**RFP**

**Scope of Requirements**

Facilities Management – LOT 4 – General Maintenance

**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 4 – General Maintenance, the following Services will be provided -

**Planned Preventative Maintenance**

The supplier will carry out the Planned Preventative Maintenance services in accordance with the Asset register, manufacturers recommendations and key performance indicators, together with specialist maintenance services. Equipment shall include, but is not limited to:

* Fire Alarms and Fire Fighting Equipment
* Emergency Lighting
* Five Yearly Fixed Electrical Testing
* Water Safety
* Fire Safety
* Electrical Safety
* Electronic Barriers/ Doors/ Gates
* Safety lines/ Guard Rails/ Access Ladders
* Asbestos and Building Fabric
* Gas Appliance Maintenance and Testing
* Heating, Ventilation and Air conditioning maintenance and servicing.
* Domestic Hot and Cold Water
* Lifts and lifting appliances.
* Lighting/Lighting Controls
* Annual PAT Testing
* Pest Control
* Windows and Guttering Cleaning
* Gritting Services

**Ad Hoc and Reactive works and Maintenance**

* Emergency Response
* Routine Response
* Quoted Works

A comprehensive list of Planned Fixed Services/ Activities (Activity Schedule) is included within Appendices, the supplier is expected to highlight any gaps within this document or in compliance to the Contract Administrator. This should be used as a guide when responding to this tender.

The supplier shall operate and maintain the fixed and installed assets with the objective of:

* Providing a safe and statutory compliant working environment for building users;
* Maximising the useful life span of the building, plant and equipment through a robust yet competitive Planned Preventative Maintenance regime.
* Enabling building users to effectively discharge their business functions;
* Ensuring efficient and cost-effective use of those assets;
* Complying fully with Government and the Client’s policy and guidance on environmental issues relating to Facilities Management;
* Seeks to achieve the efficient use of energy, including bringing opportunities to save energy or operate more efficiently to the attention of NGN in a timely manner;
* Includes consumables such as oils, grease and filters within the costs for maintenance.

The supplier shall provide a professionally managed, Planned Preventative Maintenance service regime in accordance with OEM instructions, all CIBSE/ industry guides and technical memorandums. and a system and programme of building fabric and M&E maintenance in accordance with SFG 20. This service shall take cognisance of the asset registers and all lease obligations. Planned Preventative Maintenance tasks and power downs shall be generated by the Quality Management System, in advance, and agreed with NGN annually. The supplier shall also provide NGN with a customer log in for NGN Nominated Site Manager and Facilities Contract Team to view all site records.

With regard to the upkeep of site records the Supplier shall:

* Maintain appropriate records in relation to all specific licence requirements (e.g. waste, security, confidentiality, Permit to Work etc) where the Supplier is responsible for obtaining such licences;
* Advise NGN accordingly and ensure compliance with all applicable legislation and any other regulations in force from time to time relevant to the Building Maintenance Services;
* Ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety, legislatory or statutory compliance) shall be maintained accurately and updated appropriately and shall be available for inspection by the Customer or any other relevant party;
* Prepare and supply all information reasonably required by any person, firm, governmental authority or other body to whom NGN is obliged to present information to at any time in relation to the FM management/performance of the Site.

**Outline of Services included:**

**Risk Assessments**

The supplier will undertake all required risk assessments related to building services systems, fabric, and health and safety requirements examples are; Fire/ Water Risk Assessments and Asbestos surveys

**Maintenance of Fire Alarms and Portable Fire Fighting Equipment**

The supplier will maintain in good operational order all firefighting equipment sufficient to meet design purpose at all times and shall comply with the requirements of the fire certificate and legislation including the BS 9999:2017 *Fire safety in the design, management and use of buildings – Code of practice*.

**Emergency Lighting**

The supplier will maintain in good operational order all Emergency Lighting in its premises to ensure compliance with all legislation including the BS 5266 Emergency lighting – Part 1: Code of practice for the emergency lighting of premises.

