

**Tender Response Questionnaire (Open Process)**

**Void Property Cleaning Services for Stockport Homes.**

**Closing Date of Tender 24th January 2018 12.00 noon**

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| **Instructions on Completing the Tender Response Document** |
| * **All Tenderers must read the ITT, Specification, Stockport Home’s Terms and Conditions and the Pricing Schedule before completing this form.** * **All Instructions to Tender outlined in the ITT Document are applicable when completing this form.** * Tenderers must complete all answers as fully as possible, bearing in mind any word limits and answering with as much relevant detail as possible * If a Tenderer is unable to meet a requirement they must state “unable to meet” and where possible explain why * All responses must be completed in ARIAL FONT SIZE 11 * **ATTACHMENTS:** * Tenderers must label all attachments **-** Unnecessary attachments thathave not been asked for willbe disregarded and will not be marked * Any clarification Questions can be emailed to [procurementshl@stockporthomes.org](mailto:procurementshl@stockporthomes.org) up to 7 calendar days before the closing date. * All completed tenders are to be returned to [procurementshl@stockporthomes.org](mailto:procurementshl@stockporthomes.org) by 12noon on the 24th January 2018 * It is the Tenderer’s responsibility to ensure all forms are correctly labelled and returned on time. |

**Evaluation of the Tender Response Document**

* The tender process is an Open process with “Selection” and “Award” assessments as part of the same scoring exercise.
* The tender will be evaluated as follows:

**Stage 1 (Supplier Suitability)** – will be based on a desktop assessment process. This section is largely comprised of the UK Government’s Standard Supplier Questionnaire, which will allow us to verify that your organisation is a legitimate trading organisation, has acceptable levels of financial standing and promotes good practice in the areas of employment, social value and environmental care. Only those Tenderers whose responses pass all the pass / fail criteria and demonstrate relevant financial strength will proceed to Stage 2 (Award)

**Stage 2 (Award)** – will be evaluated on the best value for money, taking into consideration the evaluation criteria and methodology as outlined in the ITT.

**Stage 1**

**Part 1: Potential supplier Information** (information only)

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

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| --- | --- | --- |
| Section 1 | Potential supplier information | |
| Question number | Question | Response |
| 1.1(a) | Full name of the potential supplier submitting the information |  |
| 1.1(b) – (i) | Registered office address (if applicable) |  |
| 1.1(b) – (ii) | Registered website address (if applicable) |  |
| 1.1(c) | Trading status   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| 1.1(d) | Date of registration in country of origin |  |
| 1.1(e) | Company registration number (if applicable) |  |
| 1.1(f) | Charity registration number (if applicable) |  |
| 1.1(g) | Head office DUNS number (if applicable) |  |
| 1.1(h) | Registered VAT number |  |
| 1.1(i) - (i) | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Yes ☐  No ☐  N/A ☐ |
| 1.1(i) - (ii) | If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s). |  |
| 1.1(j) - (i) | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes ☐  No ☐ |
| 1.1(j) - (ii) | If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this. |  |
| 1.1(k) | Trading name(s) that will be used if successful in this procurement |  |
| 1.1(l) | Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| 1.1(m) | Are you a Small, Medium or Micro Enterprise (SME)[[1]](#footnote-1)? | Yes ☐  No ☐ |
| 1.1(n) | Details of Persons of Significant Control (PSC), where appropriate: [[2]](#footnote-2)  - Name;  - Date of birth;  - Nationality;  - Country, state or part of the UK where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more. [[3]](#footnote-3)  (Please enter N/A if not applicable) |  |
| 1.1(o) | Details of immediate parent company:    - Full name of the immediate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |
| 1.1(p) | Details of ultimate parent company:  - Full name of the ultimate parent company  - Registered office address (if applicable)  - Registration number (if applicable)  - Head office DUNS number (if applicable)  - Head office VAT number (if applicable)  (Please enter N/A if not applicable) |  |

