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# Social Work England

# Invitation to Tender

**Provision of Cleaning Services for Social Work England’s Head Office**

# Reference Social Work England 00057

Closing date for submission of tender:

12:00 hrs – Wednesday 25th September 2019

**Please complete your tender submission in accordance with the instructions provided.**

CONTENTS

This document is in two parts:

Part A is the invitation to tender and provides all the background information, a description of what is required, and an overview and instructions for the completion and submission of the tender document.

* Introduction
* Requirement (including specification)
* Procurement process
* Evaluation of tenders
* Instructions for completing the tender.

Part B is the tender submission document, this should be completed in full and returned in advance of the deadline in accordance with the instructions given.

**Part A**

1. Background

# Social Work England was established under The Children and Social Work Act 2017 (the Act) and will be the new, specialist professional regulator for Social Workers in England. As established in our founding legislation – the Children and Social Work Act 2017 [[1]](#footnote-2)– we are a Non-Departmental Public Body, operating at arm’s length from Government.

* 1. We will regulate the social work profession by:
     1. Setting standards of practice and conduct in social work;
     2. Assuring the quality of social work education;
     3. Registering qualified Social Workers;
     4. Ensuring Social Workers keep their skills and knowledge up to date; and,
     5. Investigating concerns about Social Workers.
  2. Social Work England will officially take over (go-live) from the Health and Care Professions Council (HCPC) as the new social work regulator on Monday 2nd December 2019. This will include the full and thorough investigation of concerns regarding social worker’s fitness to practise, where registrants may be required to attend a hearing at Social Work England’s head offices.

1. Aim and Objectives

# Social Work England are seeking to establish a contract for the provision of cleaning services. It is expected that the successful provider will demonstrate high levels of experience within the sector and will be able to undertake the responsibility for managing and delivering the cleaning services required as specified within this Invitation to Tender (ITT), in a flexible and responsive way. Providers should aim to tailor requirements specifically to Social Work England, resulting in the offering of a high-quality cleaning service which also offers Value for Money (VfM) in delivery.

1. Duration
   1. The contract is envisaged to run for a period of 3 years from October 2019, subject to satisfactory review of key performance indicators and service levels (to be agreed at contract award) on an annual basis.
   2. Social Work England reserves the right to extend the contract after the initial 3 year period by up to a further 24 months (e.g. 12 months + 12 months), subject to mutual agreement.
   3. Following contract award, the successful provider is expected to commit all necessary resources as may be required to establish and implement the provision of cleaning services.
2. Building Overview
   1. Social Work England’s offices are located on the ground and first floor at; 1 Northbank, Blonk Street, Sheffield, S3 8JY. As part of operational set-up Social Work England have undertaken a full refurbishment of its office space.
   2. The first-floor office space will house employees of the organisation alongside any associated visitors and consists of:
      1. a main open plan work area with circa 134 desks;
      2. an open plan working area (collaboration space);
      3. a prayer/utilities room;
      4. 6 meeting rooms (of varying size); and,
      5. 2 kitchen areas.
   3. The ground floor space will be accessed by a range of people including members of the public, approved visitors and individuals acting on behalf of Social Work England and consists of;
      1. 4 tribunal hearing rooms, with each having 2 adjacent syndicate rooms;
      2. 3 waiting areas;
      3. a kitchen area;
      4. a reception area; and,
      5. a disabled toilet.
   4. It should be noted that discussions are taking place to increase the occupied ground floor space, with an additional waiting area proposed – this proposed space should be discounted in relation to this ITT; however, Social Work England reserve the right to add this area to overall service requirements at a later date.
   5. The Northbank building operates to restricted opening hours with building access available between 7:00am – 10:00pm on weekdays and 7:00am – 4:00pm on a Saturday, with no access available on a Sunday. Social Work England operate on weekdays only[[2]](#footnote-3). The ground floor will be occupied between the hours of 9:00am – 5:30pm, whilst the first floor will be occupied between the core hours of 8:00am – 5:30pm, although limited members of staff may on occasion occupy the floor space outside of core hours. The successful provider should ensure that delivery of service allows staff/individuals working within the premises to carry out their business functions effectively with no/minimal disruption.
   6. The successful provider will be issued with keys/access fobs in order to gain access to the Northbank building and Social Work England’s office space. It is the responsibility of the successful provider to ensure that these keys are handled in a secure manner to minimise the risk of loss. In the event of any loss, the successful provider will be responsible for any associated costs of replacement or any additional costs incurred resulting from the loss such as; any damage and/or theft occur to or within Social Work England’s offices or the main Northbank building.
   7. The ground floor office space occupied by Social Work England is approximately 5,167 square foot, and the first-floor office space is approximately 11,670 square foot. The floor plans for both floors are attached to this ITT at Appendix A for reference. These plans show the location and layout of all meeting rooms/spaces, whilst also providing an indication of the current office layout including furniture.
3. Service Requirements

Roles and Responsibilities

* 1. Social Work England requires a cleaning provider who can deliver a high-quality service 5 days a week (Monday to Friday) to undertake cleaning of the ground floor and first floor office spaces occupied. On occasions there may be a requirement for ad-hoc cleaning services which will be expected to be performed on a Saturday. Where these ad-hoc requirements are required, advanced notice will be provided so Social Work England and the successful provider can identify a mutual agreeable date on which services will take place.
  2. The successful provider is responsible for establishing the structure and size of the cleaning team to meet the requirements identified in this tender document. Social Work England require all individuals to have passed a background check before they commence with delivery of service.
  3. The successful provider will commit to pay their employees at least the National Minimum Wage in delivery of cleaning services for Social Work England. The successful provider should also commit to not engage in any Modern Slavery Practice and will ensure that its officers, employees, agents and any other persons who perform services for or on behalf of their organisation in connection with the provision of cleaning services for Social Work England will not engage in any Modern Slavery Practice.
  4. All service provider staff should be identifiable when on site at Social Work England offices; for example, through branded clothing. It is also the responsibility of the successful provider to supply their staff with appropriate personal protective equipment (PPE).