**Five Yearly Fixed Electrical Testing**

The supplier will continue to carry out five yearly fixed electrical testing of the **electrical** installations within the NGN property locations to ensure they are safe & compliant.

**Legionella Testing**

The Supplier will inspect and routinely test and conduct appropriate Risk Assessments relating to water systems, the equipment associated with the system such as pumps, heat exchangers, showers etc, and its constituent parts to identify and manage against the risk from exposure to legionella in line with The Approved Code of Practice: [Legionnaires’ disease: The control of Legionella bacteria in water systems (L8)](http://www.hse.gov.uk/pubns/books/l8.htm).

**Gas Appliance Maintenance and Testing**

The Supplier will inspect, maintain, and routinely test all Gas Appliances to ensure compliance with the Approved Code of Practice on the Gas Safety (Installation and Use) Regulations (GSIUR) and SI 2018/139 Gas Safety (Installation and Use) (Amendment) Regulations 2018.

**Heating, Ventilation and Air Conditioning**

The supplier will maintain in good operational order all Heating, Ventilation and Air Conditioning systems operating within its premises as part of the overall Planned Preventative Maintenance regime, to comply will all relevant legislation and best practice including Part F of the Building Regulations which includes standards for ventilation and air quality for buildings and requirements for the prevention of condensation.

**Domestic Hot and Cold-Water systems**

The supplier will maintain in good operational order all NGN building domestic Hot and Cold Water systems operating within its premises as part of the overall Planned Preventative Maintenance regime, to comply will all relevant legislation and best practice including the Approved Code of Practice: [Legionnaires’ disease: The control of Legionella bacteria in water systems (L8)](http://www.hse.gov.uk/pubns/books/l8.htm).

**Lift Maintenance**

The supplier will inspect, maintain and routinely test all Lifts where applicable in NGN buildings to ensure compliance with the Approved legislation and best practice including the Lift Regulations 1997, as amended by the UK Supply of Machinery (Safety) Regulations 2008.

**Lighting and Lighting controls**

The supplier will inspect, maintain and routinely test as part of the Planned Preventative Maintenance regime all NGN building Lighting and Lighting Controls to ensure compliance with the Approved legislation and best practice including BS EN 12464 – 1:2011 and the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992.

**Portable Appliance Testing**

The supplier will inspect and test annually all Portable Appliance products across the NGN buildings and including items held in the Operational Vehicles which operate out of each depot. The supplier will conduct this in such a way that it will be the most cost effective and least disruptive to the business. Previous PAT testing information will be supplied but it is expected that these numbers will fluctuate throughout the life of the contract. The tests will be carried out by suitably qualified operatives and in line with legislation and best practice including the Electricity at Work Regulations 1989. The supplier will test equipment and label compliant equipment with the required information and will remove defective equipment and inform NGN of the action taken.

**Pest Control**

All sites will be kept free from pests and infestations at all times. The supplier will maintain records of all incidents of infestation reported and shall provide:

* A pest control manual and guidance at each site;
* Adequate means of pest control, including periodic site visits, and will provide cover against the following, with preference for humane control methods where possible:
  + Rats
  + Mice
  + Ants
  + Birds

**Gritting/ Snow Clearing Service**

The supplier is expected to provide and manage a professional Gritting/ Snow service as required at Thorpe Park and additional sites as required.

The service at Thorpe Park is to cover all walkways and car parking areas.

GRITTING is to be *automatically* scheduled (pro-active) when daily weather report forecasts local Road Surface Temperatures (RST's) to fall to 0˚C or below (particular to the location of each site).

PEDESTRIAN SNOW CLEARANCE - If there is 2cm or more of snow on the ground at the time of a GRITTING service visit then the snow will automatically be manually cleared from key pedestrian routes, footpaths, to & from car parking areas & fire exits.

MECHANICAL SNOW CLEARANCE - The service includes snow clearance of delivery areas, service access roads & at least one third of parking spaces (100% clearance can be costed on request).