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.Please provide the following information about your approach to this procurement:

|  |  |  |
| --- | --- | --- |
| Section 1 | Bidding model | |
| Question number | Question | Response |
| 1.2(a) - (i) | Are you bidding as the lead contact for a group of economic operators? | Yes ☐  No ☐  If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.  If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3. |
| 1.2(a) - (ii) | Name of group of economic operators (if applicable) |  |
| 1.2(a) - (iii) | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. |  |
| 1.2(b) - (i) | Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | Yes ☐  No ☐ |
| 1.2(b) - (ii) | If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Name |  |  |  |  |  | | Registered address |  |  |  |  |  | | Trading status |  |  |  |  |  | | Company registration number |  |  |  |  |  | | Head Office DUNS number (if applicable) |  |  |  |  |  | | Registered VAT number |  |  |  |  |  | | Type of organisation |  |  |  |  |  | | SME (Yes/No) |  |  |  |  |  | | The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables |  |  |  |  |  | | The approximate % of contractual obligations assigned to each sub-contractor |  |  |  |  |  | | |

**Contact details and declaration**

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

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| --- | --- | --- |
| Section 1 | Contact details and declaration | |
| Question number | Question | Response |
| 1.3(a) | Contact name |  |
| 1.3(b) | Name of organisation |  |
| 1.3(c) | Role in organisation |  |
| 1.3(d) | Phone number |  |
| 1.3(e) | E-mail address |  |
| 1.3(f) | Postal address |  |
| 1.3(g) | Signature (electronic is acceptable) |  |
| 1.3(h) | Date |  |

**Part 2: Exclusion Grounds (Pass / Fail)**

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

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| --- | --- | --- |
| Section 2 | Grounds for mandatory exclusion | |
| Question number | Question | Response |
| 2.1(a) | **Regulations 57(1) and (2)**  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | |
|  | Participation in a criminal organisation. | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
|  | Corruption. | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
|  | Fraud. | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
|  | Terrorist offences or offences linked to terrorist activities | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
|  | Money laundering or terrorist financing | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
|  | Child labour and other forms of trafficking in human beings | Yes ☐  No ☐  If Yes please provide details at 2.1(b) |
| 2.1(b) | If you have answered yes to question 2.1(a), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted  If the relevant documentation is available electronically, please provide the web address, issuing authority, precise reference of the documents. |  |
| 2.2 | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? | Yes ☐  No ☐ |
| 2.3(a) | **Regulation 57(3)**  Has it been established, for your organisation, by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes ☐  No ☐ |
| 2.3(b) | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. |  |

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

**Part 3 Discretionary Exclusion**

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| Section 3 | Grounds for discretionary exclusion | |
|  | Question | Response |
| 3.1 | **Regulation 57 (8)**  The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation. | |
| 3.1(a) | Breach of environmental obligations? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1 (b) | Breach of social obligations? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1 (c) | Breach of labour law obligations? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(d) | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(e) | Guilty of grave professional misconduct? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(f) | Entered into agreements with other economic operators aimed at distorting competition? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(g) | Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(h) | Been involved in the preparation of the procurement procedure? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(i) | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes ☐  No ☐  If yes please provide details at 3.2 |
| 3.1(j)  3.1(j) - (i)  3.1(j) - (ii)  3.1(j) –(iii)  3.1(j)-(iv) | Please answer the following statements  The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.  The organisation has withheld such information.  The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.  The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. | Yes ☐  No ☐  If Yes please provide details at 3.2  Yes ☐  No ☐  If Yes please provide details at 3.2  Yes ☐  No ☐  If Yes please provide details at 3.2  Yes ☐  No ☐  If Yes please provide details at 3.2 |

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| 3.2 | If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? |  |

**Part 4: Selection Questions**

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| **Section 4** | **Economic and Financial Standing** | | |
|  | Question | Response | |
| **4.1** | Are you able to provide a copy of your audited accounts for the last three years, if requested?  If no, can you provide **one** of the following: answer with Y/N in the relevant box. | | Yes ☐  No ☐ |
| (a) A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. | | Yes ☐  No ☐ |
| (b) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. | | Yes ☐  No ☐ |
|  | (c) Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | | Yes ☐  No ☐ |

