

**Pre-Qualification Questionnaire**

 **(PQQ)**

**Facilities Management Tender**

Issue Date: 15th March 2019

Closing Date and Time: 1st April 2019, 12pm (UK Time)

NGN Contact Details: Harriet Wilkes, hwilkes@northerngas.co.uk

# Guidance Notes. Please read carefully.

1. This Pre-Qualification Questionnaire (PQQ) is designed to provide Northern Gas Networks (NGN) with the information required to assess your organisation’s suitability to be included in the list of tenderers for the project described.
2. All submissions must be made using Ariba, NGN will not consider any submissions via post or email.
3. You must pass all mandatory questions set out in the PQQ.
4. Applicants should note that in order to be correctly evaluated they must answer each question in the required format and adhere to any word count limits that have been set. Answers must be in English, stating nil or not applicable where appropriate. Information must be accurate and current. NGN may refuse to consider your organisation if the PQQ is not fully completed or is found to be inaccurate.
5. If any error, omission, false statement or misrepresentation is discovered, NGN may disqualify your organisation, without regard to what stage the selection process has reached when the error, omission, false statement or misrepresentation is discovered.
6. Applicants must only provide information requested for in this PQQ. Applicants are not to include non-requested information.
7. Information submitted in response to this PQQ must relate solely to the organisation that will enter into a formal contractual agreement with NGN. If completing on behalf of a consortium, or if work is to be subcontracted, relevant information about partners, subcontractors and their experience should be given.
8. Where any question refers to UK legislation, non-UK organisations should answer on the basis of laws applicable in the UK.
9. No payment will be made for completing this PQQ.
10. NGN does not bind itself to invite tenders.
11. When the short list of tenderers has been agreed you will be notified of the outcome.
12. No information contained in this PQQ or in any communication made between NGN and any applicant in connection with this PQQ shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this PQQ.
13. NGN reserves the right, subject to the appropriate procurement regulations, to change without notice the basis of, or the procedures for, the competitive tendering process or to terminate the process at any time. Under no circumstances shall NGN incur any liability in respect of this PQQ or any supporting documentation.
14. All information provided will be treated in strict confidence.
15. If NGN has ever terminated a contract with your company, it reserves the right to not include you in any short list of tenderers, regardless of the answers to other questions in this questionnaire.
16. All applicants will subsequently be advised of their status and those short-listed will be advised of the timescales and requirements of further stages.
17. NGN reserve the right to hold a second round at request for proposal stage

### 1. INTRODUCTION

## 1.1 Company overview

Northern Gas Networks Limited (NGN) is the company responsible for distributing gas to homes and businesses across the North of England. As part of the restructuring of the gas distribution business in England, NGN successfully acquired the North of England gas Distribution Network (DN) and took control of the assets on 1st June 2005. NGN has been responsible since then for the transportation of gas to the North of England via 36,000Km of pipelines.

The DN is located in the North of England and extends south from the Scottish border to South Yorkshire and has coastlines on both the East and West sides of the region. The DN contains a mixture of large cities such as Newcastle, Middlesbrough, Leeds and Bradford and a significant rural area including North Yorkshire and Cumbria. The area covers around 6.7 million inhabitants and has approximately 2.5 million customers. The DN is supplied via 23 off takes from the national Transmission System.

Northern Gas Networks Geographic Area

|  |  |
| --- | --- |
|  |  |
| No. | Location |
| 1 | North Tyne |
| 2 | Cumbria |
| 3 | Wear |
| 4 | Tees |
| 5 | North Riding |
| 6 | Bradford |
| 7 | Leeds |
| 8 | East Riding |
| 9 | Pennines |
|  |  |

 

NGNs dream is to become the UK’s most loved, admired and respected company, and to establish a reputation for doing business really well through a united and empowered team that is mind-blowingly great. We recognise the important role that our supply chain partners having in supporting NGN to achieve our dream.

The procurement process will be managed electronically, with all communication being managed through the Northern Gas Networks e-Procurement Portal Ariba.

All PQQ & tender documentation will be uploaded electronically.

All timings will be clearly identified in the electronic system and will be adhered to.

Suppliers should avoid uploading responses on the last day in case of technical difficulties as NGN will not reopen an event after it has closed.

You may save your documents throughout the process but you must ensure that it is finally submitted before the closing date.

