

Invitation To Tender
Bidder Response Document

Open Tender

For the Provision of Maintenance Services Issued by –

Worcestershire Acute Hospitals NHS Trust

Reference Number: LGM36672

Find a Tender Reference: 2023/S 000-035391

Maintenance Contract

Grounds and Gardens Maintenance

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Introduction

This Invitation to Tender (“ITT”) invites tenders for the maintenance of Grounds and Gardens. It is issued by Worcestershire Acute Hospitals NHS Trust (“the Client”) through its agent, Lifecycle Management Group Ltd (“Lifecycle”), which is acting on the Client’s behalf in conducting this procurement exercise.

This ITT is issued to all suppliers that have expressed an interest following the publication of the Contract Notice, in connection with a competitive procurement conducted in accordance with the Open Procedure under the Public Procurement Regulations 2015.

You should complete this document in line with the information document. Please ensure you have answered all questions in this document and completed and signed the declaration.

Contact and Organisation’s Details

Please complete the contact details of someone in your organisation who the Client or Lifecycle should contact if they are seeking a point of clarification. These answers are for information only and will not be scored:

Contact Details	
Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted)	
Contact Name	
Position	
Email	
Telephone	
Fax	
Address	
Email address for purchase orders	
Bidder reference No: (if applicable)	

You are asked to answer the following questions which will be evaluated and scored using the methodologies set out in the Tender Information Document.

A. Contract Pricing

This contract will be awarded as per the requirements detailed within the Technical Specification. Ad-hoc works are to be charged as additional costs to the Client. You are asked to provide your pricing in the accompanying Pricing Schedule for a five-year period. All prices must exclude VAT.

Prices entered should represent the requirement as stated in the Technical Specification. Payment will be made by the Client monthly in arrears.

Additional Costs

In addition to the fixed contract prices, you are required to detail additional pricing for services not included in the Fixed Contract Pricing. You should enter prices into the ad-hoc tab of the Pricing Schedule. This is for evaluation purposes only and is not guaranteed business.

Document	Attached (X)	Document
Pricing Schedule		INSERT YOUR DOCUMENT HERE

B. Service Delivery

You are required to answer the following questions. The Client will use the answers to each question to determine their confidence in your ability to deliver the service in line with the Technical Specification.

You should ensure all elements of each question are answered in full and the response given is relevant to the question asked. Responses should not be a simple 'yes' or 'no' answer; they should include an appropriate explanation and evidence to sufficiently demonstrate how you will fulfil the requirements.

The Client is only able to evaluate the response given to each question. Only repeat information already provided if it is relevant to the question asked.

If you intend to use sub-contractor(s), please ensure all your responses relate to your organisation and the sub-contractor. Please include details of how you will manage the sub-contractor(s) to ensure they meet the Technical Specification in your responses to the questions below.

	Question	Weighting (1-5)
B.1	Please confirm you will be able to meet all requirements set out in the Technical Specification.	Pass/Fail

Your Response		
B.2	Please provide details on how you will meet the requirements set out in the Technical Specification.	5
Your Response		
B.3	The contract must start on 1 st April 2024. Please provide a detailed and comprehensive implementation plan demonstrating the key tasks, time frames and resources required to ensure the contract will commence on time.	Pass/Fail
Your Response		
B.4	<p>It is essential all works carried out are done so in line with the Technical Specification and are completed in a safe and appropriate way.</p> <p>Please provide method statements relevant to the service required in the Technical Specification.</p> <p>Each statement must outline the hazards involved with each task related to this contract, as well as a step-by-step guide on how to do the job safely.</p>	5
Your Response	INSERT YOUR DOCUMENT HERE	
B.5	<p>Risk assessments are also required. Please provide copies of your risk assessments for all works detailed in the Technical Specification.</p> <p>Each statement must detail any hazards in completing the works in this contract, the severity of the risk and what measures you will take to reduce any risks to an acceptable level.</p>	5
Your Response	INSERT YOUR DOCUMENT HERE	
B.6	Please explain how you will ensure you have sufficient resource to meet the Client requirements detailed within the Technical Specification.	5

	Your response must also include reference to your capacity in relation to your current client base.	
Your Response		
B.7	Please demonstrate how service will be maintained in accordance with the Technical Specification, throughout periods of staff holiday and sickness.	5
Your Response		
B.8	Please describe how you will ensure all staff engaged in the delivery of these services are qualified and please provide a training matrix for the staff who will be routinely used to support this contract.	5
Your Response		
B.9	<p>If you intend to use sub-contractors, please describe how you will manage them so they maintain the quality standards and other requirements set out in the Technical Specification.</p> <p>Please include specific details of procedures and checks you have in place to monitor them in the delivery of the Service, including any KPIs applied.</p> <p>If you do not use sub-contractors, please state below and full marks will be awarded for this question.</p>	5
Your Response		
B.10	<p>The Client must be able to escalate any issues to ensure they can be dealt with quickly and efficiently.</p> <p>Please provide details of how you will ensure issues are dealt with and resolved in this way.</p>	5
Your Response		

