|  |  |  |  |
| --- | --- | --- | --- |
|  | Defence Infrastructure Organisation  Delancey Building  Marlborough Lines  Andover  SP11 8HJ | | |
|  | |  |
| Please see attached tender list. | | Your Reference:  Our Reference: 700504369 |
|  | |  |
|  | | Date: 5th May 2020 |
|  | |  |
|  | |  |

Dear Sir / Madam,

Invitation to Tender Reference: 700504369 – Future Defence Infrastructure Services (FDIS) Regional Accommodation Maintenance Services (RAMS).

1. You are invited to tender for the above reference requirement in accordance with the attached documentation.

2. The anticipated date for the contract award is 06/05/2021, please note that this is an indicative date and may change.

3. You must submit your Tender no later than 18/09/2020, using the AWARD Electronic submission of Tender submission facility only.

4. Please confirm receipt of this tender to DIO via the following e-mail address: DIOComrcl-FDISGroupMailbox@mod.gov.uk

Yours faithfully,

''''''''''''' ''''''''''

Head of Commercial, FDIS Programme

For and on behalf of DIO

**List of Tenderers Invited to Submit a Tender for Invitation to Tender**

**Reference: 700504369**

|  |  |  |
| --- | --- | --- |
| ***Tenderer*** | ***Point of Contact*** | ***E-mail address*** |
| **Amey Community Limited** | **REDACTED** | |
| Vivo defence Services Ltd |
| Fortem Solutions Ltd |
| Morgan Sindall Property Services |
| Wates Construction Ltd |
| ***Reserve List*** | | |
| Bell Decorating Group Ltd | **REDACTED** | |
| MI Space |
| Kier |
| Mears Ltd |

Table 1a

**DEFFORM 47**

**FUTURE DEFENCE INFRASTRUCTURE SERVICES**

**TENDER REQUIREMENTS FOR**

**LOT 2B: REGIONAL ACCOMMODATION MAINTENANCE SERVICES (RAMS)**

**Date: 5th May 2020**

1. **INVITATION TO TENDER**
   1. This Invitation to Tender (ITT) relates to the Future Defence Infrastructure Services Regional Accommodation Maintenance Services (RAMS) Contract.



Figure 1: Map of FDIS RAMS Regions

* 1. This ITT provides information on key aspects of the project and the way in which the procurement process will operate.
  2. This ITT is made available on condition that it is used in connection with this procurement process and for no other purpose. The attention of tenderers is drawn to Additional Tender Requirements Part 1, General Notices and in particular the confidentiality requirements set out at paragraph 10.

1. **INTERPRETATION**
   1. In the event of any inconsistency between the provisions of this ITT and any previously issued information, the provisions of this ITT shall prevail. Save to the extent expressly referenced herein, the ITT supersedes all previous documents and information that has been issued to Tenderers.
2. **TENDER DOCUMENTATION**
   1. The documentation listed in the table of contents (Table 1) together comprises the tender documentation for the FDIS Regional Accommodation Maintenance Services (RAMS) Contract.
   2. During the tender process individual Contract Schedules or documents may be revised, withdrawn or added to by issuing an amendment to the ITT.
   3. BREXIT and COVID-19 are known events during the period of the ITT. As known events the Buyer may issue additional terms during the tender period to reflect these events and their continued development.

|  |  |
| --- | --- |
| **Document** | **Title** |
| The Additional Tender Requirements are divided into Parts and Appendices as follows: | |
| Part 1 | General Notices |
| Part 2 | Future Defence Infrastructure Services Requirements |
| Part 3 | Procedure Process |
| Part 4 | Tender Evaluation |
| Annex A | Tender Submission Document (Offer) |
| Annex B | MOD Site Visit Protocol for Tenderers |
| Annex C | Evaluation Worked Examples |
| Annex D | Insurance Evaluation |
| Annex E | Technical Evaluation Questions |
| Annex F | Virtual Data Room (VDR) Overview |
| Annex G | TUPE Data |
| Annex H | Pricing Workbook and Instructions to Tenderers |
| Annex I | Tenderer’s Commercially Sensitive Information Form |

Table 1: Table of Contents

* 1. Tenderers are requested to check that all documentation listed has been received. If a Tenderer believes the listed documentation has not been provided, or extracts are missing, this should be notified to the Buyer’s commercial point of contact found at paragraph 8.4.

**FDIS ADDITIONAL TENDER REQUIREMENTS**

**PART 1**

**GENERAL NOTICES**

1. **FM FRAMEWORK SERVICES – LOT 2B FDIS Regional Accommodation Maintenance Services (RAMS)**
   1. Subject to paragraph 30.8, the Buyer is issuing this ITT to five (5) Tenderers identified on the CCS Framework RM6089 Lot 2B (Table 1a) for each to participate in the procurement process for the purposes of supplying the Future Defence Infrastructure Services (FDIS) Regional Accommodation Maintenance Services (RAMS) Contract.
2. **PURPOSE OF THE ADDITIONAL TENDER REQUIREMENTS**
   1. The Additional Tender Requirements provide guidance and instructions on the tender requirement and topics considered important by the Buyer to assist in the production of a tender response. Consequently, it is essential that they are read and understood by all members of the tenderer’s team.
   2. Tenderers should note that all documentation issued in this ITT is Crown Copyright and may only be copied and used for the purpose of preparing a response to the requirement. All documentation issued is to be returned to the Buyer at the address in paragraph 8.4 either immediately after Contract award, or immediately in the case of any Tenderer who declines to bid.
3. **PROCUREMENT ADMINISTRATION - AWARD SOFTWARE**
   1. The Buyer has engaged Commerce Decisions Limited to use the AWARD Software to support the ITT process. AWARD is available as an internet-based portal, providing tenderers access controlled via login and permissions. The following will be hosted and managed on AWARD for this procurement:
      1. Communication;
      2. Tender documentation availability;
      3. Tenderer clarification question process (including any requests for information);
      4. Submission of tender submission;
      5. Buyer’s evaluation of tender submission.
   2. AWARD Software operating instructions are available on AWARD once login and permissions are issued. Tenderers should familiarise themselves with the operating instructions once access has been granted. Use of and access to the software will be monitored to ensure the tenderers are carrying out their responsibilities correctly.
4. **VIRTUAL DATA ROOM (VDR)**
   1. The Virtual Data Room contains a suite of documentation and asset data which relates to this procurement. An overview of contents is detailed at Annex F.
   2. This will be made available to suitably cleared members of the Tenderer team through secure IT equipment. The Tenderer is required to keep all such documents on the MOD systems and to use the secure access only in direct support of this tender. Any violation of the Security Operating Procedures will result in the Tenderer being removed from the competition and may lead to further action under the Official Secrets Act.
5. **ADMINISTRATIVE COMMUNICATIONS** 
   1. Tenderers must each appoint one point of contact who will be responsible for all administrative communications with the Buyer, and to whom the Buyer should address any such enquiries during this procurement process. The name, address, telephone number and email address of the Tenderer’s contact must be notified to the Buyer’s commercial point of contact at the email address given at paragraph 8.4 below as soon as possible, but no later than five (5) working days from the date of issue of the ITT. Any subsequent changes to the tenderer’s contact details are to be notified to the Buyer as soon as reasonably practicable.
   2. Tenderers should familiarise themselves with the notices and instructions herein and within AWARD software relating to communications, the clarification question process and process for submission of tenders.
   3. Table 2 below details the various administrative communications and the channel to be used to communicate with the Buyer.

|  |  |
| --- | --- |
| **TYPE OF COMMUNICATION** | **ROUTE FOR COMMUNICATION** |
| Non-receipt of complete Tender documentation | AWARD |
| Point of contact notification – within five (5) days of issue of ITT | Buyer’s email (below) |
| No access/issues with access to AWARD and documentation | AWARD Helpdesk |
| Notification of receipt of amendments to ITT – within five (5) working days | Buyer’s email (below) |
| Tenderer requires written permission from Buyer for disclosure / distribution of confidential information | Buyer’s email (below) |
| Withdrawal from the procurement process / tender | Buyer’s email (below) |
| Activities relating to behavioural collaborative assessment | Buyer’s email (below) |
| Request for extension – no later than twenty-eight (28) working days before tender return date | Buyer’s email (below) |
| Clarification questions | AWARD |

Table 2: Communication throughout the tender process

* 1. All other administration should be directed to the Buyer’s commercial point of contact as detailed below:

Point of Contact: ''''''''''''''''''' ''''''''''''''

Email: DIOComrcl-FDIS-Housing@mod.gov.uk

Telephone: '''''''''''''''' '''''''''''''''''

Address: Room 1.2.24, Kentigern House, 65 Brown St, Glasgow, G2 8EX

* 1. The Buyer will notify tenderers of any changes to the contact details listed in paragraph 8.4.

1. **AMENDMENTS**
   1. Tenderers are required to acknowledge receipt of any amendments to the ITT documentation within five (5) working days of the date of the issue of the amendment, this should be via email to the Buyer`s commercial point of contact in paragraph 8.4.
2. **CONFIDENTIALITY**
   1. Subject to paragraph 11.2 below, the information in this ITT is made available to tenderers on condition that tenderers:
      1. shall at all times treat the information in confidence;
      2. shall not disclose, copy, reproduce, distribute or pass the Information to any other person at any time or allow any of these things to happen;
      3. shall not use the information for any purpose other than the purpose of preparing for, engaging in negotiation and making (or deciding whether to make) a tender during this procurement process;
      4. shall procure that each of the members of its tender preparation team who receives any of the information is made aware of, and complies with the provisions of, this paragraph 11 as if it were a tenderer; and
      5. shall protect personally identifiable information in accordance with all relevant legal obligations, including those under the General Data Protection Regulation (Regulation (EU) 2016/679.
   2. Any tenderer who, in the Buyer’s opinion breaches any of the requirements of paragraph 10 may at the Buyer’s sole discretion be disqualified from taking any further part in this procurement process (without prejudice to any other civil remedies available to the Buyer).
   3. Tenderers may disclose, distribute or pass the information to another person if either:
      1. this is done for the sole purpose of enabling a tender to be submitted and the person receiving the information undertakes in writing to keep the information confidential on the same terms as set out in these General Notices; or
      2. the tenderer obtains the prior written consent of the Buyer in relation to such disclosure, distribution or passing of information.
3. **PROTECTION OF INFORMATION**
   1. Tenderers should note that the National Audit Office (NAO) has a legal right to see any information which is held by the Buyer for the purpose of audit or review.
   2. All central government departments and their executive agencies and non-departmental public bodies are subject to control and reporting within government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-government role delivering overall government policy on public procurement – including ensuring value for money and related aspects of good procurement practice. For these purposes, the Buyer may disclose within government any of the tenderer’s documentation/information (including any that the tenderer considers to be confidential and/or commercially sensitive) submitted by the tenderer to the Buyer during this procurement. The information will not be disclosed outside government. Tenderers taking part in this competition consent to these terms as part of the competition process.
4. **EXTERNAL ADVISORS**
   1. The Buyer is supported by external service providers. These companies are regarded as integral parts of the project team and will therefore have access to a variety of both internal data and Tenderer information. The advisors currently appointed are:

|  |  |
| --- | --- |
| **Advisors** | **Responsibilities** |
| Burges Salmon LLP. | Legal |
| Commerce Decision Ltd. | AWARD Software |
| Ebeni Ltd. | Collaboration Analysis |
| PA Consulting Services Ltd | Support for ITT Development |
| Willis Towers Watson | Insurance Advisers |
| WT Partnership Ltd. | SFG20 Specialist |
| Echelon Consultancy Limited | Industry Advisers |

Table 3: List of external advisors

* 1. The Buyer reserves the right to engage from time to time with other external advisors as it considers necessary.

1. **ACCURACY OF INFORMATION AND LIABILITY OF THE BUYER AND ITS ADVISERS**
   1. The information set out in this ITT and any other documents or information to which it refers has been prepared by the Buyer in good faith. However, it does not purport to be comprehensive or to have been independently verified and the Buyer does not accept any responsibility for the information set out in this ITT or in any other document for its accuracy or completeness and shall not be liable for any loss or damage arising as a result of such information or any subsequent communication.
   2. Tenderers are expected to carry out their own due diligence checks for verification purposes subject to the confidentiality requirements as at paragraph 10. Tenderers considering entering into a contractual relationship with the Buyer should make their own investigations and enquiries as to the Buyers requirements beforehand. The subject matter of this ITT will have contractual effect only when it is incorporated into the express terms of an executed Contract.
   3. The issue of this ITT should not to be construed as a commitment by the Buyer to enter into a Contract as a result of this procurement process. Any expenditure, work or effort undertaken prior to the execution of any Contract is accordingly a matter solely for the commercial judgement of the Tenderer. The Buyer reserves the right to withdraw from the project at any time, or to re-invite Tenders on the same or any alternative basis or not award any Contract as a result of the competitive procurement process and/or reject any Tender.
   4. This ITT should not be considered as an investment recommendation made by the Buyer to any tenderer taking part in this Tender process. Each Tenderer must make its own independent assessment after making such investigation and taking such professional advice as is deemed necessary. None of the Buyers Ministers, servants, agents or advisors make any representations or warranties (express or implied) or accept any liability or responsibility (other than in respect of fraudulent misrepresentation) in relation to the adequacy, accuracy, reasonableness or completeness of the Information or any part of it (including but not limited to, any loss or damage arising as a result of reliance by the Tenderer on the information or any part of it).
   5. Each Tenderer shall be responsible for the accuracy of all information submitted within its Tender.
2. **BUYER’S RIGHT TO REJECT**
   1. The Buyer reserves the right, at its absolute discretion, to disqualify any Tenderer that does not in the Buyer’s opinion comply with the requirements of this ITT or any other requirement of the Buyer in connection with this procurement process that may from time to time be notified to the Tenderer.
   2. The Buyer reserves the right to disqualify any Tenderer that is guilty of serious misrepresentation in relation to its Tender submission.
3. **CANVASSING**
   1. Any Tenderer who, in connection with this Project:
      1. Offers any inducement, fee or reward to any Minister, Servant or Agent of the Buyer or any person acting as an adviser to the Buyer in connection with this negotiation process or does anything which would constitute a breach of the Prevention of Corruption Act 1889 to 1916; or Bribery Act 2010; or
      2. Contacts any Minister, Servant or Agent of the Buyer or any person acting as an adviser to Buyer prior to a Contract being entered into about any aspect of this process in a manner not permitted by this ITT

may be disqualified at the Buyers absolute discretion (in either case without prejudice to any other civil remedies available to the Buyer and without prejudice to any criminal liability which such conduct by a Tenderer or Consortium Party may attract).