* 1. The successful provider is expected to provide adequate technical training to its entire staff, and refresher training at appropriate intervals to ensure that a high-quality service is provided to Social Work England.
  2. Social Work England will supply consumable items as follows; bin liners, re-fillable handwash, re-fillable paper hand towels and dishwasher tablets.
  3. Items that do not fall under the scope of a ‘consumable’ will not be provided by Social Work England. The successful provider will be expected to arrange the provision of the equipment and materials that are necessary to deliver to the service requirements specified. When providing equipment, the successful provider shall ensure compliance with all COSHH and health and safety regulations, and any other applicable legislation to ensure that no harm is caused to any persons and/or the environment.
  4. Utilities (Power & Water) will be available for the use of the successful provider in the delivery of the services. However, the successful provider will be required to exercise due care and diligence in the use of utilities supplied in order to minimise economic impact.
  5. Social Work England will endeavour to make available such storage space within the premises as is reasonable and available in order for the successful provider to store all required equipment.
  6. The service provider will assume responsibility for either, opening or closing of Social Work England’s office spaces. This includes the de-activation or activation of the alarm systems in place. This will be agreed as part of the service delivery schedule that agreed at contract formation with the successful provider.

Overview of Requirements

* 1. Social Work England require a range of requirements to be performed by the successful provider as part of service delivery. It is expected that the successful provider will advise on the frequency of cleaning per service requirement (based on their experience) as part of their tender submission, unless the frequency is explicitly stated as part of the requirements. A list of the expected services required have been identified below. Social Work England reserve the right to add to these service requirements as required and the successful provider will work to accommodate any required changes and deliver within the cleaning plan identified in response to this ITT:

Immediate Ad-Hoc Requirements

* + 1. Separate to the standard services (routine cleaning and IT equipment cleaning) required, Social Work England require the following services to be provided **immediately** upon commencement of the contract:
* Deep clean of all internal windows (main windows and meeting and tribunal rooms windows), glass surfaces and lockers within the ground floor and first floor including all meeting rooms, tribunal rooms and the prayer/utilities room. Internal window cleaning will require the successful provider to work at height to deliver the service and regulations around this practice should be adhered to.
* Provision of 3x barrier mats to be placed at entrance points within the ground floor and first floor spaces.

Deep Cleaning

* + 1. Deep clean of all carpeted areas, barrier mats and upholstered seating (hubs, chairs, etc) within the ground floor and first floor spaces including all meeting rooms, tribunal rooms and the prayer/utilities room. When required and/or upon request from Social Work England’s Facilities Officer, it is expected that barrier mats will be regularly replaced;
    2. Deep clean of ceiling tiles, lighting fittings and air-conditioning fittings as required within the ground floor and first floors spaces including all meeting rooms, tribunal rooms and the prayer/utilities room;
    3. Deep clean of all main internal windows within the ground floor and first floor;
    4. Deep clean of cupboard/storage spaces within the ground floor and first floor kitchen areas;

Routine Cleaning

* + 1. Daily vacuuming of all carpeted space areas within the ground floor and first floor spaces;
    2. Daily vacuuming of barrier mats within the ground floor and first floor spaces;
    3. Daily vacuuming, sweeping and mopping of all hard-floored areas within the ground floor and first floor spaces;
    4. Dusting and wiping of all desks and chairs within the ground floor and first floor spaces;
    5. Daily wiping of all internal main windows within the ground floor and first floor spaces in compliance with working at height restrictions;
    6. Daily wiping of all internal meeting and tribunal room windows, glass surfaces and lockers within the ground floor and first floor spaces. It is expected that a full clean of all internal meeting room and tribunal room windows, glass surfaces and lockers will take place once weekly in compliance with working at height restrictions;
    7. Wiping of all internal shelving within the ground floor and first floor spaces;
    8. Dusting and wiping of all ledges and skirting within the ground floor and first floor spaces;
    9. Daily cleaning of the toilet facilities within Social Work England’s ground floor space;
    10. Daily cleaning of ground floor tribunal rooms, first floor meeting rooms and the prayer/utility room. Cleaning is expected to include but may not be limited to vacuuming of floors and wiping of all desks and chairs;
    11. Cleaning of kitchens areas within the ground and first floor spaces. Cleaning is expected to include but not be limited to;
* Daily vacuuming of kitchen and seating areas
* Daily vacuuming, sweeping and mopping of hard-floored space in the kitchen and seating areas
* Daily wiping of cupboard/storage areas
* Daily wiping of kitchen worktops
* Daily cleaning of sinks
* Daily wiping of microwaves and fridges (for immediate spillages)
* Daily dishwasher duties
* Daily wiping of tables/desks within the seating area
* Weekly wiping of chairs within the seating area
* Weekly deep clean of microwaves and fridges. Fridges will be emptied at 4PM every Friday to accommodate – all items not removed should be thrown away
* Daily waste removal from internal office spaces to the buildings dedicated bin store. The successful provider will be informed of the external storage code for access purposes. Social Work England currently hold a general waste contract with a separate provider; the successful provider will co-operate with any further waste management schemes that Social Work England may require during the life of the contract

IT Equipment Cleaning

* + 1. Weekly cleaning of all office IT equipment (**using appropriate materials only**) on the ground floor and first floor spaces. Equipment that requires cleaning includes but may not be limited to:
* Monitors/Workstations
* Desk Keyboards
* Surface Pro USB Dock Connectors
* Television Screens (Meeting/Tribunal Rooms)
* Audio-Conferencing Devices (Meeting/Tribunal Rooms)
* Telephones (Meeting/Tribunal Rooms and Reception Area)
* Room Booking Scheduling Panels
* Portable Projector – to be cleaned **only** when requested by Social Work England’s Facilities Officer.