**Window Cleaning and Gutter Cleans**

The Supplier shall undertake the cleaning of external and internal windows and gutter cleans on relevant buildings:

* Window Cleans to be twice per annum
* Gutter Cleans to be once per annum

The Supplier shall ensure that all related equipment required is included in costs in the pricing matrix for each site. The supplier is to ensure the equipment is maintained to a safe operational standard and meet all working at height regulations.

**Reactive Maintenance**

The Supplier will provide and maintain a fault reporting system such that the Customer can report any failure, repair or any other matter which requires Reactive Maintenance to a Helpdesk. The Helpdesk contact number will be displayed on all sites notice boards.

The supplier shall provide a professionally managed service, for reactive repairs and maintenance 24 hours per day, 365 days per year. With the exception of Emergency Response (described below), no works with a value in excess of £250 to be undertaken without the prior agreement of NGN. It is the responsibility of the provider to continuously demonstrate value for money to NGN for any proposed works or repairs, this will include having robust terms and rates in place and market test / provide competitive quotes where appropriate. The provider is expected to obtain multiple quotes for non-emergency works in excess of £1500 which are to be forwarded to the Contract Administrator.

Faults reported shall be categorised and responded to accordingly. The categorisation of faults shall be as follows:

* **Emergency Response – Attendance within 4hrs. Time to fix 24hrs:** This will cover events requiring immediate response or action to prevent and/or mitigate damage, injury or harm to Visitors and Customer’s employees or where there is a serious threat to business continuity. In such circumstances, the Supplier shall take all such actions that may be reasonably necessary to make safe any failure or want of repair.

The Supplier shall then use its best endeavours to rectify such failure or repair within such time as is reasonable and as agreed with the Customer, taking into account the severity of the situation and the availability of the replacement part.

* **Routine Response – Attendance within 48hrs. Time to fix 24hrs:** This will cover any faults to the Site, plant and equipment other than a failure or want of repair that prevent or severely restrict NGN from conducting normal operations. In such circumstances, the Supplier shall take control as soon as reasonably practicable.
* **Quoted Works – Quotes to be received within 5 working days:** The Supplier will provide quotes for change works or cosmetic requests. The supplier will be responsible for demonstrating value for money, competitive rates and ensure that any subcontracted works are agreed prior with vetted/quality workmanship.
* Electrician
* Joiner
* Glazer
* Plumbing and Heating engineer
* Air Conditioning Engineer
* Lift Engineer
* Grounds Maintenance (i.e. grass cutting, weed killing & winter gritting/snow clearing)
* Indoor plants (One location)

Grass cuttings to be disposed of offsite as green waste under Duty of Care thereby avoiding landfill.

**On Site Customer Support Officers (CSO)**

NGN currently pay a monthly cost for the services supplied by our Customer Support Officers (CSO) and their wage is paid by our Facilities Management Supplier. – The successful supplier must be willing to consider all TUPE liabilities associated with the current workforce.

The tasks below are also included on the Activity Schedule it is expected the supplier will input a NIL value against these tasks and absorb the associated costs within the monthly cost associated with the CSO.

The CSO shall undertake the following:

* Annual Fire Evacuations,
* Weekly Fire Alarm Tests,
* Monthly Emergency Light Tests,
* First Fix Maintenance (Minor Repairs),
* Contractor Liaison and Management (CAMOC),
* Helpdesk Liaison,
* Liaison with Client HSE Representatives, Office & Depot Site Managers, and members of the Project Teams
* Processing payment of invoices on behalf of the client
* Provision of Water Coolers including Maintenance and replenishment,
* Monthly Site Audits in line with NGN’s Annual HS&E A7 Audit,
* Statutory Building Health and Safety:
  + Fire evacuations
  + Fire extinguisher checks
  + Fire Risk Assessments
  + Call point tests
* Statutory services in accordance with applicable legislation at the time of undertaking the work,
* Update and maintain all records,
* Contractor and Contract Management,
* Induction and monitoring of contractors,
* Monthly gas, water and electricity meter reads for each facility on the last day of each month to be provided to NGN within 2 working days of completion of reading,
* Audit of services to ensure full compliance to contract,
* Day to day management of contractors relative to this scope of works,
* Undertake twice-annual NGN Health & Safety inspection of site,
* The Supplier will undertake audits of statutory health and safety signage to ensure that all signage complies with current legislation. Additional signage, or replacement of existing signage due to changes in legislation,
* Monitor progress timely completion of repairs and planned maintenance and
* TV Licence management/renewal.
* Coordination with NGS’s waste supplier as to arrange pickups and collections.