1. **BID RIGGING & OTHER ILLEGAL PRACTICES**
   1. Tenderers must report any bid rigging, fraud, bribery, corruption, or any other dishonest irregularity in connection to this tendering exercise to Defence Regulatory Reporting Cell Hotline 0800 161 3665 (UK) or +44 1371 85 4881 (Overseas).
2. **PUBLICITY ANNOUNCEMENT**
   1. The Buyer will publish notification of the contract and shall publish contract documents under the Freedom Of Information Act 2000 (as amended from time to time) except where publishing such information would hinder law enforcement; would otherwise be contrary to the public interest; would prejudice the legitimate commercial interest of any person or might prejudice fair competition between suppliers. Tenderers should complete and return Joint Schedule 4 Commercially Sensitive Information.

* 1. If Tenderers wish to make a similar announcement, Tenderers must seek approval from the named Commercial Officer, under paragraph 8.4.
  2. Under no circumstances should Tenderers confirm to any Third Party the Buyer’s acceptance of an offer of contract prior to either informing the Buyer of acceptance or the Buyer’s announcement of the award of contract, whichever occurs first.

1. **CONFLICTS OF INTEREST** 
   1. For the purposes of this ITT, the term “Conflict of Interest (COI) includes the circumstances set out in Reg. 24(2) PCR 2015.
   2. Tenderers must notify the Buyer immediately of any COI that has arisen or is likely to arise at any point prior to contract award decision.
   3. Where there is an existing or potential COI, Tenderers must include a proposed Compliance Regime in the Tender. As a minimum this must include:
2. manner of operation and management;
3. roles and responsibilities;
4. standards for integrity and fair dealing;
5. levels of access to and protection of competitors sensitive information and Government Furnished Information;
6. confidentiality / non-disclosure agreements;
7. the Buyer’s rights of audit; and
8. physical and managerial separation.
   1. The Buyer will review any proposed Compliance Regime and consider whether such a regime is sufficient to avoid any distortion of competition and to ensure equal treatment of all Tenderers.
   2. Should the Buyer consider that the proposed Compliance Regime is acceptable, the proposed Compliance Regime will become part of the Contract and shall be legally binding.
   3. Should the Buyer consider that the proposed Compliance Regime is not acceptable, the Tenderer will be excluded from the procurement process.
9. **SECURITY**
   1. This ITT contains documents that are OFFICIAL. It is anticipated that the highest classification of documents to be made available during the procurement will be classified OFFICIAL.

* 1. Tenderers are required to ensure that any OFFICIAL documents are not transmitted via unsecure facsimile or via the internet either in the UK or overseas. Official material may be sent via postal system in a sealed envelope, but such documents to be sent overseas must be double enveloped. The inner envelope should show the address, name and appointment of the addressee and be marked OFFICIAL, boldly in red. No protective marking should appear on the outside envelope which should be addressed as usual.
  2. All Tenderers, including sub-contractors within the Defence Supply chain, must follow the Defence Cyber Protection Partnership (DCPP) Cyber Security Model for any contract that involves the transfer of Ministry Of Defence Identifiable Information.
  3. All Tenderers must have the appropriate security controls in place by contract start date to manage the allocated cyber risk level or have agreed a Cyber Implementation Plan. A Security Aspects Letter has been issued to all Tenderers pre-ITT to cover the controls required during the tendering process and will be re-issued to the successful Tenderer at the Contract start date.
  4. The below links will take Tenderers to the relevant documentation:

1. DEFSTAN 05-138 Issue 2 Cyber Security for Defence Suppliers.
2. Defence Cyber Protection Partnership Cyber Security Model Industry Buyer and Supplier Guide - Jun 18.
3. Industry Security Notice 2017/03 - Reporting of Security Incidents.
4. Industry Security Notice 2017/04 - Industry Supplier Guidance on DEFCON 658 (Cyber).

## **TENDER EXPENSES**

* 1. The Tenderers will bear all costs associated with preparing and submitting the Tender. If the Tender process is terminated or amended by the Buyer, the Buyer will not reimburse the Tenderer.

## **VARIANT BIDS**

* 1. Variant bids will not be accepted. Tenderers are however required to express innovation though their tender solution, which must remain compliant with the processes and guidance set out in this DEFFORM 47.

**FDIS ADDITIONAL TENDER REQUIREMENTS**

**PART 2**

**REGIONAL ACCOMMODATION MAINTENANCE SERVICES (RAMS)**

**Lot 2B**

## **PROJECT AIMS**

* 1. The Future Defence Infrastructure Services (FDIS) Accommodation Project is responsible for the procurement of replacement contractual arrangements for the National Housing Prime (NHP) contract, to ensure the Defence requirement for the provision of Service Family Accommodation (SFA) for Service Personnel and their dependents continues to be met in the UK.

* 1. There will be 5 new contracts let; the National Accommodation Management (NAMS) contract and 4 Regional Accommodation Maintenance (RAMS) contracts. NAMS will provide a common user experience and deliver customer, occupancy and void management services. RAMS will ensure statutory and mandatory compliance of SFA estate and undertake reactive and planned maintenance and void preparation services.
  2. Through engagement with its stakeholders, the FDIS programme has worked to ensure that the improvements and benefits needed are part of any future contracts. Listening to the Service families’ needs, the aim is to provide them with an improved ‘lived experience’ through:  
       
     1. The introduction of a contracting model which incentivises service efficiency and quality – ‘fix first time’;
     2. Greater accessibility and flexibility for customers to access services through the National Service Centre (not just via telephone), improved appointments systems, including online booking, facilitating fault diagnosis and the scheduling and tracking of appointments;
     3. The introduction of housing sector best practice for property maintenance to improve asset management (MOD SFG 20);
     4. A collaborative approach to contract management to ensure the interests of the customer always come first
  3. This Invitation to Tender is to procure new Service Families Accommodation (SFA) Management arrangements through four (4) Regional Accommodation Maintenance Services (RAMS) contracts (South West, South East, Central and Scotland & Northern Ireland).
  4. RAMS Tenderers are to note that there are win restrictions in place across the four (4) Regional RAMS contracts, with each Tenderer being restricted to winning no more than two (2) Regional contracts. This is explained further in paragraph 40.

1. **CONTRACT DOCUMENTS**
   1. The Contract documents will contain the following:

|  |  |
| --- | --- |
| Framework Schedule 6 | Order Form |
| Core Terms |  |
|  |  |
| Joint Schedule 1 | Definitions |
| Joint Schedule 2 | Variation Form |
| Joint Schedule 4 | Commercially Sensitive Information |
| Joint Schedule 5 | Corporate Social Responsibility |
| Joint Schedule 6 | Subcontracting & Key Subcontractors |
| Joint Schedule 7 | Financial Distress |
| Joint Schedule 8 | Guarantee |
| Joint Schedule 9 | Minimum Standards of Reliability |
| Joint Schedule 10 | Rectification Plan |
| Joint Schedule 11 | Processing Data |
| Joint Schedule 12 | Supply Chain Visibility |
|  |  |
| Call-Off Schedule 1 | Transparency Reports |
| Call-Off Schedule 2 | Staff Transfer |
| Call-Off Schedule 3 | Continuous Improvement |
| Call-Off Schedule 4 | Facilities Management |
| Call-Off Schedule 4a | Billable Works and Project |
| Call-Off Schedule 5 | Call-Off Pricing |
| Call-Off Schedule 6b | TUPE Price Adjustment |
| Call-Off Schedule 7 | Key Staff |
| Call-Off Schedule 8 | Business Continuity and Disaster Recovery |
| Call-Off Schedule 9 | Security |
| Call-Off Schedule 10 | Exit Management |
| Call-Off Schedule 11 | Insurance Requirements |
| Call-Off Schedule 12 | ICT Services Terms |
| Call-Off Schedule 13 | Mobilisation |
| Call-Off Schedule 14 | Performance Management |
| Call-Off Schedule 15 | Contract Management |
| Call-Off Schedule 16 | Benchmarking |
| Call-Off Schedule 17 | MOD Terms |
| Call-Off Schedule 19 | Collateral Warranty Agreement |
| Call-Off Schedule 21 | Performance Bond |
| Call-Off Schedule 22 | Call-Off Tender |
| Call-Off Schedule 24 | Collaboration |
| Call-Off Schedule 25 | Relevant Conviction |
| Call-Off Schedule 28 | Call-Off Specification |
| Call-Off Schedule 30 | Health and Safety |
| Call-Off Schedule 31 | Contractor Premises |
| Call-Off Schedule 32 | Risk Management |

1. **SCOPE OF SERVICES**
   1. The Call-Off Schedule 28 (Call-Off Specification) provides the detailed specification of the services required under each FDIS Regional Accommodation Maintenance Service (RAMS) Contracts.
   2. The Affected Property in scope for this project is detailed in Call-Off Schedule 5 (Call-Off Pricing) and Annex A thereto and Call-Off Schedule 28 (Call-Off Specification) and covers all SFA on the UK Defence Estate and associated Ground Maintenance. Grounds Maintenance for SFA inside the wire is excluded from Scope as detailed in Call-Off Schedule 28 (Call-Off Specification).
   3. All SFA outside of the UK is excluded from the scope of the Regional Accommodation Maintenance Service (RAMS) contracts.
   4. Additional information regarding the Affected Property across each of the four (4) Regions can be found in the Virtual Data Room.
2. **MOBILISATION & EXIT / BUSINESS CONTINUITY & DISASTER RECOVERY**
   1. The Tenderer shall provide a draft Mobilisation Plan as part of the tender. This will be developed and agreed with the Buyer post contract award and form an Annex to Call-Off Schedule 13 (Mobilisation). The Mobilisation Plan shall be evaluated as part of the quality element of the technical tender response as outlined in paragraph 42 below and fully described in Annex E, part A1.
   2. The Tenderer shall provide a draft Exit Plan as part of the tender. This will be developed and agreed with the Buyer post contract award. The Exit Plan shall be evaluated as part of the quality element of the technical tender response as outlined in paragraph 42 below and fully described in Annex E, part A1
   3. The Tenderer shall provide a draft Business Continuity and Disaster Recovery (BCDR) Plan as part of the Tender. This will be developed and agreed with the Buyer post Contract Award and form an Annex to Call-Off Schedule 8 (Business Continuity and Disaster Recovery, to be incorporated into the Contract. The BCDR Plan shall be evaluated as part of the quality element of the technical tender response as outlined in paragraph 42 below and fully described in Annex E, part B2.
3. **PERFORMANCE MANAGEMENT REGIME**
   1. The Buyer has identified seven (7) Performance Measure Categories, each of which contains a suite of Performance Measures. The Performance Measure Categories are:
4. Compliance and Safety
5. Service Delivery
6. Management Information
7. Sustainability
8. Customer Satisfaction
9. Collaboration and Continuous Improvement
10. Management of Change
    1. The successful Tenderer’s performance of the Services will be measured under a Performance Management Regime by applying the Performance Measures as set out in the Contract to various parts of the service, details of which can be found in Call-Off Schedule 14 (Performance Management).
    2. Supplier performance in respect of changes to the Contract Period and sourcing decisions for Billable Works will be assessed against a Balanced Scorecard comprising a range of Key Themes against which critical success factors will be measured, details of which can be found in Call-Off Schedule 14 (Performance Management).
    3. Profit figures were declared at CCS Framework and set a not-to-exceed figure, which shall be the maximum Profit carried through into the Call-Off Tender. The Tenderer may suggest a lower figure in its Tender and, where this applies, this shall be entered on the Order Form. The successful Supplier’s Profit payment will be adjusted according to the Performance Management Mechanism as detailed in Schedule 14 (Performance Management) and will be paid in accordance with Call-Off Schedule 5 (Call-Off Pricing).
11. **SUSTAINABLE PROCUREMENT**
    1. The Buyer is committed to achieving sustainable development goals through educating the supply chain, developing performance measures and sharing best practice. This is not a condition to working with the Buyer now or in the future, nor part of the Contract. It is, however, a commitment on the part of the Buyer to encourage and support sustainable development.
12. **TUPE**

**Applicability of TUPE**

* 1. Tenderers’ attention is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE), as amended and /or the Service Provision Change (Protection of Employment) Regulations (Northern Ireland) 2006, as amended from time to time. The Buyer would be neither transferor nor transferee of the employees in the circumstances of any contract awarded as a result of this invitation and it is the Tenderers responsibility to consider whether or not TUPE applies to this re-let and to tender accordingly. Notwithstanding this, Tenderers will wish to note that it is the Buyer’s view that TUPE is likely to be applicable if this ITT results in a Contract being placed, although the Buyer shall not be liable for the opinion expressed above. In these circumstances the Buyer will wish to satisfy itself that its proposals are responsibly based and take full account of the likely TUPE obligations.