The submit button is clearly marked and is highlighted in yellow, after you have submitted the system will still allow you to modify your proposal at any time up to the closing date. You may review the event log to confirm that your proposal has been submitted.

NGN cannot access or determine whether you have submitted a bid until after the event has closed as our process is a totally sealed bid process. It is your responsibility to ensure you submit on time.

Questions should be answered in the requested format, i.e. text or attachment, and word counts adhered to where applicable. Suppliers should note if they persistently fail to follow this instruction and answers are not readily available this may result in failing to achieve a score in the relevant section

## 1.2 NGN Core Values

NGNs dream is to become the UK’s most loved, admired and respected company, and to establish a reputation for doing business really well through a united and empowered team that is mind-blowingly great. We recognise the important role that our supply chain partners having in supporting NGN to achieve our dream.

Our dream lies at​​ the centre everything we do and has been translated into a **unique set of values** that reflect and reinforce our culture

* Trailblazing
* Intellectually Curious
* Community Focused
* Empowered
* Heartfelt
* Happy

Every member of our team is passionate about the contribution they make to our growing reputation as a pioneering, effective, conscious and enlightened business that is focused on changing the way that things are done.

We expect our suppliers to share our vision and values and our way to support NGN in achieving our goals.

2. THE PROJECT

**2.1 Scope**

NGN will be looking to appoint a single supplier to;

* Oversee and manage maintenance of all facilities and buildings;
* Establish demand maintenance process and preventive maintenance plans;
* Ensure all building systems are operational and are maintained in accordance with company policies, M&E plant manufacturers recommendations, environmental regulations, building codes, and local/national regulations.
* Coordinate projects with other departments, contractors, and vendors.
* Oversee facility inspections, building inspector visits, and facility safety inspections. Address any issues that arise, and PAT testing processes.
* Provide a safe and efficient work environment for NGN employees and NGNs visitors;
* Ensure that all services are performed by staff who possess suitable skills and experience including contractors and sub-contractors, as appropriate;
* Ensure that NGN’s future Facilities Management solution is fit for purpose and adds value to Health, Safety & Environmental elements; and
* Continually ensures that NGN always receive a high-quality and commercially competitive service.

It is anticipated throughout the timeline of this tender that sites may change location due to ongoing property refurbishment, developments and moves. The successful supplier is expected to be able to accommodate for future increases or decreases in Facilities Management activities across these locations. The successful supplier is expected to take on changes with no interruption to services.

All of NGN's sites will be available for viewing/surveying through the tender period, the details of the sites will be provided during this process.

**Please refer to the Scope of Requirements for high level detail of NGN’s requirements.**

****

**2.2 Contract Period**

The period of any contract(s) resulting from this procurement will be 3 years.

The length of the contract may be extended by negotiation with the supplier for a further 3 x 1 year periods.

Prices as submitted in the Proposal shall be fixed for a minimum of 3 years from the commencement of the contract.

**2.3 EU Procurement Directives**

This procurement is being conducted in accordance with “The Utilities Contracts Regulations 2016” using the Negotiated Procedure.

**2.4 Proposed Timetable**



\*Please note – if successful and shortlisted to RFP you will need to liaise with the NGN Procurement team via the Ariba messaging portal to arrange site visits (if you feel this is required in order to submit your strongest bid).
 ***Please note the above timetable is indicative and may be subject to change.***

**2.5 Evaluation Criteria**

The PQQ responses will be assessed against the criteria set out below and detailed with the attached evaluation criteria and scoring document.

Suppliers who pass all mandatory and discretionary questions will then be assessed against the scoring criteria and suppliers scoring more than 50% will progress through to tender stage.



