings will become quarterly. If the need arises, further meetings during the contract period may be arranged to discuss any outstanding problems or issues. The Contract Manager will provide at least 1 full working days’ notice.

The contractor must provide the Forestry Commission with a method statement, site specific risk assessment, health & safety policy/plan and COSHH assessment prior to commencement of any works asked by the Forestry Commission to carry out work in accordance to these documents.

**Environmental standards:**

Forestry Commission Guidelines: The Guidelines published by the Forestry Commission will be regarded as the minimum standard required. Relevant Guidelines for this operation are:

Forestry and Water Guidelines, available from <http://www.forestry.gov.uk/forestry/INFD-8BVGX9>

Litter / Waste: the work site must be kept clean, tidy and litter free. All waste created and collected by the contract holder will be the contractor’s duty to remove from site and disposed of in a way that meets all environmental regulations.

Disposal of used water / cleaning fluids will be by safe and recognised systems following any applicable environmental regulations.

The Forestry Commission works to recycle as much waste as possible. The contractor will be expected to help keep to the high standards of recycling within the district.

The contractor must comply with the Government Buying Standard on cleaning products and services: <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341460/GOV.UK_GBS_clean_prod_and_services.pdf>

**Service Levels:**

The contractor will notify the Contract Manager of the times and dates when he expects to be on site if not detailed at the pre commencement meeting. The Contractor must provide details of any proposed changes for the Contract Manager’s approval at least one week in advance.

The contractor will ensure the site is left safe and secure at the end of each working pattern (i.e. morning or evening).

The Contract Manager will make regular inspections of the standards of work being done by the contractor and feedback and performance reports will be given. Any highlighted areas of unacceptable performance must be remedied within 5 days of Contract Manager feedback / performance report. If performance issues are not remedied within this period, the Contract Manager will issue a formal performance improvement notification. If the issue still remains unimproved, the Contract Manager may pursue further remedial action.

The Contract Manager will monitor outputs monthly before authorisation of payment of invoices.

The Forestry Commission will also require daily recording of contract staff attendance on site, for example through a signing in book, which must be provided by the Contractor. This will record the date and time of each clean and by whom.

Tables 1 and 2 of scheduled cleaning activities will be used to monitor Contract performance in relation to extension options/break points.

**TUPE -Transfer of Undertakings (Protection of Employment Act 2006)**

The attention of tenderers is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE). The Forestry Commission is the neither transferee nor transferor for the purpose of TUPE in this situation. This means we are unable to comment on whether TUPE applies.

Tenderers should contact the existing supplier to determine whether TUPE applies to this requirement. If TUPE is deemed to apply then financial implications are matters for discussion between the prospective tenderer and the existing suppliers, rather than for the Forestry Commission. Please note that the Forestry Commission gives no guarantee or assurance as to the accuracy of any information provided by the existing contractor and cannot be held responsible for any errors or omission in it.

If tenderers are in any doubt as to the applicability or implications of TUPE, tenderers should seek legal advice.

**Disclosure Policy**

All Contractor staff involved in any way in the delivery of the contracted services who require to work at the Forestry Commission site shall require to have obtained, at their or at the Contractor’s expense, a basic disclosure certificate from the Disclosure and Barring Service and to have submitted the said certificate to the FC, prior to the commencement of the contract. Any such staff must have been resident in the United Kingdom for the twelve month period immediately preceding the date of clearance by the Disclosure and Barring Service. Any costs, incurred as a result of carrying out the required security procedures, will be borne by the Contractor.

Since the pre-employment vetting, security and nationality checks can take up to 6 weeks to complete, the Contractor must ensure the availability of a ‘pool’ of pre-cleared temporary staff of sufficient size to meet the FC’s requirements. Although every effort will be made to give the Contractor notice of anticipated significant increases in expected demand, the number of staff available must be adequate to meet the reasonable demands of the Forestry Commission at any time.

