Invitation to Tender for

Santon Downham and St Helens Cleaning Services

Reference: FEE/0610

# Introduction

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

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

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

More information is available on our website at <https://www.forestryengland.uk/>

# Specification of Requirements

We will be awarding a contract for the provision of cleaning services for the Offices, Kitchen and Public Toilets situated at Santon Downham and St Helens.

Our intention is to award this contract for a period of three years with two 1 year extensions (3 + 1 + 1).

The total value of this contract over the entire 5 year period will be in the region of £120,000.

Background Information

This contract covers daily cleaning of all staff and public toilets, office spaces and staff kitchen and responsibility to maintain the cleanliness and hygiene.

The locations that are required to be cleaned are as follows:

Santon Downham

* + Forest Enterprise Office and Classroom
  + Forest Services Office
  + Mechanical Engineering Office
  + Small Building located in Yard
  + Yard Toilets (Location of Cleaners Store)
  + Public Toilets (Located in Car Park, Open All Year)
  + St Helens Picnic Site, Public Toilets (Approx 1.5 miles from Office) - *Please see annex 1 for map.*

Transfer of Undertakings (Protection of Employment) Regulations – TUPE

Bidders should note that TUPE may apply to this tender and you should refer to the section below at page 12 which deals with this further.

Specific Requirements

We require regular cleaning and replenishing of consumable items: toilet paper, hand towels and soap in staff kitchens and toilets. We also require the same service, daily, for our public toilets.

All waste must be collected throughout the offices and toilets and to be deposited in the correct bins. Sanitary bins and waste is handled by a separate contract who will remove this waste from the site. At Santon Downham, this is in the nursery at the back of the yard which must be split into the correct skip; general waste, paper etc.

If an extra clean is requested because the specified contractual clean has failed to achieve the required standard (as detailed from page 4), there will be no payment for the extra clean.

We will also require daily recording of contract staff attendance on site, which is done through a signing in and out book, which is provided by FE. This will record the date and time of each clean and by whom.

Cleaning staff will be expected to report all incidents, any maintenance issues and problems preventing the tasks to be carried out. These will be recorded in a cleaners book at the reception desk of Santon Downham which is checked every day by a member for FE staff.

**Cleaning Consumables**

All cleaning consumables will be provided by Forestry England on request to keep stock up to date as necessary.

If the contractor is to be expected to source and supply equipment and tools associated with this contract. The contractor must be able to satisfy the FE Contract Manager that these items comply with the Government Buying Standard on cleaning equipment: <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341460/GOV.UK_GBS_clean_prod_and_services.pdf>

Sustainability

Forestry Commission is ISO14001 Accredited and as such are working towards targets in reducing waste, energy, fuel and water efficiency and carbon emissions. Contractors should familiarise themselves with our Environment Policy: <http://www.forestry.gov.uk/forestry/infd-6z2jzm> and work with us to deliver these aims.

Cleaning agents used in the hand washing basins, toilets and urinals need to be approved by the FE Contract Manager. All cleaning products used must be non-abrasive and conform to eco-label standards: [www.ecolabel.eu](http://www.ecolabel.eu), or equivalent and comply with the mandatory level of the Government Buying Standard for cleaning products:

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341460/GOV.UK_GBS_clean_prod_and_services.pdf>

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

If any of the contractors’ staff become aware of any facility in an unsafe or potentially unsafe condition, they are to report it at the first opportunity to a member of Forestry England’s Visitor Services team or the contract manager.

Security

As a Government building there are security measures which must be followed. Each building should remain secure and alarmed if there is no presence and upon locking up the buildings they should be checked to ensure that no windows are left open, blinds are drawn, the internal doors are closed and the building is alarmed. Full instructions will be provided to the contractor upon award of the contract.