**2.6 Scoring Methodology**

For qualitative questions NGN will score on the following basis

|  |  |
| --- | --- |
| **Points** | **Interpretation** |
| **10** | **Excellent** –Overall the response demonstrates that the bidder exceeds all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.  |
| **5** | **Good** -Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidder’s failure to provide all information at the level of detail requested.  |
| **3** | **Poor** – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement. |
| **0**  | **Unacceptable** - The response is non-compliant with the requirements of the ITT and/or no response has been provided.  |

**2.7 Evaluation Panel**

NGN’s team to perform the evaluation of this tender process comprises the following:

|  |  |
| --- | --- |
| Name | Job title |
| Harriet Wilkes | Procurement Manager |
| Tom Dickson | Procurement Officer |
| Mark Squires | Fleet & Facilities Manager |
| Sarah Cooper-Birkenhead | Fleet & Facilities Officer |
| Lee Cox | Mechanical Project Lead |
| Neil Whalley | Environmental Strategy Manager |
| Alex O’Connell | Solicitor |
| Richard Armstrong | Colicitor |
| Liam Kelly | Investment Analyst |

**2.7 PQQ Submission and Notification**

Responses must be submitted via Ariba on a word or PDF document and upload with all attachments as a zip file. If you experience any technical difficulties please contact the person named in this document.

All bidders will be notified of the PQQ outcome and provided feedback by the date specified on the procurement timetable.

Please note: the tender documents will be published via Ariba.

NB: It is recommended that you use Google Chrome or Firefox when using Ariba, as some versions of Internet Explorer do not support Ariba.

3. INSTRUCTIONS TO APPLICANTS

**3.1 Queries**

Queries must be set out via the Ariba messaging Portal. Queries must be received no later than 4pm (GMT) seven days before the PQQ close date. Answers to substantial queries will be circulated to all applicants. No indication will be made regarding the source of the query.

**3.2 NGN Contact**

During the period of this Tender process, no contact must occur between any member of your organisation's staff and any member of NGN other than through the designated contact points. The only exception to this rule is where organisations already have staff working on NGN business, in which case their staff should be instructed not to discuss the project with NGN employees.
NGN reserves the right at its sole discretion to exclude any organisation (or third party working for any organisation) found to be in breach of these contact requirements.

4. PRE-QUALIFICATION QUESTIONNAIRE – INFORMATION TO BE PROVIDED

All applicants are required to fully complete this questionnaire and are advised to read the guidance notes provided on page 2 of this PQQ.

|  |
| --- |
| Section 1 – Supplier Details - Use if the company is not registered on Achilles: |
| **Information Required**  | **Answer** |
| Supplier name (Trading and Registered), registered address: |  |
| Company Registration Number: |  |
| Details of supplier operations and operating locations: |  |
| Total number of employees: |  |
| Primary Contact Details for this PQQ (*name, tel, email):* |  |
| Secondary Contact Details for this PQQ (name, tel, email) |  |
| Invoice Contact Details (*name, tel, email):* |  |
| Does your company carry out work that is covered by the Construction Industry Scheme (CIS)? If Yes, please provide your company’s Unique Taxpayer Reference (UTR). |  |

|  |
| --- |
| Section 2 - Mandatory Exclusions and Discretionary Exclusions (Pass / Fail) |
| 2.1 Mandatory Exclusions  |
| **Question** | **Answer** |
| **Has your organisation or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | **Please ensure you answer all questions ‘Yes’ or ‘No’****Answers that are answered ‘No’ will not be accepted.** |
| 1. conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA (as amended);
 |  |
| 1. corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906 (as amended);
 |  |
| 1. Bribery within the meaning of the Bribery Act 2010; (see last page for required documents) or any other form of bribery.
 |  |
| 1. fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:
2. the offence of cheating the Revenue;
3. the offence of conspiracy to defraud;
4. fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978;
5. fraudulent trading within the meaning of section 458 of the Companies Act 1985 or section 993 of the Companies Act 2006;
6. defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994;
7. an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or
8. destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968;
 |  |
| 1. money laundering within the meaning of the Money Laundering Regulations 2003 or Money Laundering Regulations 2007; or
 |  |
| 1. any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State.
 |  |

|  |
| --- |
| 2.2 Discretionary Exclusions Pass / Fail  |
| A contracting authority may exclude suppliers from consideration if any of the following apply but may decide to allow the application to proceed further. If you cannot answer ‘no’ to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out (in a separate Annex) full details of the relevant incident and any remedial action taken subsequently. NGN will take into account the information provided in considering whether or not you will be able to proceed any further in respect of this procurement exercise. |
| **Is any of the following true of your organisation?**  | **Answer ‘Yes’ or ‘No’** |
| (a) being an individual,is bankrupt or has had a receiving order and/or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state; |  |
| (b) being a partnership constituted under Scots law,has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or |  |
| (c) being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002has passed a resolution or is the subject of an order by the court for the company’s winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company’s business or any part thereof or is the subject of similar procedures under the law of any other state? |  |
| (d) been convicted of a criminal offence relating to the conduct of your business or profession; |  |
| (e) committed an act of grave misconduct in the course of your business or profession; |  |
| (f) failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established; |  |
| (g) failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established; or |  |
| (h) been guilty of serious misrepresentation in providing any information required of you under Regulation 22 of the Utilities Contracts Regulations 2006? |  |