The Contractor will also be required to inform the Forestry Commission if any staff involved in delivering the services are charged with, or convicted of any offence during the period of their assignment, and, should it be necessary, arrange for the service to be provided by another staff member.

**Payment**

Invoices/credit notes to be issued monthly in arrears and payment within 30 days of invoice. The invoice must separate the various cleaning aspects, main Forestry Commission clean, Sub-Tenant Clean, Window Clean, Consumables etc.

As a government organisation, we abide by The National living wage for our own employees and those who are employed to work at our premises. This must be used as a salary base for our cleaner’s. Consideration should be given to offer the Real Living Wage and should be indicated in your tender response.

**Note: Tenderers must include details of any areas where they will not be able to comply with these requirements. If your Tender does not meet these requirements we reserve the right to reject it completely.**

# Notes for Completion and Conditions

## Timetable

Whilst we do not intend to depart from the timetable below, we reserve the right to do so and if this is required, we will inform Suppliers in writing of any changes.

|  |  |
| --- | --- |
| **Stages** | **Dates** |
| Date(s) of site visits by bidders to FC site | By appointment between 27th September 2018 and Friday 12th October 2018 |
| Closing date for expressing interest and questions | 5pm Monday 15th October 2018 |
| **Closing Date and Time for Tender**  **Returns** | 12:00 midday Wednesday 31st October 2018 |
| Notification of Award | w/c Monday 5th November 2018 |
| Expected Start Date | Monday 3rd December 2018 |

### Site Visits

Before the return date, bidders will need to have a site visit so that they can complete their submission; Site visits will take place on the date(s) specified in the timetable above and bidders should contact the person named to arrange this.

## Enquiries

Please send all enquiries by email, by the deadline stated at Section 3.1 quoting thereference numberprinted at the front of this document to: Stuart Ashpole, National Office Manager to [stuart.ashpole@forestry.gsi.gov.uk](mailto:stuart.ashpole@forestry.gsi.gov.uk)

If we consider any question or request for clarification is relevant to all interested parties, we will circulate both the query and the response to all prospective bidders, although your identity will remain confidential.

**If you want to tender, and have not yet registered interest in the tender, you must do so before the closing date for expressing interest to make sure you are told about any questions and answers.**

## Responses and supporting documents

Responses must be completed in full, any additional appendices must be clearly labelled. The FC will only evaluate on information provided, working history with the FC cannot be considered unless outlined in your tender submission. Please do not send promotional or general information; this will not be evaluated. Please ensure that all questions are completed in full, and in the format requested.

## Return arrangements

Please return your completed tender submission inclusive of any relevant appendices as:

* 1 paper copy by post or hand delivered, and
* 1 copy on disk or USB type storage device in a read only format

Please note that we do not accept email copies. We must receive your completed tender before the closing date and time shown in the Timetable at section 3.1. We will keep tenders received before this deadline unopened until after this time. We reserve the right to not consider any tenders received after the deadline. Please be aware that tenders may be copied for our use.

Mark your envelopes with the words ‘**Tender for National Office Cleaning FEE/0539–** **Not to be opened until 12 midday Wednesday 31st October 2018**.

Send completed tender documents to the following address:

Stuart Ashpole

National Office Manager

620 Bristol Business Park

Coldharbour Lane

Bristol

BS16 1EJ

## Clarification

During our evaluation process, we may need to seek clarification on aspects of your tender return. If required we will contact you using the contact details you have provided. Clarification may require you to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit. The purpose of any such clarification is to provide us with the information we require to score your submission; it will not be an opportunity for you to improve or substantially change the information you have already submitted.

## Sub-contracting arrangements

Where the supplier proposes to use one or more sub-contractors to deliver some or all of the requirements, details should be provided. This includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key deliverables each sub-contractor will be responsible for.

