Facilities LOT 3 - Cleaning

Procurement contact:

Harriet Wilkes hwilkes@northerngas.co.uk

**RFP Questions**

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| Section Ref | Criteria | Weighting |
| Section 1 – Commercial | Pricing | 45% |
| Contract Challenges | 5% |
| Section 2 – Non-Commercial | Non-Commercial question | 50% |
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| Total | | 100% |

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| **Section 1 – Commercial** | **Question** | **Sub Criteria** | **Weighting** | **Answer** |
| 1.1 Pricing | Please submit your costs for the services listed in the scope into the attached pricing matrix.  Please note all rates are to be fixed for the initial contract term. | For the pricing matrix a range method shall be used with the lowest tenderer/s receiving maximum points and the tenderer/s in between will be scored proportionally. | 90% |  |
| 1.2 Contract Challenges | Please state any major Contract challenges that you have relevant to the proposed draft agreement and state your proposed amendments in the 'Contract Challenges Matrix' provided. By proposing no challenges, you are confirming that you are acceptable of the proposed draft Agreement Please thoroughly read through the scoring matrix relating to contract challenges. | NGN will use a scoring mechanism as follows:  No Challenges 10  Low Risk 7 - 9  Medium Risk 4 - 6  High Risk 0 – 3 | 10% |  |
| **Section 2 – Non-Commercial** | **Question** |  | **Weighting** | **Answer** |
| 2.1 | Please outline how you will provide the services required in relation to Cleaning as described in the contract scope. | Your response will be scored in line with the scoring methodology below. | 25% |  |
| 2.2 | Please provide a case study to demonstrate where you have provided similar services to those detailed in the scope. | Your response will be scored in line with the scoring methodology below. | 10% |  |
| 2.3 | You will be expected to consider all TUPE liabilities associated with current workforce currently undertaking this work, please detail how this will be accommodated. | Your response will be scored in line with the scoring methodology below. | 10% |  |
| 2.4 | Staff and subcontractors   * How will you manage staff absences/backfill? * How will you audit the quality and performance of staff? * Please provide an example of your prequalification questionnaire and any audits you carry out and will intend to use for any services where you use sub-contractors? | Your response will be scored in line with the scoring methodology below. | 20% |  |
| 2.5 | Please provide an example and description of the environmental management measures, practices, and procedures that you will apply whilst performing the required services to comply with all appropriate Environmental legislation and best practice.  Within your response, please detail how you will:  ensure that appropriate legislation and best practice requirements will be fulfilled including production and upkeep of COSHH Risk Assessments for all products used across this service.  meet the requirements regarding use of reusable products in preference to single use / disposable materials and preferential use of ecological cleaning products? | Your response will be scored in line with the scoring methodology below. | 15% |  |
| 2.6 | Please outline how you will provide and manage the Hygiene services required at all NGN sites | Your response will be scored in line with the scoring methodology below. | 15% |  |

**Scoring Methodology for weighted questions**

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| **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. |