Specification

This is divided into three elements:

1. Work to be undertaken.
2. Frequency of work to be undertaken
3. Schedule of work to be undertaken.

**1. Work to be undertaken.**

**Location and brief description of facilities included in contract:** (Please see annex 2 for floorplans/site maps)

1. Forestry England Office (Workspaces, including toilets, disabled and shower room, corridors, reception area and staff kitchen).
2. Forest Services Office (Workspaces, including toilets, corridors and staff kitchen).
3. Classroom (Workspace).
4. Mechanical Engineering Office (Workspaces, including toilets and staff kitchen).
5. Public toilets in Santon Downham Car Park (2 separate rooms in single-storey permanent structure. Includes public toilets facilities: gents; urinals, toilets, and sinks and ladies; toilets and sinks).
6. Public Toilets at St Helens (2 separate rooms in single-storey permanent structure. Includes public toilets facilities: gents, urinals, toilets, and sinks; ladies toilets and sinks and baby changing unit).
7. Yard Toilets (3 toilets and 3 sinks. *Must be cleaned to high standard due to hygiene ratings for deer larder*).
8. Yard Buildings (2 separate single storey buildings with workspace).
9. Annual clean of archive stores (3 separate buildings).

**Time constraints:**

Office buildings must not interfere with FE staff main working times. The Mechanical Engineering Office can be cleaned from 3pm onwards, following on to the Forest Services Office and into the Forest Enterprise Office after 4:00pm.