|  |  |
| --- | --- |
| Section 3 – Data Protection (Pass/Fail) / Weighted) |  |
| **Question**  | **Answer ‘Yes’ or ‘No’ (P/F)** |
| 3.1 Does your company have a GDPR Policy?  |  |
| 3.2 Please attach a detailed description/diagram of the "data journey" within your organisation; where is it stored, what transfers within and between systems take place, what third party sub-processing do you employ, and to whom will you disclose the personal data we supply? | ***Insert Attachment here or as a separate attachment clearly identifying reference number***  |
| 3.3 Will any personal data provided to you by NGN be processed by a third country or international organisation as defined by GDPR Article 44? If so, please provide evidence of your relevant assessments of adequacy for that processing?  | ***Insert Attachment here or as a separate attachment clearly identifying reference number*** |
| Section 4 - Commerce Automation (Pass / Fail ) |  |
| **Question (Pass / Fail)**  | **Answer ‘Yes’ or ‘No’** |
| * 1. NGN are in the process of implementing SAP Ariba Network (Commerce Automation) to send purchase orders and receive invoices from our suppliers. This is a cloud-based networked platform that allows real-time purchase order and invoice delivery for faster fulfilment, eliminating paper for purchase orders and invoices amongst many other benefits for NGN and the Supplier. This is a mandatory requirement to trade with NGN. Please confirm that if successful through this Tender process, your company will use the SAP Ariba Network to financially transact with NGN.
 |  |
| * 1. Is your current financial system/ERP compatible of integrating with SAP S/4HANA 16/10 Cloud?
 |  |

|  |
| --- |
| Section 6 - Supplier financials / Insurances (weighted) |
| **6.1 Financial Standing**  |
|  |
| Please provide a copy of your latest Credit Report (e.g. ICC, Dun & Bradstreet, Equifax, Experian, Graydon) **NGN will assess your financial standing and add a score using the scoring methodology set in section 2.5.** NB: It is at NGN’s discretion to reject any Bidders response if there is a significant risk to NGN regarding Financial Standings |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).*  |
| **6.2 Insurances**  |
| **Question (weighted)** |
| Please provide a list and copies of the type of and value of insurances held:

|  |  |  |  |
| --- | --- | --- | --- |
| **Type** | **Cover Level (£)** | **Renewal Date**  | **Policy Number** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Please note the following levels of insurance are required as a minimum for this procurement * Public Liability - £5m
* Professional Indemnity - £5m
* Employer Liability – £5m
 |

|  |
| --- |
| Section 7 - Quality Management  |
| **Question**  |
| 7.1 Please provide details about any Quality Management Systems that you have in place and attach relevant policy statements and certifications held, e.g. ISO 9001. |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |

|  |
| --- |
| Section 8 - Responsible Procurement (weighted) |
| The section below contains a number of questions on environmental issues. It is intended to give us a better understanding of your commitment towards the adoption of environmental policies and improving environmental performance. It has been included in the qualification questionnaire document to assist the selection of companies for this contract.NGN are continually setting targets to improve our performance on all aspects of sustainability, including energy reduction and waste minimisation As part of its policy, NGN expects its major suppliers and contractors to demonstrate their commitment to continuous improvement. This questionnaire will help us to determine this.  |
| **Environmental Management**  |
| **Question (weighted)** |  **Answer ‘Yes’ or ‘No’** |
| 8.1 Does the company have an Environment Policy?*Copies will be requested if successful at tender stage* |  |
| 8.2 Does the company have an Environmental Management system? If yes, is it externally certified to ISO 14001:2004 or equivalent? |  |
| * 1. Does your company have a formal environmental incident / near miss reporting system and do you investigate all environmental incidents and accidents?
 |  |
| * 1. Does your company identify the environmental impacts of your operations?
 |  |
| * 1. Do you have an Environmental Action Plan in place to reduce your impact on the environment?
 |  |
| * 1. Has the company had any convictions for offences under environmental legislation in the last five financial years in any country of operation? If Yes, how many?
 |  |
| * 1. Has the company had any environmental improvement, prohibition or abatement notices served in the last five financial years in any country of operation? If Yes, how many?
 |  |
| * 1. Has your company, or any individual director, partner or proprietor been prosecuted under health, safety or environmental legislation or had enforcement action taken against it/them by the enforcing authorities (this includes the issuing of a prohibition or improvement notice), or are any such actions pending? YES/NO