It is envisaged that there will be a requirement for two CSO’s, one based in NGN Leeds Head Office to cover Yorkshire Depots and one based in NGN Sunderland Office to cover North East and Cumbria Depots and Offices.

**Health, Safety and Fire Safety**

The supplier shall work in association with NGN’s Nominated Site Managers to protect staff and members of the public on the premises through compliance with all relevant statutory obligations and legislation and with Health and Safety Policy (including annual HS&E A7 Audit) as it supports this legislation. The supplier must have the depth of technical and professional advice to advise the NGN and Nominated Site Managers on all Health and Safety matters relating to the premises to deliver this undertaking.

The supplier shall ensure compliance at all times with the Health and Safety at Work etc. Act 1974, the Regulatory Reform (Fire Safety) Order 2005 and all provisions of the Equality Act 2010.

The supplier shall participate fully in the compilation, planning, testing and implementation of emergency evacuation drills and shall report on the events of each evacuation whether planned or not. The supplier shall be responsible for ensuring that all Client and Contractor staff are aware of the protocol to be used in case of an emergency and assist in making certain that emergency procedures are kept up-to-date and applicable for the premises under their control. The supplier shall be responsible for the maintenance of all emergency equipment (e.g. fire extinguishers, stretchers, evac chairs) and shall notify the NGN immediately if any such equipment requires replacement and carry out any building related fire risk assessment actions.

The supplier shall warrant he shall take all practicable steps to ensure that the premises shall comply with all Health and Safety legislation and any other statutory obligations at all times. The supplier shall advise on any areas which appear not to comply with legislation. Any works which are necessitated as a result of such advice shall be added to the Forward Maintenance Programme with agreement of the client and dealt with as a priority under the terms of the contractual remedial actions requirements in agreement with the Client where there is a significant health and safety risk to people and/or property.

The supplier shall ensure that the Fire Safety Plan and Fire Risk Assessment at each NGN location is up-to-date at all times.

The supplier shall work in close co-operation with the NGN HR staff and any other relevant NGN staff, to ensure compliance with personnel and data protection issues in relation to information held.

**Liaison**

In connection with the provision of the Services, and without prejudice to any other obligations, to liaise with appropriate personnel and/or contact points. The Supplier shall regularly liaise with:

* The Customer when preparing to undertake an action in respect of Maintenance or new works which may impact upon the delivery of the Customer’s services or upon the comfort and wellbeing of employees and visitors;
* External advisors and statutory bodies in respect of the Services; and
* Actively engage with internal stakeholders such as NGN Nominated Site Managers, Refurb & Property Team, 3iG Team, etc.

**Performance Monitoring and Contract Management**

The supplier will be required to undertake the following performance monitoring regime which will be available to view on the Customer Portal:

* Operate procedures within the ISO 9001/2010 compliant Quality Management systems to record information in support of performance monitoring and to enable regular robust performance reporting,
* Monitor the performance of the Services and produce monthly service reports,
* The supplier will maintain a Management Information System (MIS) as part of the ISO 9001/2010 compliant Quality Management systems to analyse information on the performance of each aspect of required services.
* The MIS system utilised by the supplier will at all times throughout the period of the Contract monitor performance of services, notwithstanding any changes in work practices, technology, agreed Performance Standards etc. and be available to view by NGN and its stakeholders in a live on-line Customer Portal.