**TUPE Information Provided for Tendering Purposes**

* 1. TUPE information in respect of the current employees is provided at Annex G. This information may be updated prior during the tender process, in which event the Buyer will provide instructions as to what (if any) revisions to the Tender documentation are required.
  2. The accuracy and completeness of this information cannot be warranted by the Buyer. It remains the Tenderer’s responsibility to ensure that its Tender(s) take(s) full account of all the relevant circumstances of this contract re-let and tender accordingly.
  3. Tenderers should ensure that they read and fully understand the obligations in Call-Off Schedule 2 – Staff Transfer as part of their response to the Commercial Compliance Criteria.
  4. **Pensions** – Tenderers should be of the requirements of the Treasury's Guidance contained in 'Fair Deal for staff pensions: staff transfer from central government (October 2013).
  5. The aims of the arrangements described in the document are that:
     1. Staff who are members of a public service pension scheme, and who are compulsorily transferred out of the public sector should continue to be members of the public service pension scheme they were in immediately prior to the transfer, while they continue to be employed on the contracted services, subject to the eligibility criteria of the relevant scheme.
     2. Staff previously compulsorily transferred from the public sector under old Fair Deal and meet the eligibility requirements for new Fair Deal should be provided with access to the appropriate public service pension scheme, while they continue to be employed on the contracted services.
     3. Contractors and Subcontractors who become employers of staff who are currently members of, or are eligible to be re-admitted to, the Civil Service Pension Schemes (PCSPS/alpha) will be required to enter into an Admission Agreement with the Cabinet Office and the Buyer.
     4. A copy of ‘Fair Deal for staff pensions: staff transfer from central government (October 2013), and the tri-partite Admission Agreement and associated guidance is available from:

http://www.civilservicepensionscheme.org.uk/employers/applying-to-join-civil-service-pensions/new-fair-deal/

**TENDER REQUIREMENTS**

**PART 3**

**THE INVITATION TO TENDER PROCESS**

1. **THE PROCUREMENT PROCESS**
   1. The following section outlines the key stages in this procurement process and where these processes are conducted using the AWARD Software.
2. **CALL-OFF TENDER PROCESS & TENDER LIST**
   1. The FDIS Regional Accommodation Maintenance Services (RAMS) Contracts will be competed under CCS Framework, Defence Housing Maintenance Services Regional, RM6089, Lot 2B.
   2. The Further Competition Procedure will be instigated in accordance with Framework Schedule 7, Paragraph 2.
   3. The Buyer will be utilising Framework Schedule 7, Paragraph 2.1.4 (c). The Further Competition will initially only invite the five (5) primary Framework Suppliers to tender for the FDIS contracts.
   4. The Buyer will issue a single ITT to cover the four regional contracts.
   5. Tenderers’ must submit a separate Tender response for each regional contract tendered for.
   6. Framework suppliers will be invited to bid for all four FDIS Accommodation Regional Accommodation Maintenance Services (RAMS) contracts.
   7. All Tenderers will be requested to indicate their intention to tender and the regions which they intend to bid for, in writing to the Buyer’s email address, within 5 working days of ITT issue.
   8. The Framework Defence Lot Reserve List was developed to ensure sufficient regional coverage for the FDIS Accommodation Regional Accommodation Maintenance Services (RAMS) contracts. If fewer than three primary suppliers indicate that they intend to bid for an individual region, pursuant to paragraph 30.7 above, the Buyer will invite all CCS Framework Lot 3 reserve list suppliers to compete for that region(s), in accordance with Framework Schedule 7, 2.1.3 Part D.
3. **FORMAT OF TENDER ISSUE**
   1. Tenderers will access the ITT documentation via AWARD.
4. **TIMETABLE**

* 1. An indicative timetable for the key stages of the procurement process is shown below in Table 4.

|  |  |  |
| --- | --- | --- |
| **Serial** | **Event** | **Date** |
| 1 | Issue of ITT | 5th May 2020 |
| 2 | Tenderer Clarification Questions commence | 11th May 2020 |
| 3 | MOD Site Visit Briefing | TBC |
| 4 | Behavioural and Collaboration Assessments | TBC |
| 5 | Final Date for Requests for Extension to Return Date | 21st August 2020 |
| 6 | Tenderer Clarification Questions Closure | 11th September 2020 |
| 7 | Buyer Clarification Responses Complete | 16th September 2020 |
| 8 | Tender Return Date | 18th September 2020 |
| 9 | Tender Submission Evaluation commences | 21st September 2020 |
| 10 | Internal Approvals commence | 7th January 2021 |
| 11 | Standstill Period commences | 27th April 2021 |
| 12 | Contract Award | 6th May 2021 |
| 13 | In Service Date Scotland & Northern Ireland | 1st November 2021 |
| 14 | In Service Date Central | 1st November 2021 |
| 15 | In Service Date South East | 1st November 2021 |
| 16 | In Service Date South West | 1st November 2021 |

Table 4: Timetable for Tender process

1. **CHANGES TO THE PROCUREMENT PROCESS**
   1. All dates in the above timetable from event number 9 are ***provisional only*** and the Buyer may vary any date within the timetable or terminate the procurement process in any way at its sole discretion.
   2. The Buyer reserves the right, without giving prior notice, to:
      1. waive or change the requirements of this ITT in whole or in part from time to time; and
      2. make whatever changes it sees fit to the structure or content of the procurement process, including by adding a further iterative tendering process following receipt of Final Tenders.
2. **CLARIFICATION PROCESS**
   1. The Clarification Process is not a substitution for a negotiation process, nor is it to change agreements made in the Framework.  It is only for Tenderer to:
      1. Identify where the Buyer’s intent in the requirement and draft Call-Off Contract is not clear, and to suggest or ask for clarification.
      2. Ask for information that may be missing in order to support the proper preparation of its Tender.
      3. Suggest reasonable bidding assumptions that the Buyer might use with all Tenderers to ensure that there is a level playing field, where there are gaps in information.
   2. The clarification questions and the resulting responses will not form part of the Contract.  Instead, where the Buyer believes that further clarity is needed, the draft Contract will be re-issued to reflect such amendments.
   3. Tenderers are asked to review clarification questions before they are submitted to make sure of the following:
      1. That the question relates to the latest version of the issued set of documents, and not earlier drafts.
      2. Each question is brief and to the point, referring to the document and para where the issue arises.
      3. The question has not already been asked, and that the answer has not already been given.
      4. That similar issues are brought together in one question, where it is sensible to do so.
      5. That the question has materiality.
   4. Questions about the procurement process and its timelines are not part of the clarification process and may be made at any time.
   5. All Tenderer clarifications must be submitted via AWARD.
   6. Any clarifications received after the closure date in Table 4 will not be actioned or acknowledged.

* 1. The Buyer aims to respond to all clarification questions within five (5) working days of receipt.  However, Tenderers should note that this will depend on the volume of questions asked, and the need to consult with subject matter experts to obtain robust responses.
  2. Where clarification questions are requests further information, plans etc, it should be noted that the Buyer’s intent has been to provide all information that it has within the Virtual Data Room.  If information has not been provided, the Buyer may not have it.  The Tenderer may therefore usefully assist the process by suggesting assumptions or providing information that could address any gaps.
  3. Questions and answers are published on AWARD and open to all to view.  Tenderers are therefore requested to clearly identify any clarifications or parts of clarifications which they consider are confidential, stating the reasons why. The Buyer will decide, at its sole discretion, whether or not it accepts the Tenderers reasons. If the Buyer does not accept the reasons for confidentiality, the Tenderer will be notified via AWARD and invited to resubmit the question using the normal clarification process.
  4. The Buyer will respond to each clarification question individually via AWARD. The responses will come in the form of a Notification to all Tenderers.
  5. The Buyer will respond to all confidential clarification questions via AWARD addressing only the Tenderer who submitted the question. This will come in the form of a Clarification response.

1. **MOD SITE VISITS**
   1. The Buyer may be unable to undertake a programme of site visits during the tender period as a direct result of the risks posed from the COVID-19 global pandemic.
   2. While government advice does not, at the date of tender release prevent visits to site for tender purposes, the Buyer has considered (a) the need to access the Affected Property in a coordinated manner, (b) the commitment required to travel to sites by Tenderer and Buyer Staff, and (c) the influx of non-residents to Housing Estates where residents may be self-isolating or social distancing, and concluded that local site visits will not be undertaken for this project.
   3. In the event site visits cannot be undertaken, in addition to the Data in the Visual Data Room, the Buyer shall make arrangements for a MOD site virtual briefing on the date outlined in Table 4. and will contact tenderers via email to finalise arrangements.
   4. The Buyer is in no way restricting the Tenderers from externally viewing Affected Property, which is outside of the wire, independent of a Buyer arranged and coordinated visit should their internal policies and location allow. Permission is not however granted to access the private property, particularly of occupants in service families accommodation.
   5. Should guidance or circumstances change during the Tender response period, the Buyer reserves the right to arrange and request the presence of Tenderers at coordinated site visits, or request Suppliers refrain from visiting some or all of the Affected Property.
   6. Should Buyer coordinated site visits occur, Tenderers should ensure all representatives attending a visit comply with the MOD Site Visit protocol for Tenderers, which can be found at Annex B.
2. **TENDER SUBMISSION**
   1. The Tender shall only be submitted via AWARD including the Executive Summary.
   2. Tenderers are not required to submit hard copies of the tender documentation as this ITT is being processed as a solely electronic return.
   3. The Buyer cannot undertake to consider any tender submitted in a different manner (e.g. by telephone, facsimile, hard copy postal submission), or any tender not received on time.
   4. Electronic copies of the Tenders must be compatible with Microsoft Office Word 2016 and other MS Office 2016 applications.
   5. Tenderers shall not password protect any information in the Tenders.
   6. Tender submissions will be evaluated to ensure Commercial Compliance in accordance with Part 4 Tender Evaluation Table 6.
   7. If a Tenderer is deemed non-compliant with the requirements of this ITT, the Buyer reserves the right to disqualify the Tenderer from participating in the next stages of the procurement process.
3. **TENDER VALIDITY**
   1. Tenders must be valid/open for eighteen (18) months from the Tender return date.
4. **NOT USED**

**TENDER REQUIREMENTS**

**PART 4**

**TENDER EVALUATION**

1. **TENDER EVALUATION**
   1. In accordance with Framework Schedule 7 (Call-Off Procedure and Award Criteria), the FDIS Regional Accommodation Maintenance Services (RAMS) Contracts will be awarded based on a Most Economically Advantageous Tender (MEAT) basis.
   2. The criteria to be used to evaluate the MEAT will be:
      1. **Quality**: Evaluated by reference to:
         1. *Commercial compliance (Pass/Fail)* – the elements and approach to the technical evaluation are provided in paragraph 42.
         2. *Technical '''''''''''''''* – the elements and approach to the technical evaluation are provided in paragraph 50.
         3. *Collaborative Behaviour '''''''''''''* – the elements and approach to the collaboration evaluation are provided in paragraph 54.
      2. **Price**: Evaluated by reference to the Services, the indicative programme of Billable Works and the Profit and Overhead as set out in Annex A to Call-Off Schedule 5 (Call-Off Pricing).
   3. The overall MEAT score will be calculated using the ‘Willingness to Pay’ (WTP) evaluation methodology as follows:

MEAT score = Total Price (£) – (COPIS x Quality score)

* 1. Each FDIS RAMS regional Contract has a unique COPIS (‘Cost of One Percent Increase in Score’) which has been pre-defined by the Buyer and is unique to the FDIS RAMS procurement for each Region. The COPIS represents the Buyer’s view of what it requires as an acceptable increase in cost to provide an enhanced technical solution represented by a one-point increase in a Tenderer's Quality Score. The Buyer’s pre-defined COPIS figures are as shown in Table 5.

|  |  |
| --- | --- |
| **Regional Accommodation Maintenance Services** | **COPIS** |
| Scotland and Northern Ireland | '''''''''''''' |
| Central | '''''''''''''' |
| South East | '''''''''''''' |
| South West | '''''''''''''' |

Table 5: COPIS for each regional contract

* 1. The MEAT scores for each Tender (i.e. for a specific RAMS region) will be calculated in accordance with the formula set out above at paragraph 39.3.