B.11	Please explain how you will demonstrate to the Client that all works have been carried out in line with the Technical Specification throughout the duration of the contract.	5
Your Response		
B.12	Please explain how you will keep staff, patients, and visitors to the hospital safe whilst carrying out any activities that have the potential to cause harm, i.e. strimming, tree pruning, leaf blowing, etc.	5
Your Response		
B.13	Please explain how you will keep vehicles, buildings and site services free from damage whilst carrying out any activities that have the potential to cause harm for example strimming, tree pruning, leaf blowing, etc.	5
Your Response		

C. Sustainability, Net Zero Healthcare and Social Values

You are required to answer the following questions.

If you intend to use sub-contractors, please ensure all your responses relate to your organisation and any sub-contractors.

	Questions	Weighting (1-5)
C.1	Please confirm and describe how you will support the Client with regards to the waste hierarchy and the NHS zero to landfill requirement.	Pass/Fail
Your Response		
C.2	How many employees within your organisation's workforce are local to the Client area? And what does this look like as a %?	5
Your Response		

C.3	Please provide information on what Apprenticeship schemes you operate?	5
Your Response		
C.4	Please confirm whether you will pay all eligible employees who will be working on the contract the National Living Wage?	5
Your Response		
C.5	Does your organisation operate an Environmental Management System compliant with ISO14001:2015?	5
Your Response		
C.6	What are the main environmental impacts associated with delivering the contract outputs and how will these impacts be reduced, managed and verified?	5
Your Response		

D. References

Please provide details of three previous contracts which you have won. The details must be for similar contracts with a duration of at least 12 months, if possible. If you are unable to provide details of contracts with a duration of at least 12 months, please provide details of your longest contracts. By providing details here you are giving permission for our Client or their representatives to contact your clients for references, which will include details of the quality of work carried out.

Contract 1	Response
Organisation Name and Address	
Contact Name, Telephone Number, Email and Position	
When were you awarded the original contract?	

Description of contract	
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Contract 2	Response
Organisation Name and Address	
Contact Name, Telephone Number, Email and Position	
When were you awarded the original contract?	
Description of contract	

Contract 3	Response
Organisation Name and Address	
Contact Name, Telephone Number, Email and Position	
When were you awarded the original contract?	
Description of contract	

Declaration

This document shall be deemed to have been signed by the person whose details are set out at the end of the declaration below.

LGM36672 – Declaration

I am authorised by the Bidder (and all relevant associated companies and organisations/sub-contractors) to supply the information given in this ITT response.

I agree and certify:

- I understand the terms set out in this ITT.
- At the date of signing this declaration, the information given is complete and accurate to the best of my knowledge having made reasonable enquiries. I understand that the Client may reject this Bid if there is a failure to answer all relevant questions fully or if I provide false or misleading information.
- This offer and any contracts arising from it shall be subject to the NHS Terms and Conditions for the Provision of Services with Maintenance Schedule (2022), the Technical Specification attached, this ITT and your Bid.
- To supply the Services to exact quality and price specified in the Technical Specification and in this response to the ITT, if this Bid is accepted.
- This Bid has been made in good faith and the amount of the offer has not been fixed or adjusted in accordance with any agreement or arrangement with any other person. I acknowledge that any price fixing or collusion with other potential Bidders in relation to this project shall give the Client the right to exclude that potential Bidder from the procurement process and may constitute an offence.
- We/I have not canvassed or solicited any Member Officer or employee of the Client or Lifecycle or any other agent in connection with this procurement process and that no other person employed by me/us or acting on my/our behalf has done any such act. I acknowledge that it is an offence to give or offer any gift or consideration to employee of a public body as a reward or inducement in relation to the awarding of a public contract and that such action will give the Client the right to exclude a potential Bidder from this procurement process.

The Client or their agents have our permission to:

- Carry out all necessary actions to verify the information provided; and
- To pass any information provided to a third party commissioned by the Client for the purposes of evaluating our responses.

Form Completed By

Signature (electronic is acceptable)	
Name and Job Title	
Organisation	
Address	
Date	
Witness Signature (electronic is acceptable)	
Name and Job Title	
Date	