The FC recognises that arrangements in relation to sub-contracting may be subject to future change, and may not be finalised until a later date. However Suppliers should be aware that where information provided to the FC indicates that sub-contractors are to play a significant role in delivering key requirements, any changes to those sub-contracting arrangements may affect the ability of the Supplier to proceed with the procurement process or to provide the supplies and/or services required. Suppliers should therefore notify the FC immediately of any change in the proposed sub-contractor arrangements. The FC reserves the right to deselect the Supplier prior to any award, based on an assessment of the updated information.

## Consortia arrangements

Please contact the FC before submitting a tender if you intend to bid as a consortium.

## Confidentiality

When providing details of contracts in answering section 4.4 of this ITT (Technical and Professional Ability), the Supplier agrees to waive any contractual or other confidentiality rights and obligations associated with these contracts.

The FC reserves the right to contact the named customer contact in section 4.4 regarding the contracts included in section 4.4. The named customer contact does not owe the FC any duty of care or have any legal liability, except for any deceitful or maliciously false statements of fact.

The FC confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the Public Contracts Regulations.

The Supplier must treat all information supplied to it by the FC in confidence and must not disclose it to third parties other than to obtain sureties or quotations for submitting its response.

As part of the tendering process, the Supplier must identify any parts of its tender submission which it designates as confidential and would not want published; such information may include technical or trade secrets or other confidential information. The FC will then assess this information (along with the rest of the contract) when considering which contractual information should or should not be published or released on request.

## Additional tender information

* All details of the tender, including prices and rates, must be valid for 90 days from the closing date for Tender Submissions as detailed in Section 3.1.
* The completed tender and all accompanying documents must be in English.
* Any contract or framework agreement concluded as a result of this ITT will be governed by English law.
* All prices will be in sterling and exclusive of VAT.
* Once we have awarded the contract or framework agreement, we will not pay any additional costs incurred which are not reflected in your tender submission.
* A Tender Panel will evaluate responses to the tender objectively using the evaluation matrix.
* Unless otherwise stated in this ITT, all costs associated with taking part in this process remain your responsibility and we will not return any part of your completed tender to you.

## Pass/Fail questions

Some questions in the tender are fundamental requirements of the contract or framework agreement. These are marked on a ‘pass/fail’ basis and if you do not answer these sections appropriately, we may reject your submission in full and cease to evaluate any more questions.

## Weighted questions

Some sections of this ITT include questions that are weighted. The weightings applied to each question ensure the relative importance of each is correctly reflected in the overall scores applied. For these questions, the marks out of 4 that are achieved for each question will be subsequently weighted to provide a total number of marks out of 100%.

## Award & Feedback

Once we have carried out the evaluation and identified the successful tenderer(s), we will write to all tenderers by email of our award decision. We will give all bidders the opportunity of feedback. Please request feedback via email as soon as possible if required.

## Contract Management

If we award a contract, you will have to co-operate in managing it and comply with the contract management requirements, as detailed in the Specification or Requirements at Section 2

## Right to cancel or vary the process

We reserve the right to cancel or withdraw from the tendering process at any stage.

## Inducements

Offering an inducement of any kind in relation to obtaining this or any other contract with us will disqualify you from being considered and may constitute a criminal offence.

## Disclaimer

While the information in this ITT and supporting documents has been prepared in good faith by us, it may not be comprehensive nor has it been independently verified.

Neither the FC, nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:

* makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of this ITT; or
* accepts any responsibility for the information contained in the ITT or for the fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of relying on such information or any subsequent communication.

## Taking account of bidders past performance

We may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The authority may also assess whether specified minimum standards fir reliability for such contracts are met.

## Declaration

The supplier will be required to confirm that they declare the following:

Declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection and evaluation process to assess my organisation’s suitability to participate in this procurement, and to determine which supplier(s) provide the most economically advantageous tender in accordance with the criteria set out in this ITT.

I understand that the authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.