St Helen’s and the public toilets may be cleaned before this before this as is a public space.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ENTRANCE/RECEPTION/OFFICE AREAS/MESS HUT** | **Daily**  **(M-F)** | **Weekly** | **Monthly** | **Other** |
| Remove Rubbish from bins and ensure they are disposed of correctly in accordance with local policy. (Please ensure all bins are put into the correct skips in the yard eg. blue bins – paper/cardboard skip – please see annex 3) | **** |  |  |  |
| Empty Shredding machines and ensure paper is disposed of correctly in accordance with local policy | **** |  |  |  |
| Hoover all carpets and mats | **** |  |  |  |
| Hoover all hard floors | **** |  |  |  |
| Dust all horizontal surfaces of chairs, tables, window sills and other furniture. Desks are to be left as found and paperwork not to be moved (unless asked otherwise). |  | **** |  |  |
| Damp wipe all horizontal surfaces with disinfectant |  | **** |  |  |
| Mop all hard floors with disinfectant and ensure dry for use | **** |  |  |  |
| Remove cobwebs from front entrance, blinds, and smoke and alarm detectors. |  | **** |  |  |
| Spot clean walls and painted surfaces inc Skirting boards. |  |  | **** |  |
| Clean glass on interior doors – **not** Glass doors of Reception |  |  | **** |  |
| Sweep outside Main Entrances | **** |  |  |  |
| Wipe down door sills – remove all dust |  |  | **** |  |
| Classroom to be checked once a week but additional cleaning will be requested after use. |  | **** |  | **** |
| **Please note – IT equipment (inc phones) are omitted** |  |  |  |  |
|  |  |  |  |  |
| **OFFICE TOILETS** | **Daily**  **(M-F)** | **Weekly** | **Monthly** | **Other** |
| Stock toilet tissue, hand towels and hand soap | **** |  |  |  |
| Empty rubbish bins and ensure they are disposed of correctly in accordance with site procedure | **** |  |  |  |
| Clean and polish mirrors | **** |  |  |  |
| Wipe hand towel and soap cabinet/covers |  | **** |  |  |
| Wipe down door sills – remove all dust |  | **** |  |  |
| Dust partitions, tops of mirrors and frames |  | **** |  |  |
| Toilets (including cisterns, handles and pipe work) and urinals to be cleaned/descaled and disinfected both sides and wiped dry including the inside and back of the pans, seats and seat hinges. | **** |  |  |  |
| Clean and sanitise all basins inside and outside surfaces of the sinks, taps, plug holes, traps and all pipes and supports to the appliance are to be washed with hot water and cleaning agent. Polish bright work to basins. | **** |  |  |  |
| Remove splash marks from walls around basins and toilet bowls | **** |  |  |  |
| Mop clean floors with disinfectant and ensure dry for use. | **** |  |  |  |
| Spot clean walls and painted surfaces inc Skirting boards. |  | **** |  |  |
| Change Urinal Cartridges when needed or advised to. |  |  |  | **** |
| Wipe clean sanitary bins (these are emptied under a separate contract). |  | **** |  |  |
|  |  |  |  |  |
| **KITCHEN AREAS** | **Daily**  **(M-F)** | **Weekly** | **Monthly** | **Other** |
| Empty Rubbish and compost bins and replace liners. Ensure that the waste is disposed of correctly in accordance with local procedure. | **** |  |  |  |
| Clean Fridge, Microwave and de-crumb toaster |  | **** |  |  |
| Clean cupboards |  |  | **** |  |
| Mop clean floors with disinfectant | **** |  |  |  |
| Ensure worktop and external surfaces of all Kitchen units are cleaned and wiped dry | **** |  |  |  |
| Ensure sink is left clean and free of stains –clean taps, plug holes and traps washed with hot water and cleaning agent. Wipe and disinfect draining board | **** |  |  |  |
| Ensure any washing up is done, dried and put away | **** |  |  |  |
| Fill soap, hand towels and washing up liquid | **** |  |  |  |
| Clean oven (if applicable) |  | **** |  |  |
| Clean exterior of bins |  | **** |  |  |
| Spot clean walls and painted surfaces including skirting boards. |  |  | **** |  |
|  |  |  |  |  |
| **PUBLIC AND YARD TOILETS** | **Daily**  **(7 day)** | **Weekly** | **Monthly** | **Other** |
| Stock toilet tissue, hand towels and hand soap | **** |  |  |  |
| Empty rubbish bins and ensure they are disposed of correctly in accordance with site procedure | **** |  |  |  |
| Clean and polish mirrors | **** |  |  |  |
| Wipe hand towel and soap cabinet/covers |  | **** |  |  |
| Wipe down door sills – remove all dust |  | **** |  |  |
| Dust partitions, tops of mirrors and frames |  | **** |  |  |
| Sinks to be cleaned inside and outside surfaces of the wash basins, taps, plug holes, traps and all pipes and supports to the appliance are to be washed with hot water and cleaning agent. | **** |  |  |  |
| Toilets (including cisterns, handles and pipe work) and urinals to be cleaned/descaled and disinfected both sides and wiped dry including back of the pan, seats and hinges. | **** |  |  |  |
| Baby Changing Unit sanitised and wiped dry | **** |  |  |  |
| Sweep and then mop clean floors with disinfectant | **** |  |  |  |
| Litter-pick rubbish up to and including 1 metre of the buildings | **** |  |  |  |
| Clean walls |  |  | **** |  |
| Wipe clean sanitary bins (these are emptied under a separate contract). |  | **** |  |  |
| Wash and wipe dry windows |  |  | **** |  |
| Complete deep clean |  |  |  | Bi-Annual |
|  |  |  |  |  |
| **ADDITONAL TASKS** |  |  |  |  |
| Cleaning of Archive buildings |  |  |  | Annually |

**2. Frequency of Work to Be Undertaken**

**Daily clean**

|  |  |  |
| --- | --- | --- |
| **Location** | **Frequency** | **Times** |
| Clean public toilets | Once daily, seven days a week, including bank holidays | Before 6pm |
| Clean staff toilets, kitchens and office areas. | Once daily, weekdays only. (excluding bank holidays) | After 4:00pm |
| Clean Classroom | When used. (When stated in cleaners book) | When meetings have finished |
| Clean St Helens | Daily during Easter to October Half Term |  |

**Special Conditions**

Please note it is anticipated that some facilities may change status over the life of this contract. For example, some public toilets may be closed or additional facilities, such as extra baby changing tables, may be installed into existing locations. We would expect the contractor, within reason, to adapt to these changing circumstances.