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| **Section 5** | **If you have indicated in question 1.2 that you are part of a wider group, please provide further details below:** | |
| **Name of organisation** | |  |
| **Relationship to the Supplier completing these questions** | |  |

|  |  |  |
| --- | --- | --- |
| **5.1** | Are you able to provide parent company accounts if requested to at a later stage? | Yes ☐  No ☐ |
| **5.2** | If yes, would the parent company be willing to provide a guarantee if necessary? | Yes ☐  No ☐ |
| **5.3** | If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | Yes ☐  No ☐ |

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| **Section 6** | **Modern Slavery Act 2015:** **Requirements under Modern Slavery Act 2015** | |
| **6.1** | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes ☐  N/A ☐ |
| **6.2** | If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes ☐  Please provide the relevant url …  No ☐  Please provide an explanation |

**7. Additional Questions**

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| --- | --- |
| **Section 7** | **Additional Questions** |
| **7.1** | **Insurance (pass / fail)** |
| a. | Please submit your insurance certificates with your tender response  Employer’s (Compulsory) Liability Insurance = £10,000,0000  Public Liability Insurance = £5,000,000 Professional Indemnity Insurance = £2,000,000  Product Liability Insurance = £5,000,000 |
| **7.2** | **Living Wage (information only)** |
| a | Are you a Living Wage Employer or working towards?  Yes  No |

**Section 8 - Terms and Conditions**

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| --- | --- | --- |
| All goods / services supplied under this contract will be supplied under the Stockport Home’s Standard Terms and Conditions (attached at Appendix 1 ).  NO variations to the standard Terms and Conditions will be considered. Tenderer’s must note that any bids tabling proposed amendments will be rejected without further consideration.  Tenderer’s must confirm that they have read the Terms and Conditions of contract and agree to these terms without any amendments, additions or deletions.  Please tick the relevant box below to confirm this: | | **PASS / FAIL** |
| **Yes**: | **No:** |  |

**Stage 2**

**RESPONSE TO CLEANING SPECIFICATION**

Tenderers must provide Quality Statements in response to the questions prefixed “QS” below. Quality Statements must describe how the tenderer will meet the requirements of the contract.

Tenderers are required to respond to all of the questions below.

Please adjust as necessary the size of the ‘response’ box in order to accommodate your response.

Tenderers are referred to the Invitation to Tender and reminded that evaluation of their written Quality will account for 60% of the evaluation.

**Mandatory Requirements**

Requirements in this section are MANDATORY requirements and MUST be met by Tenderers. Failure to meet any of the Mandatory Requirements will result in the tender being deemed non-compliant and the tender will be discounted from further consideration.

Tenderers are required to read the particular requirements in this section and then select

‘Yes’ for when they can meet the requirement or ‘No’ if they cannot meet the requirement.

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| **Mandatory Requirement**   |  | | --- | | You must have working systems in place to deal with the safe removal and disposal of sharps and clinical waste in line with HSE guidance, ACDP/92/P5e – Part 4 – Guidance on management of workplace incidents potentially involving exposure to a blood-borne virus.    Please confirm you meet this mandatory requirement | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |
| **Mandatory Requirement**   |  | | --- | | You MUST be able to complete a pre-clean to a void property within 24 hours of being advised that SHG has access to the site and to complete any external clearance within 3 days  Please confirm you meet this mandatory requirement. | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |
| **Mandatory Requirement**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | You MUST be able to attend to an emergency    Response times for emergency cleaning:    o Office hours 08:00 – 17:00: | as detailed below:-  4 hour response | | o Out of office hours 17:00 – 08:00: | 4 hour response | | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |
| **Mandatory Requirement**   |  | | --- | | You MUST hold a current and valid waste carrier license for the full duration of the contract.  Please confirm you meet this mandatory requirement. | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |
| **Mandatory Requirement**   |  | | --- | | All contracted staff must hold a current DBS check.    Please confirm you meet this mandatory requirement. | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |

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| --- | --- | --- | --- |
| **Mandatory Requirement**   |  | | --- | | You will be required to complete ‘same day cleans’ regularly. These are essential to enable SHG to achieve their industry recognised Void Turn Around time performance.  This will require cleans ordered in the morning, to be completed the same day in the afternoon, and also requests raised in the afternoon to be completed the following morning at the direction of the CA.  Please confirm that you can meet and resource this mandatory requirement | | | **PASS / FAIL** |
| **Yes**: | **No:** |  |