The essence of selective tendering is that the authority will receive *bona fide* competitive tenders from all those tendering. In recognition of this principle, I certify that this is a *bona fide* tender, intended to be competitive, and that ‘we’ (I or any other person acting for on behalf of my organisation) have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. I also certify that we have not done and we undertake that we will not do so at any time before the hour and date specified for the return of this tender any of the following acts:

* communicate to a person other than the person calling for those tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain premium insurance quotations required for preparing the tender;
* enter any agreement with any other person whereby they will refrain from tendering or as to the amount of any tender to be submitted;
* offer or pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for this work any act or thing of the sort described above.

In this certificate, the word “’person” includes any individual, partnership, association, or body either corporate or unincorporated; and “’any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

Declare that there is no conflict of interest in relation to the authority’s requirement.

# Your response

In order to submit a tender for this requirement you must complete and return the below sections in compliance with Section 3 above. All sections must be completed and returned.

Full details of how we will evaluate your submission can be found in the Evaluation Matrix below.

## Supplier Information

|  |  |  |
| --- | --- | --- |
| **Supplier details** | | **Answer** |
| Supplier Name & Address | |  |
| Registered company number | |  |
| Registered charity number | |  |
| Registered VAT number | |  |
| Name of immediate parent company | |  |
| Name of ultimate parent Company | |  |
| Please indicate your trading status | | Choose an item. |
| Please indicate whether any of the classifications apply | | Choose an item. |
| **Contact details** | | |
| Supplier contact details for enquiries about this ITT | | |
| Name |  | |
| Postal address |  | |
| Phone |  | |
| Mobile |  | |
| E-mail |  | |

## Selection Criteria

## Insurance

|  |  |
| --- | --- |
| **Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract or framework, the levels of insurance cover indicated below.** | **YES / NO** |
| Employer’s (Compulsory) Liability Insurance = £5million  **Note**: It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders. |  |
| Public Liability Insurance £5 million or above |  |

## Health and Safety

This section allows us to assess your competency for health and safety. We have provided some guidance to help you understand the requirements for each area. You may also find it useful to refer to the Health and Safety Executive (HSE) website for some guidance before completing this section. You can find this here: <http://www.hse.gov.uk/>.

|  |  |
| --- | --- |
| 4.3.1 | 1. Does your organisation have a written health and safety policy? AND 2. If yes, please provide details of when it was last reviewed and updated.   Note: If your organisation has less than 5 employees, the Forestry Commission still requires you to have a written Health and Safety Policy |
| **Answer:** | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 4.3.2 | The FC requires confirmation that this contract or framework will be carried out by personnel (individuals, staff or sub-contractors) with the pre-requisite Health and Safety certifications / qualifications. Bidders are required to complete the table below with reference to their delivery team for this contract or framework. | | | | |
| **Certification / Qualification** | | | **Number of personnel with certification / qualification** | **Qualification Provider** | **Frequency of Update training** |
| First Aid at work or Emergency First Aid at Work (+ F)\* | | |  |  |  |
|  | | |  |  |  |
|  | | |  |  |  |
| 4.3.3 | | If the appropriate personnel who will deliver the contract or framework **do not** currently hold any or all of the above qualifications or certifications, explain any plans (including dates) you have in place to secure the necessary certifications/qualifications in advance of contract or framework commencement.  Please state ‘not applicable’ in the box below where this does not apply. | | | |
| **Answer:** | | | | | |

**\*** Please see our [First Aid Policy for those that work on our land](http://www.forestry.gov.uk/forestry/infd-8wpmpq) for further details. Note: if your current certification does not cover these aspects, you will be required to undertake the necessary training prior to commencing any work.

