**RFP**

**Scope of Requirements**

Facilities Management – LOT 3 Cleaning

**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.

It is anticipated throughout the timeline of this tender and awarded contract 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. Change occurs when variations to works and services are requested over and above those specified and agreed in the original contract. Change must be managed in a way that ensures NGN get the maximum value for that change. The change process must go through the business for approval, via an agreed Contract Variation Sign off Process.

This is now being split in to 4 LOTs –

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

Under LOT 3 – Cleaning, Services will include the following

* Offices and General Areas (including desks and office furniture)
* Toilets and Washroom Areas
* Kitchen/Tea Points

A guide to current cleaning hours is attached as **Appendix 1 - Cleaning Schedule**

The Supplier shall:

* Provide a cleaning service Monday to Friday, excluding Bank Holidays;
* Ensure that routines and Customer’s processes are not adversely affected by the Cleaning Services;
* Ensure safe working practices are followed at all times; and
* In the event that any of the areas for cleaning are in use during the access times the Supplier shall liaise with the Customer to agree alternative access times so as to ensure that the Supplier is able to comply with the terms of this Service Level Specification.

Include consumable items costs (e.g. toilet rolls, hand towels, soap, bin liners). Requirement for use of reusable products in preference to single-use / disposable materials wherever possible. Where single/disposable materials are necessary, they should be recyclable. Ecological cleaning products to be used in preference to standard wherever possible, for example washing up liquids and detergents. All appropriate legislation and best practice requirements will be fulfilled including production and upkeep of COSHH Risk Assessments for all products used across this service.

Provide all cleaning products required to carry out the services listed within the price of the cleaning.

The Supplier will be responsible for the procurement, safe storage and use of materials as required for the provision of the Cleaning Services.

The Supplier shall:

* Select, and maintain cleaning equipment used in the provision of the Cleaning Services;
* Provide all general and specialist equipment necessary to fulfil the Cleaning services;
* Ensure that the equipment used in the provision of the Cleaning Services complies with all applicable legislation, good practice and any other applicable regulations.
* Ensure that all materials and equipment are designed for specific use in specific areas of the Site;
* Ensure that all equipment is properly cleaned and stored;
* Ensure that staff are properly trained in the use of cleaning materials and equipment;

Ensure that the most environmentally advantageous products to be used, including avoidance of single use or disposable items wherever possible. Where single/disposable materials are necessary, they should be recyclable. Ecological cleaning products to be used in preference to standard wherever possible.

* Ensure all appropriate COSHH data sheets, COSHH Risk Assessments, staff training, and awareness and associated health and Safety requirements are fulfilled.

The Supplier shall be able to provide upon request general and ad hoc services as requested by the Customer. Adhoc cleaning requests will be requested through Reactive Maintenance and may include but not limited to:

* Dealing with additional ad hoc requests for Cleaning Services;
* Periodic cleaning duties such that carpets are deep cleaned on a periodic basis as required;
* Dealing with ad hoc duties in relation to special incidents; and
* Specialist Cleaning Services.

The successful supplier must be willing to consider all TUPE liabilities associated with the current workforce (excluding agency staff at Redcar).

The supplier will set appropriate Standard Operating Procedures to ensure a consistent quality standard of cleaning is maintained. This will be measured and monitored and reported on throughout the duration of the contract.

**Hygienic Services**

The Supplier will provide hygiene services including:

* The supply of hygiene sanitary bins;
* The disposal of the contents of sanitary bins at an appropriate frequency;
* The supply and maintenance of air fresheners;
* The supply and disposal of Sharps Bins; and
* The supply and maintenance of dust mats.

The Supplier will monitor the usage of the sanitary disposal bins and will advise the Customer if the frequency of collection needs to be increased or decreased as appropriate.

A guide to current quantities and frequencies is attached within Appendix 2 – Hygiene Services

**Appendix 1 – Cleaning Schedule**

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**Appendix 2 – Hygiene Services**

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**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:

|  |  |
| --- | --- |
| 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.