The supplier and NGN Contract Manager shall hold meetings to review the performance and effectiveness of the Services. The frequency of the meetings is to be in line with the following;

* Operational Performance Meeting – Monthly
* Commercial Contract Management Meeting – Per Annum

The supplier’s Account Manager will attend and participate in the Operational Performance Meetings (Monthly), ad hoc meetings and provide regular central contact with NGN.

The supplier will also provide details of their management structure and nominate senior representatives to attend and participate in Commercial Contract Management Meetings (Per Annum).

NGN shall complete an annual audit for each NGN Site which will cover all aspects of the contract, audit items shall include, but not limited to; Statutory and Non-Statutory Planned Preventative Maintenance and Scheduling, Cleaning, Hygiene Services, Window/Gutter Cleans, Pest Control, Fire Risk Assessments, Waste etc.

The supplier shall inform the NGN Contract Manager of all complaints and compliments received about the Services delivered under the Contract. The supplier shall be required to deal directly with complaints and shall provide a senior employee and any required specialists to attend and participate in meetings at the NGN’s request.

Issues, complaints and service failures that cannot be resolved shall be escalated through the Contract Management meeting structure.

The supplier shall provide monthly Service Reports drawn from their Quality Management System at their own cost to support and inform regular review meetings between the Contractor and NGN. Each Service Report shall detail, but not be limited to, the following: -

* Summary of PPM, Periodic Cleaning, Pest Control, PAT Testing and Forward Maintenance activities in the reporting month showing planned date, actual date activities were carried out,
* KPIs highlighting any shortfall in performance,
* Emergency, Routine and Quoted work response and fix times,
* Helpdesk Call Statistics,
* Waste Management monthly data (including waste diverted from landfill) and Annual Waste Transfer Notes Service performance in the reporting month,
* Forward work plan to show planned PPM for following two months, specialist or periodic cleaning for following two months and the current Forward Maintenance Programme,
* Number of Contract variation requests,
* Number of Contract variation requests implemented,
* Number and details of all complaints,
* Statement of accounts showing the invoiced amounts, payments made by the Client, payments made to sub-contractors, payments made to suppliers,
* Highlight areas where each building is failing to reach efficiency targets and make recommendations to improve performance,
* Forthcoming changes in legislation,
* Health, Safety and environment breaches and reported accidents, incidents and near misses,
* Statutory Compliance checks completed in month, outstanding checks and remedial actions required,
* Quality Audits undertaken in month,
* Review of staffing numbers, and contract management structures including full list of site staff showing name, job descriptions, work location, CRB status, SIA licence and other relevant certification details as required,
* Service delivery proposals and contractual issues if any changes have occurred,
* Lifecycle reports detailing condition of building fabric and fittings, including timely notification of any items beyond economic repair or requiring replacement.

The Service Report shall include a dashboard which will provide highlight information on the above items noted and shall form the basis of all monthly operation performance meetings.

The Service Report shall include the performance of each Service provided under the Contract including the following:

* All reported faults in this reporting period;
* Performance failure occurrences and duration;
* Performance failures dealt with within rectification periods;
* Performance failures not dealt with within rectification periods;
* Number of outstanding performance failures not yet dealt with;
* Average response times across types of fault.

Call statistics from the Helpdesk showing number of calls, calls answered within 20 seconds, longest ringing time and abandoned call rate.

NGN and supplier shall both within reason have the opportunity to add further measurable items to this list or request ad hoc reports, such requests shall be provided within a reasonable time before the production of the Report to enable the Contractor to collate the necessary information.

Most of the specific requirements are captured within this Scope however, Northern Gas Networks’ requirements may change and therefore, a variation to the contract may be required. This would occur as a result of any business changes and therefore, a flexible approach is required. If additional service requirements and/or sites are identified to be disposed of following contract award, the contract will be varied to reflect the changes.

