**RFP**

**Scope of Requirements**

Facilities Management – LOT 1 Security

**The Project/Scope of Requirements**

**ALL COMMUNICATIONS MUST BE SENT VIA THE ARIBA E-PROCUREMENT SYSTEM**

This RFP is being conducted inline with the Utilities Contact Regulations 2016 using the negotiated procedure via Achilles UVDB qualification system notice.

**Project Scope (Works Information)**

Northern Gas Networks current facilities contract provides a wide range of services and manages the facilities function out of our offices and depots across the network (Northeast of England, Cumbria, North & East Riding and West Yorkshire). Our offices and depots range from newly built/refurbished industrial units and office buildings to long standing brick-built Gas buildings.

This is now being split in to 4 LOTs –

* LOT 1 – Security
* LOT 2 - Waste
* LOT 3 - Cleaning
* LOT 4 – General Maintenance

Under LOT 1 – Security NGN will be looking to appoint a single supplier to provide Security Guarding for one NGN Office (Thorpe Park, Leeds). The supplier may also be expected to provide a range of security options on an ad-hoc basis.

Security guarding services should be provided to the standards set out below.

*All Security staff must be adequately trained in emergency evacuation measures including but not limited to building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat.*

|  |  |
| --- | --- |
| **Service** | **Service Standard** |
| Provide Security Guards.  One person at any one time to cover out of hours:  19:00 – 07:00 Monday to Friday.  19:00 Friday – 07:00 Monday | The supplier will recruit and provide staff who are suitable, qualified and able persons to carry out procedures in accordance with British Standard 7858. Training of staff to British Standard 7499 (and ISO equivalent) will be required along with valid and relevant SIA Accreditation.  All Security Personnel must be First Aid and Fire Marshall trained.  The supplier will minimise staff turnover and provide appropriate cover for annual leave and other absences to maintain full cover at all times.  The supplier will provide evidence that all staff meet the required standards. |
| Production and issue of assignment instructions. | The supplier will produce assignment instructions detailing working methods and procedures, in conjunction with the Client, and issue to all relevant parties. |
| Adherence to and maintenance of assignment instructions. | The supplier will deliver services at all times in accordance with the procedures set out in the assignment instructions. |
| Access control. | The supplier will prevent unauthorised access to the Site and be responsible for assisting and directing visitors and contractors. The supplier will respond immediately to any breach of security with appropriate action being instigated and resolved within a timely fashion.  The supplier will control access to car parking to maintain the security of the Sites and prevent unauthorised access.  The supplier will maintain access and egress for emergency vehicles. |
| Operating, monitoring and responding to all alarms and CCTV. | The supplier will monitor all alarm and CCTV systems as required by the assignment instructions and to meet the ACPO Code of Practice.  The supplier will take appropriate action in the event of any incident. |
| Patrolling internal/external areas. | The supplier will perform all activities in accordance with assignment instructions. |
| Fire/bomb emergency control/co-ordination. | The supplier will perform all activities in accordance with assignment instructions. |
| Compliance with state of alert procedures. | The Customer will notify the supplier which level of state of alert is in force at a given time.  The supplier will immediately implement the appropriate change in security measures and ensure that security appropriate to the given level is provided at all times. Supplier will operate these procedures to the standard specified by the Customer. |

**Estimated Contract Timings**

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**Tender Assessment / Evaluation**

The award will be based upon price & quality ratio. It is the intent that the award will deliver to NGN the total best value.

The evaluation criteria is 50% commercial, 50% non-commercial. The individual score for each section is indicated against the questions in the evaluation criteria document.

The assessment of price will be carried out independently of the quality assessment and scored against the methodology stated in the evaluation criteria document.

Important Note

If the difference between the first and second highest scoring bidder is less than 3% NGN reserves the right to award the tender to the bidder who provides the lowest price tender unless there are exceptional reasons.

**Evaluation Panel**

**2.7 Evaluation Panel**

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

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| Name | Department |
| Harriet Wilkes | Procurement |
| Alex Walsh | Legal |
| Chris Snowden | Facilities |
| Paul Bolton | Facilities |

**2.6 Scoring Methodology**

For qualitative questions NGN will score on the following basis

|  |  |
| --- | --- |
| **Points** | **Interpretation** |
| **9-10** | **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. |
| **6-8** | **Good** -Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested and any omissions in relation to the level of detail requested in terms of either the response or the evidence are trivial. This, therefore, is a good response that meets all aspects of the requirement which but may have a trivial level ambiguity due the bidder’s failure to provide all information at the level of detail requested. |
| **3-5** | **Adequate** - Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder’s failure to provide all of the evidence requested. |
| **1-2** | **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. |

**Tender Response**

Responses must be submitted within the timeframe via the Ariba Portal as a response to Section 2 - tender questions (responses should not be submitted via the Ariba messaging portal) with all attachments saved in a zip file, if you experience any technical difficulties please contact the person names in this document.

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