1. **WIN RESTRICTIONS**
   1. The CCS Framework 6089 Contract Notice released in the OJEU stated that *no one Supplier can win more than two regions* for the Defence Lots.[[1]](#footnote-2)
   2. The Buyer will therefore implement Win Restrictions within the Regional Accommodation Maintenance Service competition at Contract Award.
   3. The Buyer will award the regional contracts to the combination of tenders which offers the lowest combined MEAT score (taking account of the Win Restrictions), in line with the process set out in paragraphs 40.4 - 40.5.
   4. In the event that there are two or more permutations that result in the same lowest overall MEAT score, the tenders will be awarded on the basis of the permutation that gives the lowest Total Price.
   5. This process may result in:
      1. a Tenderer that has bid for more than two regions not being awarded the contract for those regions in which it has the best ranked Tender; and/or;
      2. a Tender which is not the best ranked Tender in a specific region being awarded the contract for that region.
   6. A worked example and the algorithm that the Buyer will use to select the relevant combination of Tenders in accordance with the process set out above are provided at Annex C to this DEFFORM 47.
   7. For the avoidance of doubt, the Win Restrictions set out above apply at Contract Award only and are not intended to prevent future market consolidation and supplier integration through the duration of the contracts. Furthermore, the Buyer expressly reserves the right to award a contract to a Tenderer already holding contracts for two regions in the event that a regional contract is terminated during its Contract Period. The Buyer intends to only exercise such a right to award a contract on an interim basis to ensure continuity of service while the Buyer carries out a new tender process for that region.
2. **EXECUTIVE SUMMARY**
   1. The Tenderer may submit a region specific two-page Executive Summary to support their tender at Tender submission stage.
   2. The Executive Summary will not form part of the Tender Evaluation and will not be marked.
3. **QUALITY EVALUATION: COMMERCIAL**
   1. A Commercial evaluation will take place to ensure bids are compliant with the ITT documentation.
   2. The Commercial evaluation will consist of the items listed in Table 6 - Compliance Matrix). Each item will be assessed on a Pass/Fail basis in accordance with the instructions below.

|  |  |  |
| --- | --- | --- |
| Commercial Element | Compliance Evaluation:  Pass / Fail | |
| DEFFORM 47 Offer (Signed) | Pass | Fail |
| Insurance Response | Pass | Fail |
| Conditions of Contract | Pass | Fail |
| Guarantee / Warranty / Bond | Pass | Fail |
| Pricing Book Submission | Pass | Fail |
| Commercially Sensitive Information | Pass | Fail |
| Call-Off Schedule 22 response | Pass | Fail |
| Defence Cyber Protection Partnership | Pass | Fail |

Table 6: Commercial Evaluation / Compliance Matrix

1. **COMMERCIAL INSTRUCTIONS**
   1. Any Tenderer who scores a Fail in any of the Commercial Elements listed in Table 6 above shall be removed from the competition and will not be evaluated through the WTP formula.
2. **DEFFORM 47 OFFER (SIGNED) INSTRUCTIONS**
   1. Tenderers shall complete the DEFFORM 47 Offer form, located at Annex A to this document. A Pass will be achieved if the Offer form is filled in and signed correctly and not qualified in any way. A Fail will be achieved if the Offer Form is not completed or signed or is otherwise qualified.
3. **INSURANCE RESPONSE**
   1. The Insurance response will be evaluated by MOD specialist Insurance provider Willis Tower Watson, using the template provided at Annex D.
   2. The criteria for achieving a Pass or Fail for this aspect of the Commercial evaluation are set out in Annex D.
4. **CONDITIONS OF CONTRACT INSTRUCTIONS**
   1. A Pass will be achieved if the Tenderer confirms that it accepts all Conditions of Contract in full without qualification (excluding Insurance responses which are evaluated as set out above). A Fail will be achieved if the Tenderer is unable to provide this confirmation.
   2. The Buyer has sought additional content for a number of the draft Call-Off Schedules as part of the Tender response, as defined in Call-Off Schedule 22 – Call Off Tender. This content will not be evaluated for the purposes of this part of the Commercial evaluation.
5. **GUARANTEE / WARRANTY / BOND INSTRUCTIONS**
   1. Tenderers may be asked to provide a designated Parent Company Guarantee, Collateral Warranty or Performance Bond, as per the form set out in the associated Call Off Schedule.
   2. A Pass will be achieved if the Tenderer confirms that it is willing to provide the security sought. A Fail will be achieved if the Tenderer is unable to provide this confirmation.
6. **PRICING BOOK SUBMISSION INSTRUCTIONS**
   1. A Pass will be achieved if the Tenderer provides a completed Pricing Book Submission. A Fail will be achieved if the Tenderer does not provide a completed Pricing Book Submission as per Annex H.
   2. Tenderers are requested to provide their risk register and master data assumption list in support of the pricing information. This can be uploaded with the pricing information. These documents will be used for evaluation purposes but will not be included in any resulting contract.
7. **COMMERCIALLY SENSITIVE INFORMATION INSTRUCTIONS**
   1. Tenderers must provide a completed Joint Schedule 4 Commercially Sensitive Information response as included in Annex I. A Pass will be achieved if a Commercially Sensitive Information response is provided within the tender (including a nil response). A Fail will be achieved if the Commercially Sensitive Information response is not provided.
8. **QUALITY EVALUATION: TECHNICAL**
   1. The Tenderer needs to provide a full response as to how it will deliver the Services, and this will become Call-Off Schedule 22. The technical evaluation questions map to elements of this response, and the sub-weighting and page limits linked to those questions are described in Table 7. The technical questions themselves are provided in Annex E.
   2. The complete Technical response is defined in Call-Off Schedule 22 (Call-Off Tender). The mapping of the technical evaluation questions to the Parts of Schedule 22 is summarised below:
      1. Part A. Delivering the Services

A1. Contract Mobilisation and Exit

A2. Delivering the Service

A3. Health & Safety Management

A4. Billable Works

* + 1. Part B. Managing the Relationships

B1. Supplier Organisational Structure and Subcontractor Management

B2. Contract Management

B3 RAMS/NAMS Supplier Interface

* + 1. Part C. Asset Management

C1. Information Systems

C2: Asset Management

* + 1. Part D. Demonstrating Value

D1. Social Value (Sustainable Development)

D2 Social Value (Social and Economic)

D3 Occupant Satisfaction

|  |  |  |  |
| --- | --- | --- | --- |
| Technical Question | Sub weighting | A4 Page Limit | Mandatory Regional Specific Response |
| A1. Contract Mobilisation and Exit | '''''''''' | 20 | Region Specific |
| A2. Delivering the Service | ''''''''''' | 20 | Region Specific |
| A3. Health & Safety Management | ''''''' | 15 | Tender Discretion |
| A4. Billable Works | ''''''''''' | 20 | Region Specific |
| B1. Supplier Organisational Structure & Subcontractor Management | '''''''''''' | 20 | Region Specific |
| B2. Contract Management | ''''''' | 10 | Tender Discretion |
| B3. RAMS/NAMS Supplier Interface | '''''''''' | 10 | Tender Discretion |
| C1. Information Systems | '''''''' | 10 | Tender Discretion |
| C2. Asset Management | ''''''' | 15 | Tender Discretion |
| D1. Social Value (Sustainable Development | ''''''''''''' | 5 | Region Specific |
| D2. Social Value (Social and Economic) | ''''''''''''' | 5 | Region Specific |
| D3. Occupant Satisfaction | '''''''''' | 20 | Tender Discretion |

Table 7: RAMS Technical Evaluation questions

1. **INSTRUCTIONS**
   1. Tenderers must submit a response to all Technical Questions.
   2. There is a mandated A4 page count for each Technical question, as set out in Table 7 above. This A4 page limit is inclusive of all drawings & diagrams.
   3. Any aspect of the Technical Response that exceeds the stated page count will not be evaluated and will not be scored within the evaluation process.
   4. Where Plans are explicitly stated to be required within the criteria for the Technical questions these Plans must be submitted but are excluded from the page count.
   5. The Buyer has stated in Table 7 where a mandatory regional specific response must be submitted. For the remaining questions Tenderer’s may submit a regional specific response at their discretion.
   6. All responses must be written in Arial font, size 11 and compatible with Microsoft Office 2016 file formats.
   7. More information on how to respond to each Technical question can be found at Annex E.
   8. Tenderers must provide full and complete technical responses to each of the individual Technical questions. Tenderers must not cross reference their responses to other Technical questions.
2. **SCORING**
   1. The Technical questions will be scored using the method set out in Table 8 below.
   2. The maximum technical score is 100. Tenderers will receive a moderated technical score for each question which will then be multiplied by the assigned technical question sub-weighting to establish a mark out of 100.
   3. The weighted technical scores will be aggregated to formulate the Final Moderated Tenderer Technical Score.

|  |  |
| --- | --- |
| **Score** | **Rationale** |
| 10 | **Excellent Response** – The response, having regard to the Aim and Criteria, gives the Buyer very high confidence that Deliverables will be delivered in all respects and substantial additional benefit and value will be created and demonstrated through contract delivery. |
| 8 | **High Confidence Response** – The response, having regard to the Aim and Criteria, gives the Buyer high confidence that Deliverables will be delivered in all respects and some additional benefits and value will be created and demonstrated through contract delivery. |
| 6 | **Acceptable Response** – The response, having regard to the Aim and Criteria, gives the Buyer satisfactory confidence that Deliverables will be delivered and is otherwise an adequate and acceptable response. |
| 2 | **Poor response** – The response, having regard to the Aim and Criteria, gives the Buyer low confidence that all the material Deliverables will be delivered, and it’s considered to demonstrate additional risk that a fully compliant performance will not be delivered. |
| 0 | **Unacceptable Response** – The response, having regard to the Aim and Criteria, presents significant risks that one or more material Deliverables will not be delivered, leading to increased cost to the Buyer or risk to service delivery. |

Table 8: FDIS RAMS Scoring mechanism

1. **MINIMUM THRESHOLDS**
   1. If any Tenderer scores:
      1. Unacceptable (0) for one or more Technical questions;
      2. Poor Response (2) for three or more Technical questions;

that Tenderer will be removed from the competition and will not be evaluated through the WTP formula.

1. **QUALITY EVALUATION: BEHAVIOURAL & COLLABORATIVE ASSESSMENT: BACKGROUND & OVERVIEW**
   1. The Behavioural & Collaborative Assessment (BCA) will only be carried out once and the results will be applied when assessing the MEAT for each regional contract (i.e. the same score will be applied when carrying out the WTP calculation for each regional contract).
   2. The BCA has been assigned a total of ''''''''''' of the Quality evaluation.
   3. The BCA will take place between June 2020 – August 2020. The exact timings for each Tenderer and further information will be issued closer to the commencement of the BCA.
   4. Assessment Methods: TBC
   5. Assessment weightings: TBC

**Participants**

* 1. Following the issue of this ITT and confirmation of the methods and weightings above, the Buyer will issue a registration form for all Tenderer individuals who will participate in the BCA. Tenderers will be required to complete this form and return it to the Commercial Officer detailed in paragraph 8.4 above by a date to be confirmed.
  2. If an individual is unable to participate in any element of the BCA due to illness or unavoidable events, the Tenderer must notify the Buyer as soon as possible and confirm the reserve participant who will take part in that individual’s place.

1. **COMBINED QUALITY SCORE**
   1. The sum of the Technical & Collaborative Behaviour weighted scores will formulate the Tenderer’s overall Quality score. The Quality score will be marked to 2 decimal places.
   2. The final Quality score will be marked out of 100 with the associated weighted split as Technical '''''''''''' and Collaboration '''''''''''
   3. Table 27 below demonstrates an illustrative example (Annex C) of how the final Quality score is formulated for Technical.

|  |  |  |  |
| --- | --- | --- | --- |
| Tenderer | Technical Weighted Score | Quality: Technical Weighting | Final Technical Score  (Weighted Score x Technical Weighting) |
| A | '''''''''''''' | '''''''''''' | ''''''''''''' |
| B | '''''''''''' | ''''''''''' | ''''''''''''''' |
| C | ''''''''''''''' | '''''''''' | ''''''''''''''' |
| D | ''''''''''''' | '''''''''''' | ''''''''''''' |
| E | '''''''''''' | ''''''''''' | ''''''''''''' |

Table 27: Final Quality Score: Technical

* 1. Table 28 below demonstrates an illustrative example (Annex C) how the final Quality score is formulated for Collaboration.

|  |  |  |  |
| --- | --- | --- | --- |
| Tenderer | Collaboration Weighted Score  *(Example)* | Quality: Collaboration Weighting | Final Collaboration Score  (Weighted Score x Collaboration Weighting) |
| A | ''''''''''''''' | '''''''''' | '''''''''''' |
| B | '''''''''''''' | '''''''''' | '''''''''''''' |
| C | '''''''''''''' | '''''''''' | ''''''''''''''' |
| D | ''''''''''''' | '''''''''' | ''''''''''''''' |
| E | ''''''''''''' | '''''''''' | ''''''''''''' |

Table 28: Final Quality Score: Collaboration

* 1. Table 29 below demonstrates an illustrative example (Annex C) how the Technical and Collaboration weighted scores are aggregated to formulate the Tenderer’s final Quality score.
  2. The final Quality score will be calculated within the WTP formula to determine the Tenderer’s Final MEAT score.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tenderer | Final Technical Weighted Score | Collaboration Weighted Score | **Final Combined Quality Score**  **(out of 100)** | Rank | Notes |
| A | ''''''''''''' | ''''''''''''' | '''''''''''' | ''''''''' | ''''''''''''''''''''''''''' ''''''' '''''''' '''''''''''''' ''''''''''''''''' '''''''''''''''''''''' |
| B | ''''''''''''' | ''''''''''''''' | ''''''''''''''' | ''' |  |
| C | '''''''''''''' | '''''''''''' | '''''''''''''' | ''' |  |
| D | '''''''''''''' | ''''''''''''' | ''''''''''''' | ''' |  |
| E | ''''''''''''' | ''''''''''''' | '''''''''''' | ''' |  |

Table 29: Final Quality Score

1. **PRICE EVALUATION** 
   1. All Tenderers are to follow the Pricing Instructions provided at the attached Annex H – Pricing Workbook and Instructions to Tenderers and provide the pricing rates in Call-Off Schedule 5 (Call-Off Pricing), Annex A.
   2. All Tendered prices will be converted as per Paragraph 58, Net Present Value prior to the WTP formula being applied.
   3. The Buyer reserves the right to request a “revise or confirm” or “best and final” tender offer from Tenderers if required as part of the tender evaluation process.
2. **LOW COST BID REFERRALS**
   1. Tenderers must comply with the Government Commercial Function’s Outsourcing Playbook strategy for Low Cost Bid Referrals.
   2. Any submitted Tenders with a price which is 10% lower than the average of all received Tenders will be referred to Central Assurance and Scrutiny for review. This will apply on a regional basis.
   3. MOD reserves the right to remove any Tenderer from the competition following a Tender review by Central Assurance and Scrutiny if it is considered that a Tender is abnormally low, and a Tenderer is unable to provide adequate justification to ensure that the price submitted is accurate and sustainable.
3. **NET PRESENT VALUE**
   1. The fixed prices submitted by Tenderers for Contract Years 1 to 7, as summarised in Call-Off Schedule 5 (Pricing) Annex A, Rates and Prices, Total Region Price will be converted to a Net Present Value (NPV) by the Buyer according to the processes set out in Joint Service Publication 507 (JSP507) MOD Investment Appraisal and Evaluation.
   2. According to this process, fixed prices excluding VAT will be converted into real terms by the application of the relevant GDP deflator and discounted at the Treasury Discount Rate.
   3. The formula used to produce the discount factor is ''''' '''''''''''''''''''''' where “t” is the year of the appraisal, as shown in Table 30 below using the illustrative Tenders from the WTP example.