|  |  |
| --- | --- |
| 4.3.4 | Briefly describe your selection process for sub-contractors. The selection process should include assessment and review of sub-contractors’ approach to risk assessment; competence and qualifications; and accident/near miss reporting & recording.  If you intend to carry out all work using your own direct employees, you need only provide a short statement to this effect. |
| **Answer:** | |

|  |  |
| --- | --- |
| 4.3.5 | Briefly describe your process for ensuring personnel are competent and up to date on general and site specific health and safety requirements. This should include your plans for supervision and monitoring. Provide evidence of examples to support your response. |
| **Answer:** | |

|  |  |
| --- | --- |
| 4.3.6 | Provide an example of a site specific risk assessment you have applied in a previous contract which demonstrates that the risks identified have been controlled.  OR  Where an example from a previous contract cannot be produced, please explain how you would risk assess a job; please support this response with a generic or hypothetical risk assessment relevant to the subject of the contract/framework. |
| **Answer:** | |
| 4.3.7 | In relation to your risk assessment process, describe how you monitor to ensure the controls remain in place for the duration of the work. Where available, supply any relevant evidence to support your response such as completed checklists or other similar evidence. |
| **Answer:** | |
| 4.3.8 | Explain your approach to Lone Working; and where this is carried out provide details of your process, methods and frequency of checking for contracts of this nature. |
| **Answer:** | |

|  |  |
| --- | --- |
| 4.3.9 | Briefly explain how your organisation obtains competent health and safety advice (either within the organisation or externally). Please show us you have the following or equivalent: Internal health and safety personnel, consultants, appointed person in the organisation responsible for health and safety. |
| **Answer:** | |

|  |  |
| --- | --- |
| 4.3.10 | 1. Describe your accident / near miss reporting system including any actions taken post incident to prevent recurrence; 2. Support your response with one example where this is available; 3. Describe your understanding of the requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). |
| **Answer:** | |

|  |  |
| --- | --- |
| 4.3.11 | Provide a short explanation of your process for Inspection and Testing of Machinery and Equipment providing certificates and completed checklists to support your response.  Your answer should show an understanding of the Provision and Use of Work Equipment Regulations 1998 (PUWER) and Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), where relevant. |
| Question not applicable. | |

## References

|  |  |  |
| --- | --- | --- |
| **Relevant experience and contract examples** | | |
| Please provide details of up to two contracts, in any combination from either the public or private sector that are relevant to our requirement. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. | | |
|  | Contract 1 | Contract 2 |
| Name of customer organisation |  |  |
| Point of contact in customer organisation  Position in the organisation  E-mail address |  |  |
| Contract start date  Contract completion date  Estimated Contract Value |  |  |

## Award Criteria

## Requirement Specific Questions

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Weight %** |
| 4.5.1 | Please outline the resources you plan to use to meet the requirements of this contract throughout the contract period, giving detail of the structure, the people and the other resources you will use. | 25% |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.2 | Provide details of the processes you will use to monitor, evaluate and maintain quality and consistency of service and ensure timely and accurate delivery of this contract.  What contingencies will be in place to reinforce the core team should fluctuations in work arise and how do you anticipate coping with staff absence, subcontractors (if applicable) and potential fluctuations in demand. | 30% |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.3 | Briefly explain your approach to your employment process, including but not limited to:   * your pre/post-employment checks to ensure an employee is a suitable candidate for the role and conforms to the UK current regulations of right to work * whether employees are offered the National Living Wage and reasons if this rate is not offered | 5% |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.4 | Are any of the cleaning substances you propose to use under the resulting contract regulated under COSHH (Control of Substances Hazardous to Health) legislation? | Pass/Fail |
| Response:  (Note: if you have responded “yes”, you must provide the relevant data sheets as part of your tender submission.) | | |