The below KPIs will be used to form part of the contract.

|  |  |  |
| --- | --- | --- |
|  | 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% |
| 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 5 working days. | 98% |

1. **Staff**

Services provided must be delivered by competent staff who have Basic Skills, in line with the Government’s initiative outlined in the Cabinet Office ‘Joint Statement on Access to Skills, Trade Unions and Advice in Government Contracting’. Basic Skills are defined as Level 1 literacy (equivalent to GCSE English at grades D-G) and Entry Level 3 numeracy (one level below Level 1).

All Contractor and Sub-Contractor staff employed in the delivery of the services must have HMG Baseline Personnel Security Standard (BPSS) checks, as detailed in the Cabinet Office Security Policy Framework, in place prior to commencing work on the Contract.

The supplier must ensure all documentation held in relation to Basic Skills and BPSS is made available for audit by the Client on request.

All staff must be supplied with a suitable uniform to be agreed with NGN and must present a neat and tidy appearance at all times.

The supplier shall employ sufficient staff to ensure that the Services are provided at all times and in all respects in accordance with this Specification. The supplier shall ensure that a sufficient reserve of staff is available to meet the requirements of this Specification during holidays and all absences. Staffing levels employed by the supplier shall accord with those to be agreed with the Client in the Method Statements.

Where staff are employed to work within the sites details of staff shall be submitted in an agreed format to the NGN for approval, prior to the relevant person commencing work.

The supplier shall maintain a personal training record for all staff.

The supplier shall ensure all new staff, agency staff and Sub- Contractors involved in the delivery of the Services undertake the induction programme prior to their commencement of works on Site.

The supplier shall ensure that all staff engaged in the delivery of the Services, shall in addition to participating in the induction programme, be at all times properly and adequately notified, trained and instructed and the information recorded within their personal training records (including if reasonably practicable by way of continuing professional development) with regard to, but not limited to:

* The task that the individual has to perform;
* All the provisions of this Specification relevant to the duties to be performed;
* The standing instructions, policies and procedures of the Client, where relevant to the Services;
* All relevant health and safety hazards, rules, policies and procedures concerning health and safety at work, all Client Policies and all other mandatory and statutory requirements;
* Fire precautions, fire procedures and Client Fire Safety Policy;
* Improving energy and resource efficiency within the Sites including in accordance with the provisions of this Specification and in line with mandatory standards and requirements. For avoidance of doubt the supplier shall release staff as may be required from time to time to attend NGNs training. The supplier shall at its own expense provide suitably trained replacement staff so as not to compromise the level or quality of service delivery at such times.

**Management of Sub-Contractors**

The supplier is required to actively manage all aspects of Sub-contractors throughout the supply chain and ensure that all service requirements, service levels and KPI’s contained in the Contract are passed directly through to all Sub-contractors within the supply chain.

The Contractor shall provide to the Client a copy of their Sub-Contractor management plan within the proposed Quality Plan.

The supplier shall implement and maintain a pre-approvals process and register of approved Sub-Contractors to ensure adequate competence levels are maintained to comply with statutory requirements and ISO9001/ISO14001/ISO14001/OSHAS 18001 certification.

Suppliers shall warrant that all supply chain partners carry adequate professional indemnity insurance and that they are legally and professionally compliant in all activities whilst operating within the premises. The supplier shall demonstrate unequivocally the acceptance of these issues.

The supplier shall provide, monitor and update an approved list of Sub-Contractors which have proven relevant skills, qualifications, financial, management and operational experience relevant to the Services and satisfactory to the Client. This information will be available for inspection by the Client.

**Safe Systems of Work**

The supplier shall be responsible for defining within their operating QMS any required Safe Systems of Work including all processes and records associated with issuing, managing and approving permits to work.

**Continuity of Services**

The supplier will be required to demonstrate that processes are in place to ensure continuity of services should there be a critical failure by either the contractor or any sub-contractor through the entire supply chain.

