**Provision of Watercoolers Tender**

## **Trust reference number DELT093**

# Please note this document is not an invitation to tender. This is for information only the trust is seeking expression of interests only at this point.

**If you wish to be included please email your interest to gemma.bushell@gmmh.nhs.uk**

**Estimated Tender Timetable**

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| --- | --- |
| ITT issued | 31st May 2021 |
| Deadline for the receipt of clarification questions | 8th June 2021 |
| Target date for responses to clarification questions | 16th June 2021 |
| Deadline for receipt of Tenders | 27th June 2021 |
| Evaluation of Tenders | 5th-7th July 2021 |
| Contract Award Notice | 8th July 2021 |
| Standstill Period End | 18th July 2021 |
| Contract Start | 1st August 2021 |

**Whilst the Authorities do not intend to depart from the timetable, it reserves the right to do so at any stage.**

1. **Service Overview**

The Trust requires an effective, provision of watercooler services for all Trust sites across Manchester including, the Edenfield Centre, Lowry Centre, Gardner Unit,Park House, North Manchester, Laureate House, all community sites, Meadowbrook, Woodlands, Moorside unit and sites in Cumbria and central Lancashire

1. **Contract Period**

The Contractor for the provision of vending service in the first instance will be appointed, for 3 years with a possibility of a further 2, 1 year extensions. The contract is subject to the service level agreement (SLA), failure to meet the SLA could result in the contract being terminated.

1. **Category of Watercoolers**

Will include the following:

* 1. Plumbed in freestanding
  2. Plumbed in Table top

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1. **General Requirements**

As part of the service requirements will include the following:

* 1. Any maintenance issues will be resolved within 24hours
  2. Any breakdowns will be resolved within 72 hours
  3. Any consistent failure of point, 4.1, 4.2 and 4.11 will lead to the termination of the contract
  4. All watercooler machines provided will be new supplied with a 12 month manufacturers warranty.
  5. Where water feed is required, this will be the responsibility of the contractor to locate a suitable source and provide the feed without the need for exposed pipework.
  6. Low energy consumption models with two dispensing taps available
  7. Water coolers must be made of robust materials.
  8. The price quoted shall be for an annual cost per machine including maintenance
  9. A separate maintenance only price can be provided for those machines that have been already purchased by the service.
  10. A full maintenance service shall be carried out on each machine every six (6) months.
  11. Service documents will be provided as evidence that 4.10 has been completed.

1. **Operating Hours**
   1. The Contractor agrees to provide an agreed service, to meet the needs of the service and those the contract is provided for. The times and days of this service will be agreed between the service and The Contractor prior to the contract beginning.
   2. In hours are Monday to Friday from 8.00 am to 6.00 pm.
2. **Interpretation Standards**

The contactor must adhere to the following standards.

* 1. The Contractor adherence to a Code of Conduct for vending sales and any other rules or guidelines set by central Government. In addition, the Contractor must demonstrate and share their organisation code of professional ethics and conduct.
  2. The Contractor shall comply with all laws applicable to its business, including, but not limited to, the Human Rights Act 1998 and the Modern Slavery Act 2015. The Declaration of Human Rights, as well as the 1998 International Labour Organisation Declaration on Fundamental Principles and Rights at Work.
  3. Personnel deployed by the Contractor shall be efficient and professional in their work.

1. **Cancellations** 
   1. The Contractor shall notify the Trust, should an organised visit be cancelled
2. **Expenses** 
   1. The Trust shall not be subject to any travel, parking or travel time charges.
   2. Where the Contractor chooses to supply personnel who is not local to the area the Contractor shall be responsible for any additional travel costs incurred.
3. **DBS Checks**
   1. The Contractor shall operate clear written processes and procedures for the recruitment and selection of personnel that meet all of the legislative requirements and employment law including in relation to equal opportunities and anti-discrimination practice.
   2. Enhanced DBS checks performed in respect of the personnel must be conducted prior to commencement of the contract, and the results of the checks, together with details of the "Enhanced Disclosure" from the Disclosure and Barring Service (DBS) must be kept on the personnel’s file for reference and be available for review as part of an onsite audit process.
   3. The registered body utilised for the provision of DBS checks should be disclosed by the Contractor if requested by Trust.
   4. The Contractor will ensure, where appropriate, that satisfactory Police checks will have been carried out when a placement involves access to Children or Vulnerable Adults areas. These Police checks will be provided at the Contractor’s expense.
   5. The Contractor shall ensure all necessary and appropriate checks are undertaken on the potential personnel supplied
   6. The Contractor shall ensure that members of its staff complete vetting and security clearance questionnaires, including a declaration about previous convictions or cautions, and an acknowledgment that such checks may extend to close family members.
   7. The contractor will provide specific individual members of staff assigned to provide the service to Edenfield and Lowry Centre. These staff will be key inducted so they can access the site more efficiently.
4. **Recruitment and Selection**
   1. The Contractor must ensure that all details pertaining to personnel recruited and supplied under this agreement are obtained and verified as part of the recruitment process and are at all times maintained up-to-date.
   2. The Contractor must obtain copies of recent references. The Contractor shall use its best endeavours to ensure that these references are relevant to each specialty in which the personnel may be placed.
   3. The Contractor will ensure that they request and hold copies of recent CVs for all personnel engaged in the provision of the service and make CVs available for review as part of an onsite audit process.
   4. The Contractor must have in place, robust recruitment and selection procedures that are adhered to, which guarantees the calibre of personnel are of a sufficiently high quality within a mental health setting.
5. **Complaints**

* 1. The contractor must have a robust procedure in place for dealing with complaints
  2. The contractor must provide a record of all complaints and issues in relation to the machines provided
  3. The contractors representative attending the machines must check with the service’s point of contact so that issues can be dealt with immediately.

1. **Contract Deliverables and Management**

12.1 The Contractor shall meet with the service’s representative on an agreed basis (minimum quarterly) or adhoc if requested

1. **Implementation Plan**
   1. Site survey to be undertaken by the contractor prior to the delivery of the machines to ascertain where the machines are to be sited.
   2. A list of machine choices to be made available.
   3. An allowance of 6 hours will be required for key induction training for each operative assigned to Edenfield and Lowry Centre.