1. Service Levels
   1. It is vital that the successful supplier provides a high-quality cleaning service to Social Work England throughout the contract term. To ensure a high-quality service, Social Work England will implement service levels as part of the contract. A full service level agreement will be finalised as part of contract award and formation, however, it is anticipated that any agreement will include but not be limited to the following:

| **Ref** | **Activity & Frequency** | **Measurement** | **KPI/SLA** |
| --- | --- | --- | --- |
| 5.6. | The successful provider shall ensure compliance with all COSHH and health and safety regulations, and any other applicable legislation in the delivery of the contract. | All equipment should meet British Standards and be tested against regulatory requirements (for example on an annual basis). All cleaning products to be stored in compliance with COSHH regulations. All staff of the successful provider to be provided with relevant PPE clothing for handling of materials. | SLA |
| 5.10.6. | Vacuuming of all carpeted space areas within the ground floor and first floor spaces – *daily.* | Carpets to be clear of all dirt/dust/debris. | SLA |
| 5.10.8. | Vacuuming and mopping of all hard-floored areas within the ground floor and first floor spaces – *daily.* | Floors to be clear of all dirt/dust/debris/spillages/stains. | SLA |
| 5.10.11. | Wiping of all internal main windows within the ground floor and first floor spaces in compliance with working at height restrictions – *daily.* | Internal windows, glass surfaces and lockers to be clear of any marks/stains/fingerprints/etc. | SLA |
| 5.10.12. | Dusting and wiping of all ledges and skirting within the ground floor and first floor spaces – *per the service delivery plan provided in response to this ITT.* | All ledges and skirting to be clear of all dirt/dust/debris/spillages. | SLA |
| 5.10.15. | Wiping of microwaves and fridges – *daily.* | Microwaves and fridges to be clear of any food stains/food debris/spillages/dirt. | SLA |
|  | Provide service reports – *to be agreed.* | Sufficient detail provided to allow for a collaborative discussion around quality of service so continuous improvement can be identified. | SLA |
|  | Contract review meetings (face to face) – *to be agreed.* | Attendance by the successful providers representative at each review meeting. | SLA |

Management Information and Reporting/Escalation Process

* 1. Social Work England will hold contract review meetings with the successful provider as established in the SLA. Any concerns about compliance with this agreement will be raised at this meeting for comment. The successful provider will appoint a representative with overall responsibility for the supply of the services, whom will act as the main point of contact with Social Work England and will be required to participate in all contract review meetings held with Social Work England’s Facilities Officer. This appointed representative will also act as an initial escalation point for Social Work England should any concerns around performance be raised.
  2. In the event that performance concerns cannot be resolved between Social Work England’s Facilities Officer and the successful provider, the Facilities Officer will escalate this to a senior member of staff (Executive Director). At the Social Work England’s request, the successful provider shall also escalate this within their organisation (if possible) and agree to meet with Social Work England’s Executive Director to discuss complaint resolution.
  3. At each contract review meeting, the successful provider shall provide service reports to Social Work England which will be used alongside performance against service level agreements to monitor the overall quality of service provided. Each Service Report shall detail the following:
     1. Delivery of services supplied and performance against SLA’s in the previous quarter;
     2. Any health and safety/environmental breaches and recordable accidents and/or near misses relating to delivery of service by the successful providers staff at Social Work England’s offices;
     3. Any contract variation requests;
     4. Details and status of any performance concerns and any complaints raised via a formal escalation procedure;
     5. Any forthcoming changes in legislation which will affect service delivery;
     6. Any other issues that will have an impact on service delivery.

1. Procurement

Best Practice Criteria

* 1. Social Work England has an agreed a set of best practice principles in relation to this tender. These principles provide a framework to ensure that we act in an ethically and commercially responsible way in our contractual arrangements. Adhering to these principles is an integral part of the procurement process for Social Work England.
  2. Social Work England will:
     1. encourage local employment and enterprise to create and maintain local job opportunities and training;
     2. seek value for money and the minimisation of risk;
     3. harness the capability, diversity and innovation of our service provider to add value to our operational effectiveness and efficiency;
     4. adhere to a procurement process which is equitable, lawful and compliant with regulations;
     5. seek to be easy to do business with, in order to minimise costs, risks and time;
     6. ensure the confidentiality of information entrusted to us while working with service providers who also respect this practice; and
     7. permit hospitality only to an extent that it cannot be perceived as an inducement.

# Instructions to Tenderers

* 1. Social Work England are using this Invitation to Tender (ITT) to conduct further competition for the provision of cleaning services for its office space. This procurement activity will be conducted through desk top evaluation upon receipts of bids.
  2. All questions regarding this ITT should be sent to [commercial.team@socialworkengland.org.uk](mailto:commercial.team@socialworkengland.org.uk). Any questions posted after 17:00 hrs Friday 20th September 2019 will not receive a response.
  3. All tenders received that are compliant (submitted in accordance with the tendering instructions) will be evaluated based on the evaluation criteria set out below.
  4. Tenders should be prepared and submitted using part B of this document below.
  5. Tenders will be evaluated, and bids scored. Social Work England reserve the right to request clarification from bidders at evaluation stage.
  6. Social Work England also reserve the right to hold interviews for bidders scoring over 60% at desk top evaluation stage. If interviews take place evaluation scores will be combined from both the initial tender submission and the interview to provide a total overall score.
  7. Contract(s) will be awarded against the total overall score and will be based on the most economically advantageous tender. Suppliers will be notified of the outcome upon the completion of desk top evaluation or the completion of interviews (should these take place.
  8. The following indicative timetable is provided for tenderers benefit. Please be aware that these are indicative timescales (except for the deadlines in bold) and may be subject to change at the absolute discretion of Social Work England.