## Pricing Schedule

|  |  |
| --- | --- |
|  | ***Weight %*** |
| **Please provide details of your pricing in the schedule provided below** | 40% |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ref** | **Description** | | **Quantity** | | **Price**  **(£)** |
| 1 | Initial 1 day deep clean (includes all daily, weekly and monthly activities) | |  | |  |
| 2 | Monthly price for cleaning services (including all daily, weekly and monthly activities) | |  | |  |
| 3 | 120L general waste bin bags | | 1 roll | |  |
| 4 | 120L recycling bin bags | | 1 roll | |  |
| 5 | Large food waste bin bags | | 1 roll | |  |
| 6 | Toilet rolls | | To fill 14 | |  |
| 7 | Hand soap refills | | 14 | |  |
| 8 | Air Freshener refills | | 6 | |  |
| 9 | Blue roll | | 2 | |  |
| 10 | (Option Item) Toilet roll dispenser | | 1 | |  |
| 11 | (Optional Item) Hand dryer | | 1 | |  |
| 12 | (Option Item) Sanitary bin | | 1 | |  |
| 13 | (Option Item) Monthly price for collection of sanitary bins | |  | |  |
| 14 | (Option Item) Soap dispenser | | 1 | |  |
| 15 | Quarterly window cleaning | | 1 | |  |
| 16 | (Option) Full carpet, chair & sofa upholstery cleaning | |  | |  |
| 17 | (Option) keyboard, mouse, monitor, phone & printer clean and sanitization upper floor (indicative 125 desks) | |  | |  |
| 18 | (Option) keyboard, mouse, monitor, phone & printer clean and sanitization ground floor (indicative 70 desks) | |  | |  |
| **Total** | | | | |  |
| For information purposes (the following items will not be evaluated). | | | | |  |
| 19 | | Cleaning staff hourly rate | | 1 hour |  |

## Terms and Conditions

This ITT, and any contract or framework agreement arising from it, will be subject to the latest version our [terms and conditions](http://www.forestry.gov.uk/website/forestry.nsf/byunique/infd-8xtkx5) for non-operational services.

The successful Tenderer’s usual terms and conditions are not, and will not, become terms and conditions of any contract or framework agreement that we may award as a result of this ITT.

|  |  |  |
| --- | --- | --- |
| a) | Do you accept the FC’s Terms and Conditions of Contract as detailed above? (delete the option that doesn’t apply) | Yes / No |
| b) | If no, please provide details of any specific areas that you have an issue with. Please note that failure to agree to our Terms and Conditions of Contract may invalidate your tender submission. | |
|  |  | |

## Declaration

I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection and evaluation process to assess my organisation’s suitability to participate in this procurement, and to determine which supplier(s) provide the most economically advantageous tender in accordance with the criteria set out in this ITT. I am signing on behalf of ………………………………………………………………… **(insert name of supplier)**.

I understand that the FC may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information.

I understand the FC may assess the past performance of a Supplier (through a Certificate of Performance provided by a Customer or other means of evidence). The FC may take into account any failure to discharge obligations under the previous principal relevant contracts of the Supplier completing this ITT. The FC may also assess whether specified minimum standards for reliability for such contracts are met.

I understand that I must disclose if my organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control has been convicted of any criminal offences.

In addition, the FC may re-assess reliability based on past performance at key stages in the procurement process (i.e. Supplier selection, tender evaluation, contract award stage etc.). Suppliers may also be asked to update the evidence they provide in this section to reflect more recent performance on new or existing contracts (or to confirm that nothing has changed).

The essence of selective tendering is that the FC will receive *bona fide* competitive tenders from all those tendering. In recognition of this principle, I certify that this is a *bona fide* tender, intended to be competitive, and that ‘we’ (I or any other person acting for on behalf of my organisation) have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. I also certify that we have not done and we undertake that we will not do so at any time before the hour and date specified for the return of this tender any of the following acts:

* communicate to a person other than the person calling for those tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain premium insurance quotations required for preparing the tender;
* enter any agreement with any other person whereby they will refrain from tendering or as to the amount of any tender to be submitted;
* offer or pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for this work any act or thing of the sort described above.

In this certificate, the word “’person” includes any individual, partnership, association, or body either corporate or unincorporated; and “’any agreement or arrangement” includes any such transaction, formal or informal, and whether legally binding or not.