**Section 9 - Quality Question Responses – this section will be scored**

|  |  |  |
| --- | --- | --- |
| **Question 1.** | **Supplier Response (word limit of 500 words)** | **Evaluation Criteria / Weighting** |
| **Void Property Experience**  Please demonstrate how you would meet the requirements in the Specification for Cleaning and Clearance Services, specifically for void properties and state how you will ensure the outcomes are met. |  | **20%** |

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| --- | --- | --- |
| **Question 2** | **Supplier Response (Word Limit of 500 words)** | **Evaluation Criteria / Weightings** |
| **Performance Monitoring**  Please provide details and demonstrate how you will monitor the performance of the contract in terms of quality, response times and professionalism, outlining the systems will you put in place to ensure timely corrective action is taken whenever there is a service failure? |  | **7.5%** |

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| **Question 3.** | **Supplier Response (word limit of 500 words)** | **Evaluation Criteria / Weighting** |
| **Clearance and Fly Tip Process**  Please demonstrate how you would meet the requirements in the Specification for Cleaning and Clearance Services, specifically for fly tip removal work, detailing the collection and disposal methods used for household items and non-household items commonly found. |  | **7.5%** |

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| **Question 4.** | **Supplier Response (word limit of 500 words)** | **Evaluation Criteria / Weighting** |
| **Complaints**  Please detail your complaints procedure, demonstrating how lessons learned will be implemented in regular working methods in the contract. |  | **10%** |

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| **Question 5.** | **Supplier Response (word limit of 500 words)** | **Evaluation Criteria / Weighting** |
| 1. **Social Value** 2. SHG wish to encourage, promote and develop working with local communities.   As part of this bid, we are seeking out social value that relates to the subject matter of this contract. This includes but is not restricted to Employment Training and Education opportunities or Bespoke Community Support.  Please provide details of Social Value gains you would expect to achieve for SHG and how this may differ based on the contract values.   * Please note opportunities can be short or long term and should where possible incorporate trade, administration and professional roles either with a lead contractor, sub-contractor, supply chain partner or supplier * Employment opportunities should be from a selection or combination of newly created full time, part time, temporary or paid work experience opportunities * Training opportunities should be from a selection or combination of workshops, short courses, or industry recognized accredited training schemes * Educational opportunities should be from a selection or combination of unpaid work experience, traineeships, volunteers, School, College and University placements * Bespoke support for the benefit of the local community |  | **15%** |

**Section 11 - Checklist for Supporting Documents to be submitted :**

Can All Tenderer’s please submit the following documents:

|  |  |
| --- | --- |
| **Document(s)** | **Attached – Yes or No** |
| Last 3 year Accounts |  |
| Form of Tender |  |
| Non Canvassing Form |  |
| Pricing Schedule (appendix 2) |  |
| TUPE Information (if applicable) |  |
| Health and Safety Policy |  |
| Environmental Policy |  |
| Diversity and Equality Policy |  |
| A copy of your companies Asbestos Policy |  |
| A copy of your site emergency procedures |  |
| Accident statistics for your organisation for the last 3 years and details of any enforcement notices/prosecutions in the last 5 years. |  |
| A copy of your current public liability and professional indemnity insurance certificates. |  |

**Section 12 – Declaration**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement, and I am signing on behalf of ……………………………………..(insert name of supplier)  I understand that SHL may reject my submission if there is failure to answer all relevant questions fully or if I provide false / misleading information. I have provided a full list of any appendices used to provide additional information in response to questions.  I also declare there is no conflict of interest in relation to SHL’s requirement.  The following appendices form part of our submission:   |  |  | | --- | --- | | **Section of Tender** | **Appendix Number** | |  |  | |  |  |   Form Completed By:   |  |  | | --- | --- | | **Name** |  | | **Role in Organisation** |  | | **Date** |  | | **Signature** |  | |

1. See EU definition of SME <https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en> [↑](#footnote-ref-1)
2. UK companies, Societates European (SEs) and limited liability partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. [See PSC guidance](https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships). [↑](#footnote-ref-2)
3. Central Government contracting authorities should use this information to have the PSC information for the preferred supplier checked before award. [↑](#footnote-ref-3)