Table 30: Worked Example Net Present Value



**ADDITIONAL TENDER REQUIREMENTS**

**ANNEXES A - I**

**ANNEX A**

**Ministry of Defence**

**Tender Ref No: 700504369**

**TENDER SUBMISSION DOCUMENT (OFFER)**

**To the Secretary of State for Defence of the United Kingdom of Great Britain and Northern Ireland (hereafter called "the Buyer")**

The undersigned Tenderer, having read the ITT Documentation, offers to supply the Contractor Deliverables at the stated price(s), in accordance with any referenced drawings and / or specifications, subject to the Conditions of Tendering. It is agreed that only the Contract Conditions or any amendments issued by the Buyer shall apply.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Applicable Law** | | | | | |
| I agree that any contract resulting from this competition shall be subject to English Law \*Where 'No' is selected, Scots Law will apply. | | | | Yes / No\* | |
| **Total Value of Tender (excluding VAT)** | | | | | |
| £  ………………………………………………………………………………………………………………………    ...................................................................................................................................................................  ……………………………………………………………………………………………………………………  WORDS  ............. ……………………………………………………………………………………………… | | | | | |
| **UK Value Added Tax** | | | | | |
| If registered for Value Added Tax purposes, please insert:   1. Registration No .......................................... 2. Total amount of Value Added Tax payable on this Tender (at current rate(s)) £........................... | | | | | |
| **Location of work (town / city) where contract will be performed by Prime:** | | | | | |
| Where items which are subject of your Tender are not supplied or provided by you, state location in town / city to be performed column (continue on another page if required) | | | | | |
| Tier 1 Sub-contractor Company  Name | Town / city to be  Performed | Contractor  Deliverables | Estimated Value | | SME  Yes / No |
|  |  |  |  | |  |
|  |  |  |  | |  |
|  |  |  |  | |  |
|  |  |  |  | |  |
|  |  |  |  | |  |
| **Mandatory Declarations** (further details are contained in Appendix 1 to DEFFORM 47 Annex A (Offer)): | | | **Tenderer's Declaration** | | |
| Is the offer subject to the Buyer contracting for all the Contractor Deliverables? | | | Yes\* / No | | |
| Is the offer made subject to a Minimum Order Quantity? | | | Yes\* / No | | |
| Are the Contractor Deliverables subject to IPR that has been, exclusively or part funded by Private Venture, Foreign Investment or otherwise than by Buyer funding? | | | Yes\* / No | | |
| Are the Contractor Deliverables subject to Foreign Export Control and Security Restrictions? If the answer is Yes, please complete and attach DEFFORM 528. | | | Yes\* / No | | |
| Have you obtained foreign export approval necessary to secure IP user rights for the Buyer in Contract Deliverables, including technical data, as determined in the Contract Conditions? | | | Yes\* / No | | |
| Have you provided details of how you will comply with all regulations relating to the operation of the collection of custom import duties, including the proposed Customs procedure to be used and an estimate of duties to be incurred or suspended?1 | | | Yes / No | | |
| Have you completed Form 1686 for sub-contracts? | | | Yes / No | | |
| Have you completed the compliance matrix/ matrices? | | | Yes / No / Not Required | | |
| Are you a Small Medium Sized Enterprise (SME)? | | | Yes / No | | |
| Have you and your sub-contractors registered with the Prompt Payment Code with regards to SMEs? | | | Yes / No | | |
| Have you completed and attached Tenderer's Commercially Sensitive Information Form (DEFFORM 539A)? | | | Yes / No | | |
| If you have not previously submitted a Statement Relating to Good Standing, or circumstances have changed have you attached a revised version? | | | Yes\* / No / N/A | | |
| Do the Contractor Deliverables contain Asbestos, as defined by the control of Asbestos Regulations 2012? | | | Yes\* / No | | |
| Have you completed and attached a DEFFORM 68 - Hazardous Articles, Deliverables materials or substances statement? | | | Yes\* / No | | |
| Do the Contractor Deliverables (including Packaging) use Substances that deplete the Ozone Layer, as defined in Regulation (EC) 1005/2009 (as amended by EC 744/2010) of the European Parliament and of the Council. | | | Yes\* / No | | |
| Have you attached The Bank / Parent Company Guarantee?3 | | | Yes\* / No / Not Required | | |
| Have you complied with the requirements of the Military Aviation Authority Regulatory Articles?2 | | | Yes / No / Not Required | | |
| Have you completed the additional Mandatory Requirements? | | | Yes / No / Not Required | | |
| \*If selecting Yes to any of the above questions, please attach the information detailed in Appendix 1 to DEFFORM 47 Annex A (Offer). | | | | | |
| **Tenderer's Declaration of Compliance with Competition Law** | | | | | |
| We certify that the offer made is intended to be genuinely competitive. No aspect of the price has been fixed or adjusted by any arrangement with any Third Party. Arrangement in this context includes any transaction, or agreement, private or open, or collusion, formal or informal, and whether or not legally binding. In particular:   1. the offered price has not been divulged to any Third Party, 2. no arrangement has been made with any Third Party that they should refrain from tendering, 3. no arrangement with any Third Party has been made to the effect that we will refrain from bidding on a future occasion, 4. no discussion with any Third Party has taken place concerning the details of either's proposed price, and 5. no arrangement has been made with any Third Party otherwise to limit genuine competition.   We understand that any instances of illegal cartels or market sharing arrangements, or other anti-competitive practices, suspected by the Buyer will be referred to the Competition and Markets Authority for investigation and may be subject to action under the Competition Act 1998 and the Enterprise Act 2002.  We understand that any misrepresentations may also be the subject of criminal investigation or used as the basis for civil action.  We agree that the Buyer may share the Contractor's information / documentation (submitted to the Buyer during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes. We certify that we have identified any sensitive material in DEFFORM 539A. | | | | | |
| **Dated this.................. day of ................................................................... Year ........................** | | | | | |
| **Signature:** **In the capacity of** | | | | | |

|  |  |
| --- | --- |
| **.......................................................................................................**  (Must be original)  (State official position e.g. Director, Manager, Secretary etc.) | |
| **Name:** (in BLOCK CAPITALS)  **duly authorised to sign this Tender for and on behalf of:**  (Tenderer's Name) | **Postal Address:**  **Telephone No:**  **Registered Company Number:**  **Dunn And Bradstreet number:** |

|  |  |  |
| --- | --- | --- |
| **Notes to TENDER SUBMISSION DOCUMENT (OFFER)** | | |
| **1** | Import Duties | If the supplier is importing goods from inside the EU it is important to understand whether those goods will be subject to Customs duty. There are many Customs procedures and it is the supplier’s responsibility to inform the MOD which one they intend to use. In making their decision they may choose to either pay or suspend duties dependent on the procedure:  • Pay - if they pay the duty, they may pass these costs onto the MOD. There could be an advantage to having the goods delivered into 'free circulation', as this means they will be free from Customs control measures.  • Suspend - if they suspend the duty, it is likely that the goods will require some form of additional Customs control measures and the MOD will need to take appropriate action. However, the benefit of suspending the duty may result in a cost saving.  The MOD should not instruct suppliers to use a specific procedure; doing so may make the MOD partially liable for any failures on the supplier’s part. However, it is possible to challenge the contractor’s planned use of a procedure or suggest others for them to consider, which may be beneficial to the MOD.  It is important to understand and balance these factors, as there are advantages and disadvantages to each and potential ‘hidden’ costs to add into any subsequent value for money decision.  See the Import and Export Matters CPS for more guidance on Customs issues and JSP 916 for more information on the types of Customs procedures available to suppliers. |
| **2** | Military Aviation  Authority (MAA)  Requirements | The default is MAA requirements are not required. If you are procuring anything relating to aviation, you should select the second option. |
| **3** | Parent Company / Bank Guarantee | You must only seek a Parent Company / Bank Guarantee at the stage where you identify the company concerned as the preferred Tenderer in all other aspects i.e. most favourable / compliant Tender. If, during the Supplier Selection phase, you have identified a potential requirement for one, you should select the second option. You must seek CLS-CL advice if you have trouble obtaining a Parent Company or Bank Guarantee, or if the company requests a revision to the template DEFFORMs or provides its own template for the MOD to agree. |

**ANNEX B - MOD SITE VISIT PROTOCOL FOR TENDERERS**

**Purpose of briefing**

To give guidance to Tenderers if visiting SFA and other relevant sites for the FDIS Regional Accommodation Maintenance Service (RAMS) competitive procurement.

**Aim of the visit to enable Industry to:**

* Understand the culture of the sites.
* Support Tenderer in their bid to submit a competitive Tender.
* Visit and assess the FDIS SFA Accommodation.
* Gain an understanding of the differing SFA.
* Give Tenderers an opportunity to gather “on-site” information that enhances that available in the VDR in order to provide a competitive bid for contracts.
* Provide an opportunity for Q&As, which will be co-ordinated through the clarification process.
* To invite Tenderers to understand the requirement through observation of a range of services currently provided and view facilities and buildings on a selection of SFA.

**Conflict of Interest:**

Tenderers must declare, prior to the SFA visit, if they have any relationship with any of the hosting team attending to Commercial Officer.

**Prior to the Visit:**

All Tenderers are to ensure the following:

* Provision of a photographic form of identification for each visit (e.g. Driving Licence, Identity Card, Passport etc).
* Provision and confirmation of request details of those attending the visit five (5) days prior to ensure security arrangements are in place.
* Establish and arrange for personal protective clothing appropriate for the visit.

**Format of the Visit:**

All Tenderers will have received an Agenda ahead of the date of the visit.

The expected structure of the visit is to be as follows:

* Introduction and Health and Safety Briefing
* Structure and Timings for the SFA visit
* Groups and tours

**Compliance with EU Regulations:**

MOD is obliged to ensure any competitive procurement is compliant with EU Regulation principles of transparency, proportionality, non-discrimination, fair treatment and mutual recognition. To ensure this is achieved all participants are requested to observe the following:

* All participants are required to wear their badge at all times.
* All members of the tour group must remain with their host to ensure all participants receive the same information and the Agenda can be maintained.
* Taking photos is strictly prohibited. Photographs are provided on AWARD via the VDR. If you have a specific request, please request this from your host during the tour or during the Question and Answer session. The photographs will be taken by the FDIS Project Team and posted on the VDR with access to all Tenderers.
* Clarification questions regarding the services must be noted and asked at the Question and Answer session or via AWARD to ensure these are logged and all participants receive the same information, unless it is specifically linked to participants Intellectual Property.

Finally, we would like to thank you for your co-operation during the SFA visit.

**ANNEX C: EVALUATION WORKED EXAMPLES**

1. **WILLINGNESS TO PAY (WTP): WORKED EXAMPLE** 
   1. The following is an illustrative example of the WTP calculation applied to five hypothetical Tenders submitted in response to a fictitious procurement with a value of around '''''' '''''''''''''''''' This example must **NOT** be taken as an indication of expected functionality or tender price.
   2. In this example:
      1. the buyer evaluates both quality and price and sets a minimum quality threshold of ''''''''''' and
      2. the pre-determined COPIS has been defined as ''''''''''''''''''''''''''''''
   3. Five Tenderers and their achieved quality scores and prices are shown in Table 31 below.
   4. In this example, Tenderer D has the lowest MEAT score and is the winner of the competition. Tenderer A failed to provide a technically compliant bid because the Tenderer did not meet the '''''''''''' Quality threshold.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tenderer | Quality score (out of 100) | Price | MEAT score | Rank | Notes |
| A | ''''''''''''' |  |  | ''''''''' | '''''''''''''''''''''''''''' ''' '''''''' ''''''' '''''''''''' ''''''''''''''''''''' '''''''''''''''''''''' |
| B | ''''''''''''' | '''''''''''''''''''''' | '''''''''''''''''''''' | '''' |  |
| C | ''''''''''''''' | '''''''''''''''''''''''''''' | '''''''''''''''''''' | '''' |  |
| D | '''''''''''''' | ''''''''''''''''''''''''' | ''''''''''''''''''''''' | '''' |  |
| E | ''''''''''''' | ''''''''''''''''''''''''''''' | '''''''''''''''''' | '''' |  |

Table 31: Worked example of the WTP evaluation calculation.