I also declare that there is no conflict of interest in relation to the FC’s requirement.

**ITT COMPLETED BY**

Name:

Role in Organisation:

Date:

Signature:

## Evaluation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | **Title** | **Evaluation Method** | **Evaluation Criteria** |
| 1.0- 4.1 | Various | For information only but must be completed | Not applicable |
| **Selection Criteria** | | |  |
| 4.2 | Insurance | Pass or Fail | Insurance cover available and certificates seen? |
| 4.3.1 | Health & Safety Policy | Pass or Fail | **Pass** – Organisation has a health and safety policy which has been reviewed in the last two years.  **Fail – Organisation does not have a health and safety policy OR Organisation does have a health and safety policy but bidder has provided no evidence of policy being reviewed in last two years.** |
| 4.3.2  4.3.3 | Certifications / Qualifications | Pass or Fail | **Pass** – Bidder has stated they have all the certifications/qualifications required to undertake the work in response to part a of the question; OR Bidder has not confirmed that all certifications/qualifications are currently held in response to 4.3.2, but has provided a response to 4.3.3 of the question which gives assurance that the necessary certifications/qualifications will be secured in advance of contract commencement.  **Fail** – Bidder has not provided the necessary assurance that all certifications/qualifications will be secured in advance of contract commencement in response to either 4.3.2 and/or 4.3.3 of the question. |
| 4.3.4 | Sub-contractor Selection Process | Pass or Fail | **Pass** Bidder has described their process for sub-contractor selection. The process explains all the aspects requested in the question and provides assurance that sub-contractors will be assessed thoroughly in this respect to meet the minimum health and safety requirements of the contract.  **Fail – The requirement to sub-contract has been identified in the bid, but the process for assessing sub-contractors does not cover the required aspects of the question and/or does not provide the necessary assurance that sub-contractors will be assessed thoroughly in line with requirements.** |
| **Responses to the rest of the H&S section will be scored as detailed below. In order to pass, bidders will need to score 11 or more out of 17. Any bidder scoring below 11 will fail the H&S section.** | | | |
| 4.3.5 | Updating of H&S | Scored Question | **Score of 2** – Response provides confidence that personnel are updated on relevant health and safety matters at appropriate times and that adequate supervision/monitoring is undertaken – relevant actions may include use of site inductions, training, newsletters, meetings, site visits etc.  **Score of 1** – Response leaves reservations about whether personnel are provided with the relevant health and safety updates or provides limited evidence of updates being carried out. There is limited evidence to demonstrate adequate supervision or monitoring takes place.  **Score of 0 –** No response provided or inadequate response provided. |
| 4.3.6 | Risk Assessment Process | Scored Question | **Score of 4** – Relevant site specific risk assessment from previous contract has been provided. This shows appropriate hazards and controls, demonstrating competence in application of this process.  **Score of 3** – Description of risk assessment process has been provided along with generic or hypothetical risk assessment. This shows an understanding of the process and provides confidence that the bidder would be able to apply the principles in a real situation.  **Score of 2** – Description of risk assessment process has been provided without any examples OR generic or hypothetical risk assessment has been provided, with no further information of the process applied.  **Fail – Inadequate process or no response provided** |
| 4.3.7 | Risk Assessment Process | Scored Question | **Score of 3** – Process description provides confidence that sufficient monitoring takes place throughout contract duration to ensure controls remain on site. Response is supported by appropriate evidence such as completed checklists, records of toolbox talks, evidence of supervisory visits or other appropriate evidence.  **Score of 1** – Process description provided without further appropriate supporting evidence – this gives some confidence that controls remain on site through the duration of the contract. OR, Some evidence supplied such as completed checklists, records of toolbox talks, supervisory visits or similar without a description of the process applied.  **Score of 0** – No response provided or response does provide confidence that an adequate process exists to ensure controls will remain on site for the duration of the contract. |