| **ACTIVITY** | **EXPECTED DATE** |
| --- | --- |
| **Initial Site Visit** | **Thursday 12th September 2019**  **or**  **Wednesday 18th September 2019** |
| **Final Questions from bidders** | **17:00 hrs Friday 20th September 2019** |
| **ITT deadline for bid responses.** | **12:00 hrs Wednesday 25th September 2019** |
| Contract Award | Wednesday 2nd October 2019 |
| Contract Commencement | Wednesday 9th October 2019 |

* 1. Bidders are invited to initial site visit days on either 12th September or 18th September to view Social Work England’s offices. On each day there will be allocated one-hour time slots available as below. Bidders are requested to email their preferred time and date to [commercial.team@socialworkengland.org.uk](mailto:commercial.team@socialworkengland.org.uk) giving at least 1 full working days’ notice. Bidders should ensure that they list a minimum of 2 slots that they would like to attend. A member of Social Work England’s Commercial Team will then provide confirmation of the time and date that has been allocated. On the day, bidders will be given a guided tour of the office led by Social Work England’s Facilities Officer. All questions asked at the meetings will be captured and shared with all bidders as part of response to questions. *Dates and time slots available:*
* 09:00 – 10:00 (12th September)
* 10:30 – 11:30 (12th September)
* 12:00 – 13:00 (12th September)
* 14:00 – 15:00 (12th September)
* 15:30 – 16:30 (12th September)
* 09:00 – 10:00 (18th September)
* 10:30 – 11:30 (18th September)
* 12:00 – 13:00 (18th September)
* 14:00 – 15:00 (18th September)
* 15:30 – 16:30 (18th September)

1. Completing the Invitation to Tender
   1. To enable evaluating officers to assess fully the tenderer’s suitability to provide the services, all of the information requested in this invitation to tender must be provided. Failure to complete the tender submission in full or failure to provide any of the documents requested may result in your tender being rejected. Questions should be answered as instructed:
      1. please answer every question;
      2. questions must be answered in English; and
      3. when posed with Yes/No questions, please either circle your answer or delete as applicable.
   2. All other questions will require you to input text or numbers, or to tick boxes.
   3. Any figures requested should be stated in full (i.e. £4,000 not £4k) and in GBP.
   4. If the question does not apply to you, please write N/A; if you don’t know the answer please write N/K.
   5. Only the information contained within this invitation to tender or otherwise communicated in writing by Social Work England to the tenderer should be considered when submitting your tender.
   6. Any information and/or documents submitted on or with this tender must relate to ‘the tenderer’ only – ‘the tenderer’ being the organisation which it is proposed will enter into a formal contract should their tender be successful. (All responses and submissions provided by the tenderer will form part of that contract). Where required, Social Work England may seek further clarification from the tenderer following submission of a completed bid pack.
2. Format of Tender Submission
   1. Tenderers are required to complete all the documentation listed below. You may complete the documentation electronically but must not make any changes to the structure and/or order of the document provided (except as necessary to accommodate your responses, i.e. enlarging response boxes etc.). In particular, please do not undertake any substantive changes to formatting, or add appendices instead of completing the tables provided, and so on, except when expressly requested or when necessary to properly present your offer.
   2. You should complete and submit all schedules in Part B of this document, namely:
      1. company details and general information;
      2. response to specification (method statements);
      3. pricing schedule;
      4. freedom of information exclusion schedule; and the
      5. tendering declaration.
   3. The declaration must be signed by a director, partner or other senior authorised representative in her/his own name and on behalf of the organisation. The details contained in each tenderer’s response may be specified in any contract or may form an appendix thereof.  Tenderers should therefore make sure that their responses are authorised at an appropriate level which would enable them, should they be successful, to become the subject of a binding contract.
3. Submitting your Tender
   1. Four paper copies of your completed tender (Part B of this document) and all associated documentation, should be submitted to Social Work England. The tender submission envelope should be addressed as per the example below and must not bear any mark identifying the name of the tenderer/sender.

|  |  |
| --- | --- |
|  | **Cleaning Services Tender - 00057**  Closing Date: 12:00 hrs Wednesday 25th September 2019  **Social Work England**  **Commercial Team**  1 North Bank  Blonk Street  Sheffield  S3 8JY |

* 1. Completed tender submissions must be received by 12:00 hrs on Wednesday 25th September 2019**.** Tenders submitted after the time and date shown will be rejected and returned to the tenderer unless clear evidence of either posting by first class recorded delivery post on a day preceding the closing date, or dispatch by an appropriate courier service booked to achieve the deadline closing date is providable. Late tenders received that do not adhere to either of the situations will automatically be rejected. Tenders may NOT be submitted by fax or email.

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

Warnings and Disclaimers

* 1. Information supplied by Social Work England (whether in this document or otherwise) is supplied for general guidance in the preparation of tenders. Tenderers must satisfy themselves by their own investigations with regard to the accuracy of such information. Social Work England cannot accept responsibility for any inaccurate information obtained by tenderers.

Tenderer Conduct and Conflicts of Interest

* 1. Tenderers shall not, before the date and time specified for return of the tender, communicate to any person the amount or approximate amount of the tender or proposed tender; except where the disclosure, in confidence, of the approximate amount of tender is necessary to obtain insurance cover.
  2. The tender submitted shall be a bona-fide tender and shall not be fixed or adjusted by or under or in accordance with any agreement or arrangement with any other person.
  3. Tenderers shall not enter into any agreement or arrangement with any other person with the intent that the other person shall refrain from tendering or agree to the amount of any other tender to be submitted.
  4. Tenderers must not, in connection with the proposed contract:
     1. offer any inducement, fee or reward to any member or officer of Social Work England;
     2. do anything which would constitute a breach of the [Bribery Act 2010](https://www.legislation.gov.uk/ukpga/2010/23/contents) or the [Section 117 (2) Local Government Act 1972](https://www.legislation.gov.uk/ukpga/1972/70/section/117); and/or
     3. canvass any of the persons referred to above in connection with the contract; or contact any member or officer or any person acting as an advisor to Social Work England (except as authorised by this invitation to tender for the purpose of asking genuine questions about the process or the contract) about any aspect of the proposed contract or for soliciting information in connection therewith.
  5. Tenderers are responsible for ensuring that no conflicts of interest exist between the tenderer (and its advisors) and Social Work England (and its advisors). Any tenderer who fails to comply with this requirement may be disqualified from the procurement process at the discretion of Social Work England.