1. **TECHNICAL EVALUATION: WORKED EXAMPLE** 
   1. A worked example for the Technical response is provided below in Table 32.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Technical Question | Sub weighting | Max Technical Score | **Tenderer A**  Weighted Technical Score | | **Tenderer B**  Weighted Technical Score | | **Tenderer C**  Weighted Technical Score | | **Tenderer D**  Weighted Technical Score | | **Tenderer E**  Weighted Technical Score | |
| Score | Moderated Weighted Score.  Score x Sub weighting  (x10) | Score | Moderated Weighted Score. Score x Sub weighting  (x10) | Score | Moderated Weighted Score. Score x Sub weighting  (x10) | Score | Moderated Weighted Score. Score x Sub weighting  (x10) | Score | Moderated Weighted Score. Score x Sub weighting  (x10) |
| A1. Contract Mobilisation and Exit | **REDACTED** | | | | | | | | | | | |
| A2. Delivering the Service |
| A3. Health & Safety Management |
| A4. Billable Works |
| B1. Supplier Organisation Structure and Subcontractor Management |
| B2. Contract Management |
| B3. RAMS/NAMS Supplier Interface |
| C1. Information Systems |
| C2. Asset Management |
| D1. Social Value (Sustainable Development)  D2. Social Value (Social & Economic) |
| D3. Occupant Satisfaction |
| **Final Moderated Tenderer Technical Score** |

Table 32: Worked Example: Technical Scores

1. **COLLABORATION EVALUATION: WORKED EXAMPLE**

**TBC**

1. **EVALUATION WORKED EXAMPLE: WIN RESTRICTIONS**

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**ANNEX D: INSURANCE EVALUATION**

|  |
| --- |
| **Insurance Requirements Table 34 – Call of Schedule 11B, Insurance Requirements RAMS** |
| **RESPONSE GUIDANCE:** The Tenderer must evidence how the Tenderer will meet the minimum insurance requirements by fully completing the Insurance Requirements Table 34 below:   | **Class of insurance** | **Insurer(s) identity (including any excess layer insurers)** | **Schedule 11B (Insurance Requirements) proposed maximum deductible threshold** |  | **Agreement to the requirements of Schedule 11B (Insurance Requirements)** | **Agreement to the requirements of Schedule 11B (Insurance Requirements) Annex Required Insurances** | | --- | --- | --- | --- | --- | --- | | Contractors “All Risks” Insurance |  |  |  |  |  | | Third Party Public and Products Liability Insurance |  |  |  |  |  | | Professional Indemnity Insurance |  |  |  |  |  | | Statutory insurances (Employers Liability Insurance and Motor Third Party Liability Insurance) |  |  |  |  |  |   **Marking Scheme for insurer identity**  The insurer or insurers proposed by the Tenderer against each class of insurance in the column headed “Insurer identity (including any excess layer insurers)” in the Insurance Requirements Table are considered by the Buyer based on its professional judgement to be a reputable insurer(s) of sufficient standing for the class of insurance and the location of the services in question taking into consideration matters including, but not limited to, ownership, management, operating environment, reinsurance protection, lines of business, profitability and business philosophy (a “Reputable Insurer”).  This will be evaluated on a **Pass/Fail** basis and the insurer proposed by the Tenderer in the Insurance Requirements Table for each category of insurance must be a Reputable Insurer to constitute a Pass.  **Tenderer Proposed Maximum Deductible Threshold**  The maximum deductible threshold proposed by the Tenderer for each and every occurrence for each class of insurance in the column headed “Proposed maximum deductible threshold” of the Insurance Requirements Table is considered by the Buyer based on its the professional judgement to be reasonable in the insurance market prevailing at the point of the submission by the Tenderer of its response (a “Reasonable Maximum Deductible Threshold”).  This will be evaluated on a **Pass/Fail** basis and each proposed maximum deductible threshold must be a Reasonable Maximum Deductible Threshold to constitute a Pass.  **Amendments to Schedule 11B (Insurance Requirements)**  Any amendments the Tenderer seeks to make to Schedule 11B other than the insertion of Reasonable Maximum Deductible Thresholds shall be assessed against the following criteria.  The amendments will be assessed as a whole to determine the level of risk to the Buyer in accordance with the marking scheme set out below.   |  |  | | --- | --- | | **Marking scheme** | **Evaluation guidance** | | Pass | No amendment to the Buyer minimum insurance requirement other than 'the insertion of Reasonable Maximum Deductible Thresholds into Schedule 11 of the Contract. | | Pass | Amendment to the Buyer minimum insurance requirement that is not considered to confer any adverse risk to the Buyer or any material diminution in the required insurance cover of the Buyer. | | Fail | Amendment to the Buyer minimum insurance requirement that is considered to confer some appreciable risk to the Buyer or diminution in the required insurance cover of the Buyer. | | Fail | Insufficient detail or is considered to leave gaps in the level or extent of insurance cover which exposes the Buyer to significant adverse risk or significantly material diminution in the required insurance cover of the Buyer. | | Fail | Unmarked. The above table has not been completed in full or in the required format. | | |

**ANNEX E – Technical Evaluation Questions**

**PART A – DELIVERY OF THE SERVICES**

**A1 – Contract Mobilisation and Exit**

Aim:

The Buyer needs to be assured that the transition from one provider to another at the start and end of the Contract shall only positively impact upon the quality and provision of the Services. The Supplier shall work collaboratively with the outgoing supplier and stakeholders to meet the needs of the Buyer. The Supplier is required to set out its plans for Mobilisation and exit from the Contract.

Evaluation Criteria:

How robust are the Tenderer’s Mobilisation and Exit Plans?

The Tenderer shall answer question A1 by drawing upon the requirement using the following documents; Joint Schedule 11 (Processing Data), Call-Off Schedule 2 (Staff Transfers), Call-Off Schedule 7 (Key Staff), Call-Off Schedule 8 (Business Continuity and Disaster Recovery), Call-Off Schedule 9 (Security), Call-Off Schedule 10 (Exit Management), Call-Off Schedule 13 (Mobilisation), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 24 (Collaboration), Call-Off Schedule 28 (Call Off Specification) and Call-Off Schedule 32 (Risk Management).

Criteria are:

1. Submission of a Mobilisation Plan which meets the obligations and requirements to prepare to take full responsibility and accountability for the delivery of the Services from In Service Date (ISD) in accordance with Call-Off Schedule 13 (Mobilisation) and Call-Off Schedule 28 (Call Off Specification), that addresses:
2. The critical activities identified and how these can be sequenced to build up to full readiness.
3. An outline plan of how the Tenderer intends to manage its mobilisation of people resourcing, skills and knowledge requirements to ensure that the right resource, numbers and skills are in place at ISD to deliver Services to the required standards. Taking account of any TUPE transfer of employees, security clearance requirements, and the ramping up of the Supplier team structure, staffing levels and training to meet anticipated needs.
4. Details of the Tenderer’s staff induction, including transferring, existing and new employees to ensure they are sufficiently familiar with the Affected Property and the Defence working environment, enabling effective and efficient delivery of the Services of this Contract.
5. Details of any redundancies the Tenderer anticipates for economic, technical or organisational reasons to be implemented during or within 12 months post-transition phase.
6. An outline of the approach to mobilising systems and processes.
7. How the rectification of any delays will be managed to ensure that Services are maintained.
8. Submission of a draft Exit Plan that recognises the reversing out of the activities in the Mobilisation Plan and that addresses the complexities of exiting the Contract while continuing to perform at the same standard throughout Transition.
9. A description of the approach to ensure that all stakeholders shall work closely together to minimise Service disruption and to maximise efficiencies during Transition during Mobilisation and Exit of the Contract.

**A2 – Delivering the Service**

Aim:

The Supplier shall be responsible for the delivery of Services across the Affected Property, to ensure that it is maintained in a safe, legal and operational condition and to enhance the lived experience of occupants of SFA.

Evaluation Criteria:

How does the Tenderer intend to manage the delivery of Services to meet the Buyer’s requirements?

Tenderers shall answer question A2 by drawing upon the requirements in the following documents; Joint Schedule 11 (Processing Data), Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 4 (Facilities Management), Call-Off Schedule 14 (Performance Management), Call-Off Schedule 17 (MOD Terms), and Call-Off Schedule 28 (Call-Off Specification).

Criteria are:

1. A robust service delivery plan that refers to any more detailed plans required within the Contract that explains how the Tenderer will manage and deliver the Services, including:
2. The hours the Tenderer shall make Appointments available for Reactive Maintenance Service Requests, Planned Preventative Maintenance, Statutory and Mandatory Inspections and Planned Works. How the Tenderer will ensure Occupants can be offered Appointments convenient to them on first contact with the NAMS Supplier – Refer to Call-Off Schedule 28, Part 1.
3. The approach to delivering a Statutory and Mandatory compliant Affected Property – Refer to Call-Off Schedule 28, Part 5.

b. The approach to delivering a Maintenance Services to the Affected Property, both Reactive Maintenance and Planned Preventative Maintenance and to include the following – Refer to Call-Off Schedule 28, Part 6.

i. How the Tenderer will support the NAMS Supplier in effectively diagnose a Reactive Maintenance Service Requests, including a draft Decision Tree question set.

ii. How the Tenderer will ensure First Time Fixes to Reactive Maintenance Service Requests and what actions the Tender will take on occasions this is not possible.

iii. How the Tenderer will reduce the number of visits to an SFA on an annual basis.

iv. The Tenderer’s approach to delivering the ‘Complete Property Service’ and work collaboratively with the Buyer to develop the CPS programme each year.

v. The Tenderer’s approach to delivering the Facilities Condition Management (FCM) assessments.

c. The approach to delivering Void Preparation and Void Maintenance services to the Affected Property and to include the following - Refer to Call-Off Schedule 28, Part 7.

i. How the Tenderer will collaborate with NAMS Supplier to assist them to produce the Initial Void Management Report, by identifying Void SFA estimated to be over the PPV IRT to bring them to Move-in standard and provide a Rough Order of Cost (ROC) for the additional work.

ii. The Tenderer’s proposal for Void Handover joint inspections interim regime.

d. The approach to delivering Ground Maintenance services to the Affected Property and to include the following – Refer to Call-Off Schedule 28, Part 8:

i. How the Tenderer will review and update all Grounds Maintenance Plans, providing new plans where these don’t currently exist.

e. A draft Continuous Improvement Plan which identifies clear measures, ideas and processes to effectively deliver innovation and continuous improvement in the provision of the Services over the Contract Period.

**A3 – Health & Safety Management**

Aim:

The Supplier shall hold responsibility for the achievement, assurance and management of Health and Safety throughout their organisation and Subcontractor supply chain to undertake the activities required throughout the Contract Period. The Supplier and its Subcontractors shall be competent to undertake the Services and shall comply with all relevant Health and Safety legislation.

Evaluation Criteria:

How will the Tenderer manage and assure the implementation of Health & Safety of the Contract to meet the Buyer’s requirements?

Tenderers shall answer this question A3 by drawing upon the information in the following documents: Call-Off Schedule 28 (Call –Off Specification), Call-Off Schedule 30 (Health and Safety), Call-Off Schedule 31 (Contractor Premises) and Call-Off Schedule 32 (Risk Management).

Criteria are:

1. A submission that demonstrates how the Tenderer will meet the requirements of Call-Off Schedule 30 (Health and Safety), including ensuring that its Safety Policy statement and Safety Management System are appropriate and provide compliance with:
2. Health and Safety legislation both UK and National Variations.
3. Approved Codes of Practices (ACOP).
4. MOD Policy Instructions, Standards, Practitioner Guides.
5. MOD Joint Service Publications (JSP), in particular JSP375.
6. Establishment Health and Safety Policies.
7. Service Delivery Practitioners Guide Estate Management EM/02 – Estate Management Assurance Regime are appropriate.
8. A submission which demonstrates how the Tenderer will ensure its staff and Subcontractor supply chain will:
9. Work to the Statement of Known Hazards system as defined in Schedule 30, and JSP 375 Part 2 Volume 1 Chapter 33.
10. Integrate with the operation of a MOD or military establishment and associated rules and procedures.
11. Implement MOD's 4C's system and complying with establishment emergency plans and orders.
12. A submission that demonstrates how the Tenderer will manage, implement and comply with Buyers Safety Alerts, Technical Instructions, Notices and Bulletins.
13. A submission that demonstrates how the Tenderer will ensure timely reporting and investigation of Accidents Incidents, Near Misses and Dangerous Occurrences.
14. A submission that demonstrates how the Tenderer will manage and comply with:
15. Legionella and water hygiene, including details of emergency arrangements that would be implemented following a major legionella incident.
16. Asbestos, including details of emergency arrangements to support the Buyer following a major asbestos incident.
17. High-risk activities on the Affected Property and how you will support safe systems of work.
18. How the Supplier will comply with CDM Regulations and DIO Policy Instruction 005 2019.
19. A submission that demonstrates how the Tenderer will ensure alignment of its H&S and Environmental Management System (SHEMS) to the Buyer’s system.
20. A submission that demonstrates how the Tenderer will improve Health & Safety for Supplier Staff and the Occupants, through a structured approach to reviewing Incidents and learning from outcomes across the Tenderer’s business to prevent reoccurrence.

A4 – Billable Works

Aim:

The Supplier shall be responsible for the development of robust Billable Work Services (BWS) processes, as required under the Contract, to deliver the annual programme of BWS, whilst ensuring continued delivery of the Maintenance Services.

Evaluation Criteria:

How does the Tenderer intend to provide a Billable Works Services, including processes that support delivery of programmed BWS and in-year changes to requirements?