If YES, please provide details of the declared occurrence. |  |
| * 1. Will hazardous substances be used as part of this contract?
	+ If YES, List all substances to be used on this contract; provide relevant COSHH assessments /safety data sheets / risk assessments?
 |  |
|  |  |
| 8.10 Compatibility with the NGN’s Environment Strategy (weighted) |
| NGN’s Environment Strategy commits to:* Take action against climate change
* Improve air quality
* Use resources responsibly
* Enhance life on land
* Enable lasting energy solutions
 |
| **Strategy Subheading** | **Question** | **Answer ‘Yes’ or ‘No’** |
| 8.10.1 Take action against climate change | Do you measure your carbon footprint? |  |
| Do you have a carbon emissions reduction plan? |  |
| 8.10.2 Improve air quality | Do you have an air pollutant emissions reduction plan? For example, do you regularly replace vehicles in your fleet? |  |
| 8.10.3 Use resources responsibly | Do you measure your waste generation and monitor what % goes to landfill?  |  |
| Does your organisation generate waste that is classified as hazardous waste? |  |
| Are you a registered waste carrier? |  |
| Does your company have any Policies or programmes regarding use of Natural Resources? |  |
| 8.10.4 Enhance life on land | Do you have a staff volunteering policy?  |  |
| Do you carry out bio-diversity action plans? |  |
| Do you carry out ecological management plans? |  |
| 8.10.5 Enable lasting energy solutions.  | Do you power your operations using electricity from renewable sources?  |  |

##

|  |
| --- |
| * 1. Sustainable Procurement (weighted)
 |
| 8.9.1 Does your company have a Sustainable Procurement Policy? (Y/N) . If no please summarise your company’s approach to Sustainable Procurement. |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |
| * + 1. Is your Supply Chain expected to comply with your Sustainable Procurement principles? If Yes, under what terms, contractual or voluntary?
 |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |
| * + 1. How does the company assess/audit their Supply Chain?
 |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |
| * + 1. Does the company have any programmes or policies in place to encourage local sourcing?
 |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |
| * + 1. Does the company have any programmes in place that involve interaction with local communities? Please provide details.
 |
| **Answer** *(attach appendices here or reference the appendix number if attaching as a separate document).* |
| Question |  Answer ‘Yes’ or ‘No’ |
| * + 1. Has your company ever been convicted for a breach of any labour laws in the countries you operate within the last five years?
 |  |
| * + 1. Has your company ever been convicted for a breach of any social and ethical requirements in the countries you operate within the last five years?
 |  |
| * + 1. Has the company ever been convicted for a breach of any child labour laws in the countries they operate?
 |  |
| * + 1. Does your organisation have a documented policy to ensure that neither slavery nor human trafficking takes place within your organisation and your Supply Chain?

If yes, copies may be requested if successful to tender stage. |  |
| * + 1. Has your organisation been convicted for breaches of any slavery laws in the countries it operates in within the last five years?
 |  |

|  |
| --- |
| Section 10 – Health & Safety  |
| **Question**  | **Answer ‘Yes’ ‘No’** |
| 10.1 Please provide current copies of any environmental, health and safety and other relevant company policies. |  |
| 10.2 Please indicate if you hold any management system certifications (ISO 9001/14001/45001 or OHSAS 18001) or if not any detail any other models your QEH&S management systems are based upon. |  |
| 10.3 Please describe your arrangements for the provision of Health, Safety and Environment competent advice and assistance - Who has overall responsibility for HS&E and how will the contract be supported in terms of personnel (HS&E Structure) |  |
| 10.4 What do you see as the significant health, safety and environmental risks of your scope of work and how are they controlled. Please provide a sample of the typical project H&S arrangements for a facilities management contract and/or an overarching Risk Assessment or similar. |  |
| 10.5 Please provide details of any HSE prosecutions, enforcement action or details of any significant RIDDOR reportable incidents within the last 3 years (including any pending). If any, how were they addressed and what measures have been put in place to prevent occurrences? |  |