Tenderer’s Responsibility to Submit a Complete Tender

* 1. It is the tenderers responsibility to ensure that their submitted tender is complete, prepared and submitted in accordance with the instructions contained herein, and signed and dated where required. Social Work England are not obliged to consider any tender which is incomplete or not prepared or submitted in accordance with the said instructions, but at its sole discretion Social Work England may offer a tenderer who submits such a tender an opportunity to remedy the omission before evaluation of the tender takes place, provided that in the judgement of Social Work England this does not adversely affect the integrity and fairness of the tender exercise.

Bid Costs

* 1. Social Work England will not be liable for any tender costs, expenditure, work, or effort incurred by a tenderer in proceeding with or participating in this procurement process, including if the procurement process is terminated or amended by Social Work England.

1. Social Work England’s Rights
   1. Social Work England reserves the right to:
      1. seek additional information or clarification from tenderers at any time during the tender process;
      2. disqualify any tenderer that does not submit a compliant tender, in accordance with the instructions given in this invitation to tender;
      3. disqualify any tenderer that is guilty of serious misrepresentation in relation to its tender, expression of interest, the application form or the procurement process;
      4. withdraw this invitation to tender at any time, and to re-invite tenders on the same or any alternative basis;
      5. to call the bidders scoring above 60% at desktop evaluation to an interview to provide further clarification should it be deemed necessary;
      6. choose not to award any contract as a result of the procurement process;
      7. withdraw the award of a contract should any unsatisfactory references be provided by the successful providers previous clients;
      8. make whatever changes it sees fit to the timetable, structure or content of the procurement process; and
      9. retain copies of all tender submissions to satisfy its audit obligations and for other purposes.
2. Confidentiality and Freedom of Information Act
   1. This invitation to tender is made available on condition that its contents (including the fact that the tenderer has received this invitation to tender) is kept confidential by the tenderer and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the tenderer to submit a tender.
   2. As a public body, Social Work England is subject to the provisions of the [Freedom of Information Act 2000](https://www.legislation.gov.uk/ukpga/2000/36/contents) (FOIA) in respect of information it holds (including third-party information). Any member of the public or other interested party may make a request for information.
   3. Social Work England shall treat all tenderers' responses as confidential during the procurement process. Requests for information received following the procurement process shall be considered on a case-by-case basis, applying the principles of the FOIA.
   4. While Social Work England aims to consult with third-party providers of information before it is disclosed, it cannot guarantee that this will be done. Therefore, tenderers are responsible for ensuring that any confidential or commercially sensitive information has been clearly identified to Social Work England in the form provided in the Tender Submission Document (i.e. the Freedom of Information Exclusion Schedule).
   5. Tenderers should be aware that, in compliance with its transparency obligations Social Work England may publish details of its contract(s), including the contract values and the identities of its service providers on its website and the Contracts Finder portal.

Publicity

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

1. Evaluation of Invitation to Tender
   1. Tenders, and any supporting documentation will be evaluated on the basis of 50% price and 50% response to method statements. The evaluation will be based on the tenderer’s response to the requirement detailed and consideration of the following criteria:
      1. understanding of the Social Work England’s needs and the specific requirements of this contract;
      2. evidence of the tenderers ability to comprehend and communicate key information with clarity and understanding;
      3. evidence of the tenderers ability to exercise good judgement and take decisions on unexpected problems that could have significant impact on cases;
      4. evidence of the tenderers ability to apply critical reasoning and questioning skills to identify when further investigation and evidence gathering is required;
      5. evidence of the tenderers track record of delivering cleaning services to small and medium organisations without disruption to business activities; and
      6. the ability to work to strict deadlines.
   2. All completed tenders received will be evaluated by officers of Social Work England (as appropriate). This evaluation panel will consist of between 3-4 individuals.
   3. In order to be transparent, and to ensure that tenderers fully understand how their tender submission will be evaluated, full details of the evaluation process are described below. The following price and quality weightings will be used to determine the most economically advantageous tender:
      1. Method Statements 50%
      2. Price 50%
   4. NOTE: Failure by a tenderer to comply with these instructions may invalidate your bid.
   5. Tenderers will be asked to provide a response to the following sections within Part B (the tender submission document).

| **Section** | **Total Score Available** |
| --- | --- |
| Company Details | Information Only |
| Compliance with Specification | Pass / Fail |
| Method Statements | 50 points |
| Price | 1. Points |

* 1. Please note that the ‘Compliance with Specification’ section will be assessed on a Pass/Fail basis. If a tenderer cannot or is unwilling to comply with the specification, their tender will be deemed as non-compliant and will be excluded from further consideration.
  2. When completing the questions tenderers must make sure that they answer what is being asked. Anything that is not directly relevant to the question should not be included, but wherever possible tenderers should demonstrate how they will go further than what is being asked for, to add value. Appendixes should be provided where requested to offer further supporting evidence within the tenderer’s question response.
  3. Tenderers should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses.
  4. Tenderers are encouraged to use the word count allowed to answer each method statement as fully as possible. The purpose should be to include as much relevant detail as required, so that the evaluation panel gets the fullest possible picture.
  5. Each method statement will be evaluated by the panel individually, one by one in order. When scoring each statement, no consideration is given to information included in other answers so please do not cross reference across responses or provide supporting information in your tender submission unless expressly requested. Once evaluated individually, the panel will come together to agree on a cumulative score.
  6. Should Social Work England decide to call tenderers to interview following the conclusion of the desk top evaluation, those tenderers being called for interview may be requested to provide further information/evidence and will be asked a series of questions as part of the interview process. Interviews will be evaluated and scored with this score then being combined with the initial ITT desk top evaluation score to enable Social Work England to award a contract.