Tenderers shall answer question A4 by drawing upon the information in the following documents: Joint Schedule 12 (Supply Chain), Call-Off Schedule 4a (Billable Works), Call-Off Schedule 14 (Performance Management), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 28 (Specification) and Practitioner Guide EM/02 Estate Management.

Criteria are:

1. A submission that describes a detailed understanding of the processes that the Tenderer will use to plan, manage and deliver Billable Works, including the Planned Works Service to the Affected Property – Refer to Call-Off Schedule 28, Part 10.
   1. A submission that describes in detail your approach to collaboration with the Buyer to support annual planning processes, including the Forward Additional Service Plan (FASP) and development and maintenance of a prioritised programme of BWS.
   2. A submission that describes how you will provide a flexible and responsive service to meet the fluctuating BWS demand and unexpected in year change to the agreed programme.
2. The approach as to how the Tenderer will build the Buyer’s trust, and demonstrate value for money, in order to reduce the level of audit and scrutiny that is required to deliver BWS rapidly, effectively and efficiently, in particularly to Call-Off Schedule 14 (Performance Management), Call-Off Schedule 15 (Contract Management) and Practitioner Guide EM/02 Estate Management Assurance Regime.

1. A submission that describes in detail how the Tenderer will bring innovation to both BWS programme development and the packaging of programmes which support the Buyer’s infrastructure and estate stewardship role.

**PART B - COLLABORATION/CONTRACT MANAGEMENT**

**B1 – Supplier Organisational Structure and Subcontractor Management**

Aim:

The Supplier shall be organised and staffed to efficiently and effectively to deliver the Services. The Supplier shall manage and maintain a delivery organisation, including its Subcontractors and the supply chain, to ensure it has Suitably Qualified and Experienced Personnel (SQEP) required to deliver the Services throughout the Contract Period.

Evaluation Criteria:

How does the Tenderer intend to organise and manage its organisation and select and manage its Subcontractors and supply chain, to ensure it always has the necessary SQEP resources available to provide the Services that shall meet the requirements of the Contract?

Tenderers shall answer question B1 by drawing particularly upon the requirements in the following documents; Joint Schedule 5 (Corporate Social Responsibility), Joint Schedule 6 (Key Subcontractors), Joint Schedule 12 (Supply Chain), Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 7 (Key Staff), Call-Off Schedule 9 (Security), Call-Off Schedule 14 (Performance Management), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 28 (Call Off Specification), Call-Off Schedule 30 (Health & Safety) and Call-Off Schedule 32 (Risk Management).

Criteria are:

1. A draft organisation chart highlighting the Tenderer’s Key Staff, including:
2. Clear and concise job descriptions and person specifications and Curriculum Vitae (CVs).
3. Details of their role and responsibility in the delivery of the Services throughout the Contract Period.
4. Details of how the Tenderer’s organisational chart shall align with the Buyer’s management structure.
5. Details of how the Tenderer will ensure their business solution is sustainable with regards to numbers of staff and their skills, to include plans to appoint and maintain access to the right SQEP through the Contract period. To include:
6. Details of how the Tenderer will provide flexible and responsive resources to meet the fluctuating demand.
7. Details of what commercial arrangements the Tenderer may use, to ensure access to the necessary Suitable Qualified Personnel (SQEP), where they are not directly employed by the Supplier.
8. Details of how the Tenderer will ensure its staff’s learning and development is maintained and delivered throughout the Contract Period.
9. Details of the Tenderer’s process to identify and select Subcontractors, including commercial arrangements, assess and evaluate the quality and suitability of Subcontractors and induct the Subcontractor to ensure their cognisance with the Contract. To include:
10. Details of how the Tenderer will ensure and provide confidence to the Buyer that Subcontractors they appoint shall provide Services to the required standard in accordance with the Buyer’s requirements.
11. Details of the Tenderer’s procedures for auditing and assuring the performance of their Subcontractors to ensure compliance with contractual requirements.
12. A submission that demonstrates how the Tenderer will develop and maintain across all staff and Subcontractors a culture that is consistent with DIO Core Values of safety first, collaboration, integrity, agility and accountability.

**B2 – Contract Management**

Aim:

The importance and benefits of effective Contract Management are essential to the success of the Contract. The Supplier shall be proactive in monitoring, control and management of all activities necessary to ensure the delivery of the Services required by the Buyer.

Evaluation Criteria:

How will the Tenderer ensure it will effectively manage the contract?

Tenderers shall answer question B2 by drawing upon the information in the following documents: Joint Schedule 6 (Key Subcontractors), Joint Schedule 12 (Supply Chain), Call-Off Schedule 1 (Transparency Reports), Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 8 (Business Continuity and Disaster Recovery), Call-Off Schedule 14 (Performance Management), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 17 (MOD Terms), Call-Off Schedule 24 (Collaboration), Call-Off Schedule 28 (Call Off Specification) and Call-Off Schedule 32 (Risk Management).

Criteria are:

1. A detailed description of the Tenderer’s approach to Risk Management and contingency planning that demonstrates how the Tenderer will proactively identify risks, issues and potential or actual failures in the quality of the Services and mitigate and resolve them.
2. A robust draft Business Continuity and Disaster Recovery Plan (BCDR) which sets out the arrangements to be invoked in ensuring continuity of business operations, to deliver the provision of Services and return Services back to full functionality in all circumstances.
3. A submission that demonstrates how the Tenderer will apply their and their Subcontractors and supply chain’s Quality Management Systems (QMS) and integrate it with the Buyer’s QMS in the delivery of this Contract.
4. A submission that demonstrates how, through the application of the processes described in the Contract, the Tenderer will proactively measure and manage performance and report to the Buyer any instances of non-performance, at all levels of the Contract, to ensure that the Service is delivered to the agreed standard.
5. A robust draft Joint Relationship Management Plan (JRMP) which sets out the arrangements to manage the relationship between the Buyer and Tenderer during the Contract.
6. A submission that demonstrates how the Tenderer will identify and manage stakeholders at all levels of Contract delivery and ensure that messaging and communication is consistent and reflective of the jointly agreed approach to managing the Contract.

**B3 – NAMS/Supplier Interface**

Aim:

To effectively deliver the Services the Supplier shall be responsible for developing and maintaining a constructive and collaborative working relationship with the NAMS Supplier.

Evaluation Criteria:

How will the Tenderer work with the NAMS Supplier to maintain a constructive and collaborative working relationship?

Tenderers shall respond to question B3 by drawing particularly upon the requirements in the following documents; Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 12 (ICT Services), Call-Off Schedule 15 (Contract Management), Call-Off-Schedule 24 (Collaboration), Call-Off Schedule 28 (Call Off Specification) and Call-Off Schedule 32 (Risk Management).

Criteria are:

1. A description of how the Tenderer will develop and maintain a close working relationship with the RAMS Supplier, to include descriptions against key interfaces identified in Call-Off Schedule 28 and to include the following:
   1. Details of any interfaces required from and to the RAMS Supplier’s systems.
   2. Details of joint relationship management planning and Supplier Forums.
2. The NAMS Supplier will be responsible for scheduling Reactive Maintenance Appointments on behalf of the Supplier. The Tender shall provide details of the critical success factors to ensure accurate diagnosis of Reactive Maintenance Service Requests to enable repairs to be completed in a single visit.
3. Details of the key risks between the Supplier and the NAMS Supplier relationship that could affect delivery of the Contract. Provide details of proposed mitigation for each identified risk.
4. The NAMS Housing Officers will be key to successful delivery of Services to Occupants. The Tenderer shall describe how it intends to develop a close working relationship and support the NAMS Housing Officer at a local level.

**PART C – SYSTEMS**

**C1 – Information and Data Management**

Aim:

The information systems shall connect to and exchange data with the Buyer’ systems, in addition to supporting NAMS and RAMS interoperability. The information systems shall meet the Buyer’s Information Assurance requirements. The information systems shall support effective management of the Buyer’s data throughout the life of the contract.

Evaluation Criteria:

How will the Tenderer’s proposed information systems design, implementation and data management aspects align to the contractual requirements?

The Tenderer shall answer C1 by reference to the following requirements; Call-Off Schedule 28 (Statement of Requirement), Call Off Schedule 12 (ICT Services), Joint Schedule 11 (Processing Data).

Criteria are:

a. The overall architecture, design, technical approaches and proposed implementation aligns with the Buyer’s policies and regulations. From a policy and compliance perspective the response must include:

i. High-level designs which align with MOD policy, in particular JSP 440 and JSP 604.

ii. Details of an appropriately qualified and resourced team, utilising a managed approach toward gaining accreditation together with the maintenance of approvals throughout the life of the contract.

iii. Details of a robust change management process, ensuring that system changes are authorised through the correct channels.

iv. An understanding of HMG Classification scheme, where protection of Personal Data is documented, and which adheres to HMG Security Policy Framework (SPF).

b. Details of the mechanisms to be put in place to muster data in readiness for ISD, together with the proper curation of data throughout the life of the Contract. To include:

i. Illustrated plans for working with the incumbent on the migration of data; including structured, unstructured and hardcopy data.

ii. Measures to ensure the accuracy, completeness and appropriateness of data.

iii. Awareness of Buyer or industry standards and how data will be structured in compliance with the appropriate standards.

iv. Provision of a credible Data Management Plan.

c. Details of how the Tenderer’s design supports the requisite connectivity and data exchange requirements under the Contract. To include:

i. An understanding of the scope of data required to be exchanged under the contract.

ii. Appropriate technical mechanisms that comply with the Buyer’s policies.

iii. The process controls required assure the end-to-end transmission of data and correct any delinquent transfers.

iv. How changes in data will propagate to the Buyer’s systems.

d. Details of the proposed implementation and project plan for the information systems and data, which identifies critical milestones and the supporting actions to deliver them.

**C2 – Asset Management**

Aim:

The Supplier shall support the Buyer’s Asset Management Programme to deliver a more mature Asset Management system, which captures repairs and Component performance data to inform a proactive approach to Asset Management on the Affected Property.

Evaluation Criteria:

How will the Tenderer contribute to the Buyer’s understanding of asset condition and how will they work with the Buyer to develop insights and actions to improve asset condition?

Tenderers shall answer C2 by drawing upon the information in the following documents; Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 4 (Facilities Management), Call-Off Schedule 4a (Billable Works), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 24 (Collaboration), Call-Off Schedule 28 (Call Off Specification) and Asset Management Programme Project Initiation Document, available within the Virtual Data Room (VDR).

Criteria are:

1. A submission that demonstrates a detailed understanding of the factors that impact lifecycle costs (Level 0 to Level 4 assets) and how the data and insights will be presented to the Buyer. The response should include details of how to support and deliver improvements to the quality of asset information.
2. An explanation of how the Tenderer will measure asset performance and how the Tenderer will use this information to deliver improvements in performance over the Contract Period.

1. A submission that sets out the Tenderer’s approach to working in collaboration with the other RAMS Suppliers and the Buyer to advise on all aspects of asset management.
2. A submission that sets out the Tenderer’s approach to working with the Buyer and the other RAMS Suppliers in developing a standard list of components across the Affected Property to add value in maintaining assets. The Tenderer is to include rationale for selecting components and the benefits in this approach.
3. Details of how the Tenderer will ensure the Buyer is investing in their assets in the most cost-effective way. Include in the response a statement on how the Tenderer will assist in driving energy efficiency within the Affective Property and compliance with ISO50001.
4. A proposal that demonstrates how the Tenderer shall implement and adopt (Building Information Modelling (BIM) requirements ensuring processes, technologies and systems meet the Governments targets in accordance with the Buyer’s Employer Information Requirement (EIR). Include your Pre-contract BIM Execution Plan.

**PART D – ADDED VALUE**

**D1 – Social Value (Sustainable Development and Environmental Management)**

Aim:

The Supplier shall be responsible for the sustainable management of the Affected Property and shall ensure its delivery of the Services makes provision to mitigate or minimise their impact on the environment.

Evaluation Criteria:

How will the Tenderer meet the Buyer’s commitment to Sustainable Development and ensure they protect the environment when delivering the Services required by the Contract?

Tenderers shall answer the question D1 by drawing upon the information in the following documents; Joint Schedule 5 (Corporate Social Responsibility) Call-Off Schedule 28 (Call Off Specification).

Criteria are:

1. Details of the Tenderer’s Environmental Management System (EMS) for all Services that meet ISO 14001:2015 and how it shall cover all operations executed under Contract.
2. Details of the Tenderer’s Waste Management Strategy approach to producing waste management plans to incorporate waste reduction, waste minimisation and recycling policies that will be compliant.
3. An explanation of how the Tenderer will deliver the Services to ISO 20400 ensuring sustainability risk is identified and mitigated through the supply chain.

**D2 – Social Value (Social and Economic)**

Aim:

The Supplier shall identify how the provision of services shall improve the social and economic wellbeing of Service personnel and their families and the wider community.

Evaluation Criteria:

How will the Tenderer meet the Buyer’s objectives to fulfil the requirements of the Public Services (Social Value) Act 2012?

Tenderers shall answer question D2 by drawing upon the information in the following documents: Joint Schedule 5 (Corporate Social Responsibility), Joint Schedule 12 (Supply Chain Visibility) and Call-Off Schedule 28 (Call Off Specification).

Criteria are:

1. A description of the Tenderers strategy towards Social Value and how it will have a positive impact on the Tenderer’s and the Buyer’s organisation and local community in both the short and long term.
2. A description of how the Tenderer will ensure a diverse supply chain that is accessible to all types of businesses, including Small and Medium-sized Enterprises (SME).
3. A description of how the Tenderer will encourage apprenticeships and how it will be monitored and measured.

1. Provide details of how the Tenderer will encourage community engagement and how it will be monitored and measured.
2. Provide details on how the Tenderer will support the Armed Forces Covenant.