| 4.3.8 | Lone Working Process | Scored Question | **Score of 4** - Supplier does not allow lone working.  **Score of 3** - Lone working is restricted and the approach and system described gives confidence that the risk of lone working is being adequately controlled. Frequency of checking is appropriate to the risks associated with the work.  **Score of 0** - Lone working is carried out but explanation of process gives limited confidence of risks being controlled to an acceptable level. |
| 4.3.9 | Health & Safety Advice | Scored Question | **Score of 1** - Response identifies competent responsible person.  **Score of 0** - Response not provided or inadequate. |
| 4.3.10 | Accidents / Near Misses and RIDDOR | Scored Question | **1 point allocated for each of the following (maximum score achievable is 3):**   * Relevant accident reporting process described along with any post-accident actions to prevent recurrence – **Score 1 point** * Examples provided are relevant and demonstrate process being put into practice – **Score 1 point** * RIDDOR description, categories, timescales and understanding of responsibilities reflect current legislative requirements – **Score 1 point** |
| 4.3.11 | Inspection and Testing of Machinery and Equipment | Pass / Fail | Not applicable |
| 4.4 | References | Pass / Fail | **Pass –** Two references relevant to the subject matter of this ITT have been provided and the authority is content that the minimum standards for reliability have been met. We will consider accepting a lower number of references depending on how long you have been in business.  **Fail** – References are not relevant OR a satisfactory number of references have not been provided OR the authority has evidence of the suppliers’ failure to discharge their obligations under previous principal relevant contract(s) which may include minimum standards for reliability in performing such contracts having not been met. |
| **Award Criteria** | | |  |
| 4.5  4.5.1  4.5.2  4.5.3 | Requirement Specific Questions  Please outline the resources you plan to use to meet the requirements of this contract throughout the contract period, giving detail of the structure, the people and the other resources you will use.  Provide details of the processes you will use to monitor, evaluate and maintain quality of service and ensure timely and accurate delivery of this contract.  What contingencies will be in place to reinforce the core team should fluctuations in work arise and how do you anticipate coping with staff absence and potential fluctuations in demand.  Briefly explain your approach to your employment process, including but not limited to:   * your pre/post-employment checks to ensure an employee is a suitable candidate for the role and conforms to the UK current regulations of right to work * whether employees are offered the National Living Wage and reasons if this rate is not offered | Scored and Weighted  30%  30%  5% | The following evaluation system will be applied to this section:  **0 – No response or totally inadequate**  No response or an inadequate response.  **10 – Major Reservations / Constraints**  The response simply states that the supplier can meet some of the requirements set out in the question or Specification of Requirements, but have not given information or detail on how they will do this.  **20 – Some Reservations/Constraints**  Bidder has provided some information about how they propose to meet most of the requirements as set out in the question or Specification of Requirements. There is some doubt in their ability to consistently meet the full range of requirements.  **30 – Fully Compliant**  Bidder has provided detailed information covering all elements of the question, detailing how they propose to meet all the requirements as set out in the question or Specification of Requirements. This gives full confidence in their ability to meet the full range of our requirements.  **40 – Exceeds Requirements**  Bidder meets the required standard in all respects and exceeds some or all of the major requirements, which in turn leads to added value within the contract. |
| 4.6 | Pricing Schedule  Please provide a detailed schedule of prices for the different areas of work to be undertaken where possible | Weight 40% | The lowest bid is given the maximum score available. The score of any other bid is determined by dividing the lowest bid by that bid and multiplying by the maximum score. |
| 4.7 | Terms and Conditions of Contract | Pass/Fail | **Pass**: Terms and Conditions have been accepted without any exceptions, or exceptions are minor and can be accommodated.  **Fail**: Exceptions noted have been discussed and are unable to be accommodated. |
| 4.8 | Declaration | Pass/Fail | **Pass**: Declaration has been agreed.  **Fail**: Declaration has not been agreed, or exceptions have been noted which cannot be accepted. |