Contract Management Requirements

**Safety and Quality standards:**

* Forestry England’s First Aid Policy is available at: <https://www.forestryengland.uk/article/first-aid-policy>
* It is the contractor’s responsibility to ensure their workforce adheres to these standards (and any other relevant governing body’s safety guidelines) and completed checklists on operators should be provided to the Forestry Commission on request.
* The Contractor must attend a pre-operational meeting where site hazards, work practices and standards will be discussed. This must be organised by the Contractor giving at least five days’ notice.
* Contractor will maintain the security of the buildings during and on completion of work on each visit.
* All cleaning fluids and equipment to be stored locked away in the store cupboard or off site by the contractor.
* Correct Personal Protective Equipment (PPE) must be worn at all times during working periods.
* Contractor will adhere to COSHH regulations at all times.
* It is the Contractors responsibility to erect British Standard warning signs at each work site during the course of the cleaning activities and whilst any surfaces remain wet.
* Site safety rules agreed by both parties in advance of works should be adhered to at all times.
* Forestry England will inspect the facilities and the operation of the contractor to ensure that agreed standards of work are being met and regular feedback will be offered to the contractor.
* Attend quarterly review meetings with the FE contract manager that will cover all aspects of the contract and service provision from both parties. If the need arises, further meetings during the contract period may be arranged to discuss any outstanding problems or issues.
* The contractor must provide Forestry England with a method statement, site specific risk assessment, health & safety policy/plan and COSHH assessment prior to commencement of any works asked by the Forestry Commission to carry out work in accordance to these documents.
* Contractor must provide the FE contract manager with an adequate lone working procedure. Please note there is poor mobile signal in the area and so any proposed lone working policy will need to account for this restriction.
* Contractor will hold current and relevant certification for any and all machinery used on Forestry England land.

**Environmental standards:**

The contractor will supply all cleaning materials and equipment. All cleaning fluids used should be environmentally friendly. COSHH data sheets must be provided to the Forestry Commission for any new substances before use during the contract.

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

Forestry and Water Guidelines, available from <https://www.forestresearch.gov.uk/research/managing-forest-operations-protect-water-environment/>

* Litter / Waste: the work site should be kept clean, tidy and litter free. All waste created and collected by the contract holder will be the contract holder’s duty to remove from site and disposed of in a way that meets all environmental regulations.
* Disposal of used water / cleaning fluids will be by safe and recognised systems following any applicable environmental regulations.
* Forestry England works to recycle as much waste as possible. The contractor will be expected to help keep to the high standards of recycling within the district.
* Comply with the Government Buying Standard on cleaning products and services <https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341460/GOV.UK_GBS_clean_prod_and_services.pdf>

**Service Levels:**

The contractor will notify the FE contract manager of the times and dates when he expects to be on site if not detailed at the pre-commencement meeting.

The contractor will ensure the site is left safe and secure at the end of each working day.

The FE contract manager will make regular inspections of the standards of work being done by the contractor and feedback and performance reports will be given. If the standard required has not been met, additional cleans will be required and will not be paid for.

The FE contract manager will monitor outputs monthly before authorisation of payment of invoices.

We will also require daily recording of contract staff attendance on site through a signing in book, which is provided by FE. This will record the date and time of each clean and by whom.

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

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

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

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

Please see Annex 4 for further TUPE information.

**Disclosure Policy:**

It is FC policy that a Basic Security Check is required for each individual contractor who works unattended and is potentially public facing.

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

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

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

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

# Notes for Completion and Conditions

## Timetable

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

|  |  |
| --- | --- |
| **Stages** | **Dates** |
| Closing date for expressing interest and questions | 26th August 2019 |
| **Closing Date and Time for Tender Returns** | Midday Tuesday 3rd September 2019 |
| Notification of Award | w/c 16th September 2019 |
| Expected Start Date | 1st October 2019 |

### Site Visits

Before the return date, it is recommended but not mandatory that bidders attend a site visit so that they can complete their submission. If you are interested in attending a site visit, please contact the person listed at 3.2 to organise this. Please note that site visits will not be guided and that any staff in attendance at the time of your site visit will not be able to provide you with any information in relation to this tender opportunity.