**D3 - Occupant Satisfaction**

Aim:

The Supplier shall be responsible for ensuring the Services will meet the standards, expectations and requirements of Service personnel and their families who occupy SFA.

Evaluation Criteria:

How does the Tenderer intend to ensure delivery of the Services meets the Buyer's requirements for Occupant satisfaction with the Services?

Tenderers shall answer question D3 by drawing upon the information in the following documents: Call-Off Schedule 3 (Continuous Improvement), Call-Off Schedule 14 (Performance Management), Call-Off Schedule 15 (Contract Management), Call-Off Schedule 24 (Collaboration) and Call-Off Schedule 28 (Call-Off Specification).

Criteria are:

1. An explanation of how the Tenderer will deliver Occupant care and engagement, covering all Services. The response should include details of the ways in which the Tenderer will communicate with Occupants, including any innovative ways of engaging with them and providing Occupant care.
2. A description of how the Tenderer intends to capture all forms of Occupant feedback, whilst carrying out Services and how such feedback will be reported to the Buyer.
3. A description of how the Tenderer will use Occupant feedback to inform and improve its Service delivery.
4. A description of how the Tenderer will respond to complaints and SFA Compensation claims. The response should include details of how the Tenderer will interface with the NAMS Supplier and the Buyer, as required, to ensure complaints and SFA Compensation claims are satisfactorily addressed and resolved.
5. Details of how the Tenderer will ensure a seamless end to end communicate with the Occupants whilst undertaking Reactive Maintenance, Planned Maintenance, Statutory and Mandatory Inspections and Planned Works Services to include the following:
6. The initial visit.
7. When a return visit is required.
8. When an arranged appointment cannot be meet.
9. How it is reported back to the NAMS Supplier.

**ANNEX F: Virtual Data Room Overview**

**Introduction**

1. This Annex is intended to explain the content and the structure of the Buyer Supplied Information for the FDIS Accommodation Project National Accommodation Management Services Contract (NAMS) and Regional Accommodation Maintenance Services (RAMS) Contracts.

1. The **Virtual Data Room (VDR)** has been built using Qlikview and can only be accessed via MOD SCI Laptops. Data for both NAMS and RAMS contracts are hosted on one Qlickview dashboard with the user selecting which contract they which to view from the initial pages. Data can be downloaded via a MOD provided encrypted memory stick.
2. **Buyer Supplied Information (BSI)**. The Buyer Supplied Information is a collection of files, of varying formats that contain information about the Management, Allocation and Maintenance of the Affected Property. It includes historic activities and information to support the Buyer requirements and assist bidders in submitting accurate bids for the FDIS Accommodation Project contracts.
3. The RAMs Regions have newly been created for the purpose of this contact, whilst we are confident that the data has been split into the relevant Regions, if the bidder is any doubt please refer/default to the assets listed in the L2 Asset data.
4. **VDR Refresh**. Any amendments or additions to the VDR will be recorded on a Change Document and notified by the relevant commercial officer via email.

**Virtual Data Room**

1. The Buyer Supplied Information is split in to two types of data: Structured and Unstructured and at 2 hierarchies, Contract wide and Region wide.
2. **Structured Data**. Structured Data comprises of:
   1. Establishment Level 0 (L0) data, Level 1(L1) Land Parcel data and Level 2 (L2) Asset data taken direct from the Defence Infrastructure Organisation (DIO) in-house information system - Infrastructure Management System (IMS) and Northgate, the DIO in-house Occupancy Management System. This is recorded in accordance with DIO policy document Specification 024 which governs the recording and codification of the estate information and data.

* 1. Level 3 and level 4 asset data, historic and tasking maintenance records that have been provided from the current Supplier’s (IP) Information System (IS).
  2. Data relating to the occupancy management and allocation of the affected property taken direct for DIO in-house Occupancy Management System Northgate
     1. Void property management
     2. Move In/Move Out data
     3. Application data

1. **Un-structured Data**. Un-structured Data compromises of:
   1. Management Plans, Reports and Establishment specific data that has been sourced from the IP and DIO internal teams.
   2. Reference Information and documentation is provided and includes DIO and MOD publications, standards and guides.
2. **Hierarchy - RAMS**. The two levels of hierarchy are for the RAMS contract are:
   1. Contract-wide information.
   2. Region-wide.
3. **Hierarchy - NAMS**. NAMS data is produced at one single contract level and includes contract-wide information as described below.
4. **Contract-wide Information.** Contract Wide Information is the overarching information that supports all the Contracts and comprises of the following:
   1. **Guidance**.
      1. The Buyer Supplied Information Document.
      2. Qlikview Dashboard User Guide.
   2. **Reference Library**. The Reference Library contains policy documents, guides, practices and publications that need adhering to throughout the life of the contract (unless updated or removed by Buyer). Folder 00\_ Reference library Matrix contains a matrix that details all documents provided and will direct you to the subfolder where you can view the relevant documentation. All documents supplied should be read with the caveat that they are subject to change and reviewed on a continuous basis. Change may occur during ISD. A full suite of documents will be available to the incoming Supplier during Mobilisation.

* 1. **SFG20**. Maintenance schedules Containing several Excel workbooks and documents that identify:

* 1. **Supporting Information**. The Supporting Information folder contains miscellaneous information that will support other information sets in the VDR:
     1. Contractors accommodation - A list of accommodation that will be made available to the contractor for use during the contract. Schematics and mapping are not available. Prior to mobilisation a demarcation exercise will take place reviewing the accommodation that will be available and allocation per contract.
     2. Sample Documents.
     3. Sample Inspection Reports - Examples of technical inspections, professional appraisals or specialist inspections carried out on infrastructure (play parks, roads and footpaths) during the current contract. A full suite of technical and specialist inspections will be available to the Suppler during Mobilisation.
     4. Service Family Accommodation (SFA) Disposal Programme – Detailing the 7-year plan for planned SFA disposals over the next 7 years and a current list of assets that are listed as due for disposal on the Infrastructure Management System (IMS).
     5. Waste Data.
     6. Planned Works – Details of the planned programme of works for 2020 (year 6) to provide an example of expected additional works. A future works plan from 2020 onwards is not available.
     7. Leaflet 3.1 – JSP 435 Leaflet 3.1 - Equipment Scoping Matrix. The equipment may not be on, or within a Level 2 Asset. The leaflet will be updated and will form part of JSP 850. For the purpose of this document it will be referred to as JSP 435 Leaflet 3.1 - Equipment Scoping Matrix.
     8. Specification 024 (Spec024).
     9. Northgate Accommodation Data Dictionary and Propmain Static Data providing detail over codes and allowable values used within Northgate and Amey data sets.
     10. Any additional information that becomes available post tender issue.

1. A number of data sets were deemed relevant to both NAMS and RAMS contracts where others were identified as relevant to only one. The below describes the provided data sets with contract location in Bold.
2. **Region wide data (relevant to RAMS hierarchy)** comprises the following:
3. **Contract Map - NAMS/RAMS**. Geo-spatial data maps that identify the Regional borders of the RAMS contracts and border of the NAMS contract.
4. **Sub area maps - NAMS/RAMS.** 
   1. Red line plans detailing the boundary of the relevant SFA Level 1(L1) Land Parcel and complete Hectare of Land Parcel.
   2. Sub area maps providing a visual representation of the groupings of SFA within Sub area boundaries.
5. **L2 Asset Data - NAMS/RAMS**. The Level 2 Asset Data is a hybrid of collated data from IMS and Northgate. It provides a full list of all Level 2 Assets (as defined in Specification 024 Referencing MOD Land and Property Features) that are to be maintained and managed during the period of the Contract. The list shall be maintained by the Buyer/Supplier for the period of the Contract, any changes to the list shall be implemented using the Change Management process set out in Call- Off Schedule 15.

**Note** - Block garage assets are recorded as a single Level 2 asset on the IMS and therefore may only have a single unique IMS reference number (BSUID) but the individual component garage within each block are recorded as individual assets on the Northgate system and will therefore have unique Northgate references.

1. **L3 and L4 Asset Data - RAMS**.
   1. The L3 and L4 Asset data received from the current Supplier to DIO is provided as a guide to inform the bidders of the sub elements within a L2 asset.
   2. The L3 and L4 Asset data provided by the current Supplier to show the life cycle of the described asset to allow the Buyer to make an informed choice on future works.
2. **Condition Surveys - RAMS**
   1. **Facilities Condition Methodology.** The file contains the observed condition that has been captured under the FCM initiative. Observed Condition has been provided at one Level 3 summary (elemental level e.g. Structure) additional data is provided e.g. Construction Code, Roof Type and Primary Usage to assist Bidder analysis. Work is ongoing to complete outstanding surveys. Definitions relating to numeric scores are contained within the FCM Guidance Document.
   2. **CAAS data.**
3. **Historical Repair Data Response Repair and Additional Works - NAMS/RAMS.** Historic volumetric data to enable the bidders to understand the numbers of works raised for the last three financial years. The data provides the job code allowing for analysis against the type of work completed against each property. All job code definitions are provided within the spreadsheet.
4. **Cyclical Statutory and Mandatory maintenance - NAMS/RAMS.** Pre-planned inspection and maintenance tasks currently being carried out on each Level 2 asset such as (a) Statutory tasks, (b) MOD Mandatory (Regulatory Authority) tasks and (c) MOD Mandatory (Additional to Statutory or Regulatory Authority) tasks. The schedule has been provided to show what is currently being delivered across the Accommodation estate, the location of the affected property and the frequency of the task. Bidders should refer to SFG20 to link the assets and schedules to price effectively.
5. **Maintenance - NAMS/RAMS.** Garden Support – Provides details of maintenance requirements regarding Oversize gardens (described as gardens in excess of 0.5 acres), Gardens that are to be maintained due to the Virtue of Appointment of the SFA user and gardens that are identified as being suitable for additional support due to a Welfare application by the SFA User.
6. **Void Property Data - NAMS/RAMS.** 
   1. Details properties that were recorded as Void during the period of January 2017 – January 2020. Properties that were void prior to 2017 and remain void within the 2017 - 2020 period are also recorded. Data will include property details, start and end date of void, void length, UPRN, the region, sub area and postcode.
   2. The ‘Current void lengths’ data sheet provides a snap shot of void properties on a specific date; this data will be updated as near to Call Off as possible.
   3. Occupied SFA provides an overarching figure of the number of SFA that were occupied or void on a daily basis per Region and Sub area.
7. **Move In/Move Out Data - NAMS/RAMS.** Number of Move In's and Move Outs that have taken place from Jan 2017 - December 2019, per region and sub area.
8. **Help Desk Calls - NAMS.**  Provided by current Supplier. The report provides volumes of calls/contact and communication method.
9. **Historic Application Data - NAMS.** The file contains data relating to the application process and details the number of applications received, cancelled, rejected, offers made and any specific requirements of the Service Personnel that will affect the application i.e. adapted property.
10. **Occupancy Management - NAMS.** The file contains data relating to ‘In Occupancy’ requests raised by Occupants other than maintenance requests. It details the type, number and resolution of these requests.
11. **Overseas Allocations - NAMS.** Data providing an overview of the number and location of overseas assets and application numbers. This data is limited as the process is not managed within the current contract.
12. **DAS Services - NAMS.** Details of the DAS warehouse locations requiring management and stock tracker detailing orders, stock levels and disposals. Monthly figures of DAS assisted moves has been provided by the current supplier for a period of 4 plus years.
13. **Integrated Estate Management plans (IEMP) - RAMS.** Providing information of each housing Estate within the Contract Regions. These have been redacted to adhere with the ‘Official’ data classification. Note that these IEMP’s are provided and maintained by the current contractor and align with their 5 regions, whilst every attempt has been made to separate these documents into the correct RAMS region due to the creation of new contract boundaries and sub areas there may be anomalies.
14. **Legionella Reports - RAMS.** A generic Legionella Management Plan provided by the current contractor and a register of properties effected by Legionella that fall within the Contract.
15. **Asbestos Reports - RAMS.** An Asbestos Management Plan provided by the current contractor and register of effected properties. The register of properties details multiple entries per affected property due to individual rooms/areas of the property being assessed.
16. **Radon - RAMS.** Register of properties provided by current contractor detail properties that are in Radon affected areas.
17. **Fire Safety Assessments - RAMS.** Schedule of Fire Risk Assessments and Fire Safety Management plans for specific buildings of set criteria.
18. **Designations – RAMS.** Lists and plansprovided for information to identify where the Suppliers need to be aware of any Sites of Special Scientific Interest (SSSI), Special Protection Areas, Special Areas of Conservation, Ramsar Sites, Listed Buildings and Schedule Monuments.

**ANNEX G: TUPE DATA**

The Buyer will provide the TUPE data through the AWARD tool. The password will be sent to Tenderers point of contact email address.

**ANNEX H – PRICING BOOKLET AND INSTRUCTION TO TENDERERS - (REDACTED)**

**ANNEX I: Tenderer’s Commercially Sensitive Information Form** (DEFFORM 539A)

|  |
| --- |
| ITT Ref No: 700504369 |
| Description of Tenderer’s Commercially Sensitive Information: |
| Cross Reference(s) to location of sensitive information in Tender: |
| Explanation of Sensitivity: |
| Details of potential harm resulting from disclosure: |
| Period of Confidence (if applicable): |
| Contact Details for Transparency / Freedom of Information matters:  Name:  Position:  Address:    Telephone Number:  e-mail Address: |

1. https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6089-OJEU-notice.pdf [↑](#footnote-ref-2)