The supplier will ensure that any risks identified in their risk register which relate to potential failure to deliver the services are reviewed and appropriate processes put in place to ensure continuity of the services. This includes insuring robust staffing levels are maintained to cover all roles including cover for annual leave and other absences.

The supplier shall support the NGN’s business continuity planning by offering practical advice on issues such as the safe evacuation of the premises during an emergency, the operation of emergency systems (such as standby power generation etc). The supplier shall ensure that all Contractor staff are aware of the protocols to be used in case of an emergency, and shall participate fully in the compilation, planning, testing and implementation of the NGN’s emergency management procedures including evacuation drills and shall report on the events of each and any incident. The supplier shall be proactive in identifying areas of potential risk or proposing any changes to the operation of emergency procedures and reporting these to the Client.

The supplier shall liaise with NGN to ensure that they are fully cognisant at all times of the NGN’s emergency procedures. The supplier shall seek ways to improve and enhance such procedures in partnership with NGN.

The supplier shall support the NGN in managing the implementation of the business continuity plan. This plan will include but not be limited to:

* Responses to all potential emergencies and
* Compliance with legal requirements.

**Refurbishment Works**

Refurbishment works are activities that may be identified by NGN. The supplier may be invited to procure, and project manage on behalf of NGN. NGN reserves the right to decide whether or not to offer the supplier such opportunities.

For all Refurbishment Works full liability for costs will fall to NGN.

The supplier shall propose and agree with NGN a methodology which states clearly and unequivocally how they shall:

* Execute, were required, Refurbishment Works whilst satisfying NGN’s need for transparency, competition, demonstration of value for money procurement and partnership.
* Procure and manage, and if required execute, Refurbishment Works on behalf of NGN whilst satisfying NGN’s need for transparency, competition, demonstration of value for money procurement and partnership.

The supplier shall recognise NGN’s requirements for transparency, competition, demonstration of value for money, procurement and partnership must be satisfied. All submissions for works shall be subject to the provision of a strategic business case justification.

**Mobilisation**

The supplier shall develop a plan, including but not limited to, a schedule of all activities to be undertaken in the mobilisation of all services contained in this schedule, liaison with the incumbent supplier, including TUPE transfers, staff terms and conditions, appropriate consultations and plans and documentation to be produced and timescales for completion. The mobilisation plans shall be copied to NGN for approval prior to commencement of the mobilisation period.

During the mobilisation period the supplier will familiarise himself with the NGN’s Buildings and the accommodation needs.

The supplier must fulfil all the duties contained in the following paragraphs and must have in place by the end of the mobilisation period all the necessary arrangement to ensure continuous service to NGN.

The supplier should note that NGN cannot guarantee the completeness or accuracy of any information provided, or that of the outgoing supplier.

The supplier will attend weekly progress meetings (or teleconference) with NGN, or more frequently on request, during the mobilisation period, to report progress against the mobilisation plan, the meetings will be chaired by the NGN; minutes will be kept and published by the supplier. In conjunction with NGN the supplier shall construct and maintain a Risk Register for mobilisation.

**De-Mobilisation**

On the expiry, or earlier determination, of the Contract, the supplier shall:

* Six Months prior to the end of the contract the Contract draw up a demobilisation plan
* Ensure there is no diminution of the Services up to and including the final day of the Contract Period;
* Cooperate with NGN and incoming supplier in the development and execution of plans to ensure that all work and appropriate staff (TUPE) are transferred to the new contractor or contractors as smoothly and efficiently as possible;
* Draw any outstanding work to a close at an appropriate stage as agreed with the Customer;
* Hand over to NGN all documents, software and information relating to the Services including but not limited to repair, replacement and maintenance records and service regimes.
* Return to NGN any equipment owned by NGN and used by the supplier;
* Co-operate fully with any incoming contractor or contractors including any TUPE requirements.

**Appendix 1 – Site Locations**

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**Appendix 2 – Activity Schedule**

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**Appendix 3 - Asset Register**

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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.