Facilities LOT 4 – General Maintenance

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. All tabs in the attached should be complete.  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 provide 2 case studies of contracts where you provide similar services to those detailed in the scope | Your response will be scored in line with the scoring methodology below. | 15% |  |
| 2.2 | Supply chain and staff   * What does your supply chain look like? * How will you ensure that your sub-contractors hold the relevant qualifications/certification? * 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? * You will be expected to consider all TUPE liabilities associated with current workforce currently undertaking this work, please detail how this will be accommodated? * Please outline how you intend to fulfil the requirement around CSO roles and where possible make it an efficient use of resources and maximise the use of these resources, taking account of compliance, legislation, best practice and in overall support of the delivery of the services to NGN as outlined in the scope. | Your response will be scored in line with the scoring methodology below. | 25% |  |
| 2.3 | Processes   * Reactive Maintenance - what is the approval process between yourself and NGN for work costed over £250? * How can you ensure that you offer the same value at every office and depot across NGN's network? * How do you book in reactive work and how will this be charged to NGN? * What is your process for checking the accuracy of invoices? * How can you always prove value and quality of service to NGN? * 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. * Please detail your proposed Account Management structure * Please outline how you will inspect and routinely test and conduct appropriate Risk Assessments and action any finding that result from these assessments. | Your response will be scored in line with the scoring methodology below. | 25% |  |
| 2.4 | Activity Schedule   * What is your proposed plan to ensure effective running of NGN’s activity schedule? * How would you identify any gaps or inconsistencies within NGN’s activity schedule? | Your response will be scored in line with the scoring methodology below. | 10% |  |
| 2.5 | Legislation compliance   * 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. * Please provide details of how you will ensure NGN is compliant with Facilities Management Legislation and best practice throughout the contract term | Your response will be scored in line with the scoring methodology below. | 25% |  |

**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. |