## Enquiries

Please send all enquiries by email, by the deadline stated at Section 3.1 quoting thereference numberprinted at the front of this document to:

[jade.kirkham@forestryengland.uk](mailto:jade.kirkham@forestryengland.uk)

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

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

## Responses and supporting documents

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

## Return arrangements

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

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

Please note that we do not accept email copies. We must receive your completed tender before the closing date and time shown in the Timetable at section 3.2. We will keep tenders received before this deadline unopened until after this time. We reserve the right to not consider any tenders received after the deadline. Please be aware that tenders may be copied for our use.

Mark your envelopes with the words ‘**Tender for FEE/0610 Santon Downham and St Helens Cleaning Services–** **Not to be opened until Midday Tuesday 3rd September 2019’**.

Send completed tender documents to the following address:

Jade Kirkham

East England Forest District

Forestry England

Santon Downham

Brandon

Suffolk

IP27 0TJ

## Clarification

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

## Sub-contracting arrangements

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

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

## Consortia arrangements

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

## Confidentiality

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

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

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

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

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

## Additional tender information

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

## Pass/Fail questions

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

## Weighted questions

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

## Award & Feedback

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

## Right to cancel or vary the process

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

## Inducements

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

## Disclaimer

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

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

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

# Your response

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

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

## Supplier Information

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

## Selection Criteria

## Insurance

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

## Health and Safety

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

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

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

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

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

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

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

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

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

## References

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

## Award Criteria

## Requirement Specific Questions

|  |  |  |
| --- | --- | --- |
| **No.** | **Question** | **Weight %** |
| 4.5.1 | **Please confirm that correct security clearance certification (as referenced on page 11) will be held by all personnel working under this contract and can be provided at a pre-commencement meeting.** | Pass / Fail |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.2 | **Please outline the resources you plan to use to meet the requirements of this contract throughout the contract period, giving detail of the structure, the people and other resources you will use. Your response should include, but is not limited to, contingencies in place to reinforce the core team in the event of fluctuations in work, staff absence and meeting our peak demand periods.** | **15** |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.3 | **Provide details of the processes you will use to monitor, evaluate and maintain quality of service and ensure timely and accurate delivery of this contract.** | **10** |
| Response: | | |
| **No.** | **Question** | **Weight %** |
| 4.5.4 | **Provide details of your contingencies for fluctuations in cleaning requirement and for sickness/holiday cover.** | **15** |
| Response: | | |

## Pricing Schedule

|  |  |
| --- | --- |
|  | ***Weight %*** |
| **Please provide details of your pricing in the schedule provided below** | 60 |

|  |  |  |
| --- | --- | --- |
| **Ref** | **Description** | **Price**  **(£)** |
| **1** | Forest Enterprise Office and Classroom  Yard Toilets  Civil Engineering/FS Library **Monthly** |  |
| **2** | Forest Services Office **Monthly** |  |
| **3** | Mechanical Engineering Services Office **Monthly** |  |
| **4** | Public Toilets Car Park Santon Downham  Public Toilets St Helens Picnic Site (Mar-Oct) **Monthly** |  |
| **5** | Annual Archive Store Cleaning (please indicate separate prices)  FE Store  FS Store  Estates Store  Nursery/Mess Hut |  |
| **6** | Annual Carpet Cleaning (please note this is optional and may not be required) |  |
|  | **Please note:**  For invoicing please note that four separate invoices will be needed monthly in arrears, broken down as follows:  Invoice 1 – Item ref 1, 5 & 6  Invoice 2 – Item ref 2  Invoice 3 – Item ref 3  Invoice 4 – Item ref 4  All invoices to be sent to the Santon Downham office for the attention of Jade Kirkham |  |
| **7** | Additional cleaning call out rate (hourly) |  |
|  | **TOTAL PRICE** |  |
| For information purposes (the following items will not be evaluated). | | |
|  | Cleaning staff hourly rate |  |
|  |  |  |

## Terms and Conditions

This ITT, and any contract or framework agreement arising from it, will be subject to the latest version our [terms and conditions](https://www.gov.uk/government/organisations/forestry-commission/about/procurement#terms-and-conditions) for non-operational services.