|  |
| --- |
| **Section 11 – PQQ Specific Questions**  |
| Q11.1 Please provide 2 case studies of similar contracts that you are currently working on?  |  |
| Q11.2 Please detail how you are able to provide all of the services listed within the Scope of Requirements at each of NGN’s offices/depots? Please break this down by section as per the scope – Sections 1-15 |  |
| Q11.3 At RFP, are you able to complete depot / office surveys at each site to complete a robust planned preventative maintenance schedule?Yes [ ] No   [ ]  |  |
| Q11.4 You will be expected to consider all TUPE liabilities associated with current workforce currently undertaking this work, please detail how this will be accommodated?  |  |
| Q11.5 Please detail how you will accommodate for changes such as location changes /requirements throughout the life of the contract? Additional offices will need maintaining/services at offices or depots will be removed from the contract. |  |
| Q11.6 Will there be a dedicated account manager?Yes [ ] No   [ ]  |  |
| Q11.7 Will the Account Manager be able to attend Monthly Operational Performance Meetings and Annual Commercial Contract Management Meetings with NGN? Yes [ ] No   [ ]  |  |
| *Q11.8 You will be expected to have the following certification and/or accreditation. Please provide evidence of the below certification and Accreditations –* * *British Institute of Facilities Management*
* *CHAS*
* *Gas Safe*
* *ISO 14001*
* *ISO 9001*
* *OSHAS 18001*
* *The Security Industry Authority Approved Contractor Scheme*
* *Waste Carrier and Broker License*
 |  |
| Q11.9 Will you provide annual up to date test certificates and documentation for inspection by NGN? Yes [ ] No   [ ]  |  |
| Q11.10 Please give an example of the monthly dashboard reporting on KPI performance, costs, scheduled maintenance (completed and scheduled) and helpdesk calls statistics.  |  |
| Q11.11 ***Please give an example and evidence of the customer log-in portal of your QIS System.***  |  |
| Q11.12 Please confirm that you accept all KPIs outlined below –

|  |  |  |
| --- | --- | --- |
|   | KPI | Target |
| 1 | All Statutory Planned Preventative Maintenance tasks are completed by the planned due date.  | 100% |
| 2 | All other Planned Preventative Maintenance and other services i.e Pest Control, Window Cleaning etc to be completed by planned due date | 98% |
| 3 | Monthly Cleaning audits to be completed at each location, including contracted hours and actual hours. Any failures to be documented and actioned. | 98% |
| 4 | Emergency Response: Attendance within 4hrs from initial report. Time to fix 24hrs from first attendance. | 100% |
| 5 | Routine Response: Attendance within 48hrs from initial report. Time to fix 24hrs from first attendance. | 98% |
| 6 | Quoted Works: Quotes to be received within 10 working days.  | 98% |
| 7 | Help Desk Calls to be answered within 20 seconds. | 98% |
| 8 | All Waste to be avoided from landfill. | 100% |
| 9 | Monthly Waste Report to be completed and include:Cost of collection and disposal per site, per waste type.Frequency of collection per site, per waste type.Quantity of waste collected per site, per waste type.Destination of waste collected.Quantity of waste recycled, recovered, landfill.Fuel consumption associated with collection of NGN waste (only) during the specific month in litres of fuel with fuel type specified. | 100% |
| 10 | 0% disposal of recyclable or recoverable waste to landfill throughout duration of contract. | 100% |

Yes [x] No   [ ]  |  |
| Q11.13 NGN has established the requirement for the supplier to help NGN reduce our overall waste generation, and a requirements to achieve 0% disposal of recyclable or recoverable waste to landfill throughout the duration of the contract. Please confirm that you will introduce measures to ensure that these objectives are metYes [ ] No [ ]  |  |
| Q11.14 Please confirm that NGN waste disposed under the contract will be done in a legally compliant manner in accordance with duty of care requirements.Yes [ ] No [ ]  |  |