1. Scoring
   1. Method statements and price responses will be scored on a scale of 0 to 4 points, as detailed in the table below:

| **In the evaluating officers’ reasoned opinion, the response provided is a(n):** | | **Points available** |
| --- | --- | --- |
| 0 | **Unacceptable Response.** No response, response not relevant or question not answered. | 0 points. |
| 1 | **Poor Response.** The response is partially compliant, but with serious deficiencies in meeting service requirements (any supporting evidence is minimal). | 25% of points available. |
| 2 | **Fair Response.** The response is compliant (some evidence may be provided which supports compliant elements) with shortfalls in meeting service requirements. Any concerns are of a minor nature. | 50% of points available. |
| 3 | **Good Response.** The response is compliant and offers relevant evidence to support their claims, clearly indicating that service requirements would be met. | 75% of points available. |
| 4 | **Excellent Response.** The response is compliant and offers relevant detailed evidence to support their claims, clearly demonstrating a comprehensive understanding of the service requirements. | 100% of points available. |

* 1. Please note that scoring ‘0’ for any one or more method statements will give grounds for excluding the tender from further consideration. For any tenders that are deemed excludable on this basis, that tenderer’s price shall automatically be excluded from the ‘price’ evaluation.

### Response to Method Statements

* 1. Tenderers must provide method statements in response to the questions below, to describe how they will meet the requirements of the contract. There are 4 method statements in total.
  2. Tenderers are required to respond to all the questions below. Questions should be answered in full on the template provided.
  3. For each method statement, there is a maximum word limit. Please adjust as necessary the size of the ‘response’ box in order to accommodate your response. Where appendixes are requested please attach as part of your submission to Part B.

| **Ref** | **Method Statement Questions** | **Look Fors** | **Weighting** |
| --- | --- | --- | --- |
| Q1 | Please provide an outline of your delivery plan for the provision of cleaning services across Social Work England’s ground floor and first floor office spaces?  *A maximum number of 1500 words should be submitted for this section.*  *Please submit your delivery plan(s) as a separate appendix.* | * Logical plan for delivering a high-quality service ensuring all requirements outlined are provided against required timescales. A breakdown of daily, weekly and ad-hoc tasks should be included. * Availability to deliver services specified within a defined timeframe. * Considers overall risks in terms of quality and daily delivery. * Formation of a cleaning team with appropriate numbers. * Considers Social Work England’s occupied floor space and layout. * Considers Northbank building access hours and Social Work England working hours, and the requirement to open/close Social Work England’s office space. | 20 Points |
| Q2 | What experience do you have of delivering cleaning services to similar sized organisations as Social Work England? Please include a minimum of two examples. Please include contact details of clients (within the last 3 years) who are prepared to provide a reference, on request from Social Work England.  *A maximum number of 1250 words should be submitted for this section.* | * Evidence of successful delivery of a comparable service. * Evidence of at least 2 relevant examples. * Contact details of references. * Flexibility of service provision based on client needs. * Evidence of ability to meet agreed outcomes. * Demonstration of innovation in service specification and delivery. | 15 Points |
| Q3 | What quality assurance frameworks will you use in the delivery of cleaning services to ensure a high-quality service is provided throughout the lifetime of the contract?  *A maximum number of 500 words should be submitted for this section.* | * Evidence of delivering cleaning services which incorporate a quality assurance framework. * Regular staff training. * Process for providing continuous feedback throughout delivery of the service. * Evidence of a recognised quality assurance accreditation. | 5 Points |
| Q4 | How would you ensure successful collaboration with Social Work England to guarantee that the service provided is of a high-quality throughout the lifetime of the contract?  *A maximum number of 1000 words should be submitted for this section.*  *Please submit an example service plan as a separate appendix.* | * Examples of collaboration to achieve successful delivery of the service to a consistent high standard. * Process for re-stocking of consumable items provided by Social Work England. * Evidence of engaging with a client to agree and sign-off delivery methods. * Evidence of continued audit and improvement to ensure service delivery is of a high-quality standard. * Evidence of a clear escalation process. * Consideration of SLA’s identified and attendance at contract review meetings. * Example of a relevant service report. | 10 points |

1. Response to Prices
   1. Price carries 50% of the overall score. Questions for prices are weighted with the number of points available shown in the table below.
   2. Prices included in the tender submission should be **net** costs (excluding VAT). Associated VAT costs should be shown separately as part of your tender submission.
   3. Social Work England request a price breakdown based on the requirements identified within the ITT. Prices required are:
      1. A total price for the delivery over the term of the contract.
   4. Tenderers are required to respond to all the price questions below. Questions should be answered in full on the template provided.
   5. In respect to question 1, pricing should be submitted via the cost matrix and rate card templates provided. Please adjust as necessary the size of the ‘cost matrix and rate card’ templates and/or the ‘response’ box in order to accommodate your response. For question 2 there will be a maximum word limit.