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

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

## Declaration

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

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

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

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

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

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

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

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

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

**ITT COMPLETED BY**

Name:

Role in Organisation:

Date:

Signature:

Evaluation Matrix

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section** | **Description** | | **Scoring** | | **Scoring Criteria** | |
| 4.2 | Insurance | | Pass/Fail | | **Pass –** You must either confirm that you have the required levels of insurance in place for each and every claim rather than on an aggregate basis or, alternatively, undertake that should you be successful, that such levels of insurance will be available to you and that you undertake to maintain these levels of insurance for the duration of the requirement.  **Fail** – If you cannot make such a commitment, your bid will fail in its entirety. | |
| 4.3.1 | Health & Safety Policy | | Pass or Fail | | **Pass** – Organisation has a health and safety policy which has been reviewed in the last two years.  **Fail** – Organisation does not have a health and safety policy OR Organisation does have a health and safety policy but bidder has provided no evidence of policy being reviewed in last two years. | |
| 4.3.2  4.3.3 | Certifications / Qualifications | | Pass or Fail | | **Pass** – Bidder has stated they have all the certifications/qualifications required to undertake the work in response to part a of the question; OR Bidder has not confirmed that all certifications/qualifications are currently held in response to 4.3.2, but has provided a response to 4.3.3 of the question which gives assurance that the necessary certifications/qualifications will be secured in advance of contract commencement.  **Fail** – Bidder has not provided the necessary assurance that all certifications/qualifications will be secured in advance of contract commencement in response to either 4.3.2 and/or 4.3.3 of the question. | |
| 4.3.4 | Sub-contractor Selection Process | | Pass or Fail | | **Pass** – Bidder has described their process for sub-contractor selection. The process explains all the aspects requested in the question and provides assurance that sub-contractors will be assessed thoroughly in this respect to meet the minimum healthand safety requirements of the contract.  **Fail –** The requirement to sub-contract has been identified in the bid, but the process for assessing sub-contractors does not cover the required aspects of the question and/or does not provide the necessary assurance that sub-contractors will be assessed thoroughly in line with requirements. | |
| **Responses to the rest of the H&S section will be scored as detailed below. In order to pass, bidders will need to score 11 or more out of 17. Any bidder scoring below 11 will fail the H&S section.** | | | | | | |
| 4.3.5 | | Updating of H&S | | Scored Question | | **Score of 2** – Response provides confidence that personnel are updated on relevant health and safety matters at appropriate times and that adequate supervision/monitoring is undertaken – relevant actions may include use of site inductions, training, newsletters, meetings, site visits etc.  **Score of 1** – Response leaves reservations about whether personnel are provided with the relevant health and safety updates or provides limited evidence of updates being carried out. There is limited evidence to demonstrate adequate supervision or monitoring takes place.  **Score of 0 –** No response provided or inadequate response provided. |
| 4.3.6 | | Risk Assessment Process | | Scored Question | | **Score of 4** – Relevant site specific risk assessment from previous contract has been provided. This shows appropriate hazards and controls, demonstrating competence in application of this process.  **Score of 3** – Description of risk assessment process has been provided along with generic or hypothetical risk assessment. This shows an understanding of the process and provides confidence that the bidder would be able to apply the principles in a real situation.  **Score of 2** – Description of risk assessment process has been provided without any examples OR generic or hypothetical risk assessment has been provided, with no further information of the process applied.  **Fail – Inadequate process or no response provided** |