| **Ref** | **Price Questions** | **Look Fors** | **Weighting** |
| --- | --- | --- | --- |
| Q1 | Please provide a total cost for the delivery of the services as described in the statement of requirements:   * Please complete the table provided. * Please submit a full supporting breakdown of costs as a separate appendix. | * Pricing as per table provided. * Includes clear assumptions into how all total costs have been calculated. A full breakdown to support cost calculations should be included as an appendix to support assumptions identified. * Clear link between pricing and the delivery plan outlined. * Evidence of employees being paid at least the National Minimum Wage in delivery of services. * Fair, clear and value for money pricing of services required. * Includes VAT as a separate line item. | 40 points |
| Q2 | Please provide evidence that your price provides value for money and identifies areas of value added activity.  *A maximum of 500 words should be submitted for this section.* | * Identifies areas that provide value for money. * Identifies value added activity. * Ability to adjust service provision while ensuring VfM. | 10 points |

1. Moderation of Scores
   1. The evaluation panel will be made up of officers from Social Work England. An appropriate representative will separately evaluate all the method statements submitted by tenderers’ and will subsequently meet with the evaluation panel to discuss their scores; seeking to agree a final score for each method statement.
   2. Upon conclusion of the evaluation of the ITT, the score for price and non-price will be combined to give a total score out of 100.
2. Award of Contract
   1. The tenders scoring the highest points overall from the ITT desk top evaluation (and/or any interview evaluation should it be deemed necessary) will be awarded the contract.
   2. The successful tenderer offered the contract will be advised by email. The award offered pursuant to this ITT will be based on the most economically advantageous tender.
   3. Tenderers who are not successful in being offered the contract will be advised by email and will be entitled to receive feedback upon request.
   4. Social Work England may withdraw the award of a contract should any unsatisfactory references be provided by the successful providers previous clients.

Appendix A:





**Social Work England**

**Part B – Response to Tender**

**Provision of Cleaning Services for Social Work England’s Head Office**

**Reference Social Work England 00057**

Closing date for submission of tender:

12:00 hrs – Wednesday 25th September 2019

**Please complete your tender submission in accordance with the instructions provided.**

**PART B**

1. COMPANY DETAILS AND COMPLIANCE WITH TENDER

2. RESPONSE TO SPECIFICATION (METHOD STATEMENTS)

3. PRICING SCHEDULE

4. FREEDOM OF INFORMATION EXCLUSION SCHEDULE

5. TENDERING DECLARATION

# Part B To be completed in response to Invitation to Tender

Please complete all the information requested below andreturn Part B by the latest

12:00 hrs – Wednesday 25th September 2019.

General information questions are asked for information purposes only and the responses will not be evaluated. The answers do however give the evaluation panel an overview of the organisation and its structure. Please complete in full:

|  |  |  |
| --- | --- | --- |
|  | **ORGANISATION DETAILS** | |
| 1.1 | Please state the full name of the organisation submitting this tender: | |
|  | |
| 1.2 | Please state the registered office address: | |
| Address: | |
| Postcode: | |
| 1.3 | Please state the company registration number: | |
|  | |
| 1.4 | Please state the VAT registration number: | |
|  | |
| 1.5 | To the best of your knowledge, does any director or senior officer of your organisation have any personal or financial connection with any member or senior officer of Social Work England? | YES / NO |
| If yes, please provide details. | |
| 1.6 | Please advise if the organisation would be classed as a Small-Medium-Enterprise (SME)? | |
|  | |
|  | **Contact Details** (for communications, correspondence and enquiries relating to this tender submission). | |
| 1.7 | Please state the contact’s name, and position within the organisation: | |
| Name:  Position: | |
| 1.8 | Please state the contact’s address: | |
| Address:  Postcode:  Telephone:  Email: | |
|  | **Financial Information** (confirmation of financial stability/ability to support the delivery of the contract). | |
| 1.9 | Company annual turnover for the last three years (including if under different trading names): | |
|  |  | |
| 1.10 | Please detail any significant change in your financial situation since the last accounts have been submitted: | |
|  |  | |

Compliance with Specification

Tenderers must provide a response to the Compliance with Specification section included below. Tenderers should note that this section will be assessed on a Pass/Fail basis. If a tenderer cannot or is unwilling to answer ‘Yes’, their tender will be deemed non-compliant and will be excluded from further consideration. Tenderers should confirm by deleting the inappropriate answer.

|  |  |  |
| --- | --- | --- |
| I confirm I/we comply with all elements of the requirement and specification as outlined in part A of this Invitation to Tender. | | YES / NO |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | | |
| **I confirm I/we meet the standard requirements and hold the necessary qualifications and experience to deliver the required services.** | | **YES/ NO** |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | | |
| **I confirm I/we meet provider will commit to pay our employees at least the National Minimum Wage in delivering cleaning services for Social Work England.** | | **YES/ NO** |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | | |
| **I confirm I/we will not engage in any Modern Slavery Practice and will ensure that our officers, employees, agents and any other persons who perform services for or on behalf of our organisation in connection with the provision of cleaning services for Social Work England will not engage in any Modern Slavery Practice.** | | **YES/ NO** |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | |  |
| I confirm I/we will ensure compliance with all COSHH and health and safety regulations, and any other applicable legislation when providing equipment to ensure that no harm is caused to any persons and/or the environment. | | YES/ NO |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | | |
| I confirm I/we provide permission for Social Work England to contact any references that have been provided in response to the Method Statements detailed within this ITT. | YES/ NO | |
| Please use the space below to outline any areas where you cannot comply, or to provide any further information regarding compliance with the specification that you have not been able to state elsewhere in your tender submission. | | |

Response to Method Statements

Tenderers are referred to (Part A) of the ITT and reminded that evaluation of their method statements will account for 50% of their total tender score.

Tenderers must provide method statements in response to the questions below, to describe how they will meet the requirements of the contract. There are 6 method statements in total.

Tenderers are required to respond to all the questions below. Questions should be answered in full and should not refer to other documents or appendixes unless otherwise specified.

For each method statement, there is a maximum word limit. Please adjust as necessary the size of the ‘response’ box in order to accommodate your response.

| **Ref** | **Method Statement Questions** |  |
| --- | --- | --- |
| 1 | Please provide an outline of your delivery plan for the provision of cleaning services across Social Work England’s ground floor and first floor office spaces?  *A maximum number of 1500 words should be submitted for this section.*  *Please submit your delivery plan(s) as a separate appendix.* | |
| **Response:** | | |
| 2 | What experience do you have of delivering cleaning services to similar sized organisations as Social Work England? Please include a minimum of two examples. Please include contact details of clients (within the last 3 years) who are prepared to provide a reference, on request from Social Work England.  *A maximum number of 1250 words should be submitted for this section.* | |
| **Response:** | | |
| 3 | What quality assurance frameworks will you use in the delivery of cleaning services to ensure a high-quality service is provided throughout the lifetime of the contract?  *A maximum number of 500 words should be submitted for this section.* | |
| **Response:** | | |
| 4 | How would you ensure successful collaboration with Social Work England to guarantee that the service provided is of a high-quality throughout the lifetime of the contract?  *A maximum number of 1000 words should be submitted for this section.*  *Please submit an example service plan as a separate appendix.* | |
| **Response:** | | |

Response to Pricing

Tenderers are referred to Part A of the ITT and reminded that evaluation of price will account for 50% of their total tender score.

Responses to pricing for question 1 should be complete in the tables provided. Response to questions 2 should be completed within the response section provided in the template below.

All prices should be quoted in GBP(£), and prices quoted should be net of VAT. Please ensure all assumptions on price are detailed within the table and against each costed item.

| **Ref** | | **Pricing Questions** |
| --- | --- | --- |
| 1 | | Please provide a total cost for the delivery of the services as described in the statement of requirements:   * Please complete the table provided. * Please submit a full supporting breakdown of costs as a separate appendix.   *A maximum of 40 points are available for your response.* |
| **Response: Please provide your response in the table below and as a separate appendix.** | | |
| **2.** | Please provide evidence that your price provides value for money and identifies areas of value-added activity.  *A maximum of 500 words should be submitted for this section.*  *A maximum of 10 points are available for your response.* | |
| **Response:** | | |

Cost Matrix: to be completed by bidder.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **19-20**  **(Oct 19 – Mar 20)** | **19-20**  **(Oct 19 – Mar 20)** | **19-20 (Apr 20 – Mar 21)** | **19-20 (Apr 20 – Mar 21)** | **20-21**  **(Apr 21 – Mar 22)** | **20-21**  **(Apr 21 – Mar 22)** | **21-22 (Apr 22 – Oct 22)** | **21-22 (Apr 22 – Oct 22)** | **Overall Cost (inc VAT)** | **Assumptions** |
|  | Costs | VAT | Costs | VAT | Costs | VAT | Costs | VAT |  |  |
| Fixed Costs (e.g. staffing, etc) |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Variable Costs (e.g. equipment, etc) |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| Profit |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
| **Total Cost** |  |  |  |  |  |  |  |  |  |  |

Freedom of Information Exclusion Schedule

Tenderers attention is drawn to the conditions of tender. Tenderers should state here which items of information (if any) supplied by them in their tender they regard as confidential and/or commercially sensitive or which should not be disclosed in response to a request for information under the Freedom of Information Act. Tenderers should state why they consider the information to be confidential or commercially sensitive.

Disclosure of information is at the sole discretion of Social Work England.

**Commercially sensitive information**

I declare that I wish the following information to be designated as Commercially Sensitive:

|  |
| --- |
|  |

The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 is:

|  |
| --- |
|  |

The period of time for which it is considered this information should be exempt is until award of contract **OR** during the period of the contract **OR** for a period of 6 years.

|  |
| --- |
|  |

Signed:

Date:

Name of Signatory:

Name of Organisation:

Tendering Declaration

In response to the invitation to tender for the provision of cleaning services dated 4th September 2019, I/We, the undersigned, confirm that in submitting a tender against this contract that I/We:

1. Undertake that this offer shall remain valid and open for acceptance for a period from the date of submission unless specifically withdrawn in writing.
2. Understand that Social Work England is not bound to accept any tender it receives.
3. Certify that I/We have not done, and I/We will not, at any time before the notification of tender results, do any of the following:
   1. communicate to any person other than the person calling for the tenders the amount or approximate amount of the proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender is necessary to obtain insurance premium quotations required for the preparation of the tender;
   2. enter into any agreement or arrangement with any person that he/she shall refrain from tendering or as to the amount of any tender to be submitted; and
   3. offer to pay or give or agree to pay any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to this or any other tender or proposed tender for the said work any act or thing of the sort described above. In the context of this clause the word ‘person’ includes any persons and anybody or association, corporate or unincorporated; and ‘any agreement or arrangement’ includes any such transaction, formal or informal, and whether legally binding or not.
4. Understand that my/our responses to the questions posed in this invitation to tender including any explicit or reasonably implied undertakings, will form part of any contract subsequently entered into between myself/ourselves and Social Work England.
5. Confirm that if our tender is accepted, we will, if required, upon demand:
   1. produce evidence that all relevant insurances and compliance certificates with relevant legislation and policy are held and in force; and
   2. sign a formal contract document if required.
6. Agree that unless and until a contract is prepared and executed, this tender, together with your written acceptance thereof, shall constitute a binding contract between us.
7. Certify that the information supplied is accurate to the best of my/our knowledge and I/we accept the conditions and undertakings requested in this invitation to tender. I/We understand that false information could result in my/our exclusion from further participation in this and future tender processes.

This Tendering Declaration should be signed by a director, partner or other senior authorised representative in his/her own name and on behalf of the organisation.

Signed:

Date:

Name of Signatory:

Name of Organisation:

1. <http://www.legislation.gov.uk/ukpga/2017/16/contents/enacted> [↑](#footnote-ref-2)
2. Social Work England do not operate on public bank holidays. [↑](#footnote-ref-3)