| 4.3.7 | | Risk Assessment Process | | Scored Question | | **Score of 3** – Process description provides confidence that sufficient monitoring takes place throughout contract duration to ensure controls remain on site. Response is supported by appropriate evidence such as completed checklists, records of toolbox talks, evidence of supervisory visits or other appropriate evidence.  **Score of 1** – Process description provided without further appropriate supporting evidence – this gives some confidence that controls remain on site through the duration of the contract. OR, Some evidence supplied such as completed checklists, records of toolbox talks, supervisory visits or similar without a description of the process applied.  **Score of 0** – No response provided or response does provide confidence that an adequate process exists to ensure controls will remain on site for the duration of the contract. |
| 4.3.8 | | Lone Working Process | | Scored Question | | **Score of 4** - Supplier does not allow lone working.  **Score of 3** - Lone working is restricted and the approach and system described gives confidence that the risk of lone working is being adequately controlled. Frequency of checking is appropriate to the risks associated with the work.  **Score of 1** - Lone working is carried out but explanation of process gives limited confidence of risks being controlled to an acceptable level.  **Fail - Response is completely inadequate or process described does not provide any confidence that Lone Working process will be managed to ensure safety of personnel.** |
| 4.3.9 | | Health & Safety Advice | | Scored Question | | **Score of 1** - Response identifies competent responsible person.  **Score of 0** - Response not provided or inadequate. |
| 4.3.10 | | Accidents / Near Misses and RIDDOR | | Scored Question | | **1 point allocated for each of the following (maximum score achievable is 3):**   * Relevant accident reporting process described along with any post-accident actions to prevent recurrence – **Score 1 point** * Examples provided are relevant and demonstrate process being put into practice – **Score 1 point** * RIDDOR description, categories, timescales and understanding of responsibilities reflect current legislative requirements – **Score 1 point** |
| 4.3.11 | | Inspection and Testing of Machinery and Equipment | | Pass or Fail | | **Pass** - Sufficient explanation of process provided along with evidence of internal and external checks being carried out. Response demonstrates an understanding of PUWER and LOLER (where relevant).  **Fail - Lack of evidence or understanding provided and or inadequate checking process demonstrated** |
| 4.4 | | References | | Pass/Fail | | **Pass –** Two references relevant to the subject matter of this ITT have been provided and the authority is content that the minimum standards for reliability have been met. We will consider accepting a lower number of references depending on how long you have been in business.  **Fail** – References are not relevant OR a satisfactory number of references have not been provided OR the authority has evidence of the suppliers’ failure to discharge their obligations under previous principal relevant contract(s) which may include minimum standards for reliability in performing such contracts having not been met. |
| 4.5 | | Requirement Specific Questions | | 40% | | The following evaluation system will be applied to this section:  **0 – No response (complete non-compliance)**  No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.    **1 – Unsatisfactory response (potential for some compliance but very major areas of weakness)**  Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the tenderer will be able to provide the services.  **2 – Partially acceptable response (one or more areas of major weakness)**  Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail  **3 – Satisfactory and acceptable response (substantial compliance with no major concerns)**  Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution.  **4 – Fully satisfactory /very good response (fully compliant with requirements)**  Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution.  **5 - Outstanding response (fully compliant, with some areas exceeding requirements)**  Submission sets out a robust solution (as for a 4 score) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the FE. |
| 4.6 | | Pricing Schedule | | 60% | | The lowest priced tender will receive the maximum score available for this section. All other scores will be calculated by :  Lowest Tender Price x Score available  Tender Price |
| 4.7 | | Terms and Conditions | | Pass/Fail | | **Pass**: Terms and Conditions have been accepted without any exceptions, or exceptions are minor and can be accommodated.  **Fail**: Exceptions noted have been discussed and are unable to be accommodated. |
| 4.8 | | Declaration | | Pass/Fail | | **Pass**: Completed, signed declaration has been provided.  **Fail**: Declaration has not been signed or provided, or exceptions have been noted which cannot be accepted. |