

Invitation To Tender
Bidder Response Document

Open Tender

For the Provision of Maintenance Services Issued by –

North Cumbria Integrated Care NHS Foundation Trust

Reference Number: LGM36198

Find a Tender Reference: 2024/S 000-003552

Maintenance Contract

Hygiene Waste Tender

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Introduction

This Invitation to Tender (“ITT”) invites tenders for Hygiene waste collection, transfer, treatment, and disposal.

It is issued by North Cumbria Integrated Care NHS Foundation 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 on Fully Comp level of cover. You are asked to provide your fixed pricing in the accompanying Pricing Schedule for a three plus one plus one year contract. 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.

B. Service Delivery

The Bidder is 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-contractors, please ensure all your responses relate to your organisation and the sub-contractor. Please include details of how you will manage the sub-contractor 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	The Client requires a fully detailed exit strategy for implementation at the end of the contract or at contract termination to maintain service continuity for a minimum of three months and deliver a planned withdrawal of services, working any incoming supplier and in consultation with the Client. In the event of any variance from the agreed strategy, the	Pass/Fail

	<p>Trust reserves the right to withhold payment of any outstanding invoices until the completion of the exit strategy.</p> <p>Please provide a sample exit strategy and confirm agreement to the above requirement.</p>	
Your Response	<p>Yes</p> <p>No</p>	
B.3	Please confirm you have a Duty of care package in place and will be provided to the Client on award of contract.	Pass/Fail
Your Response	<p>Yes</p> <p>No</p>	
B.4	<p>The contract must start on 01/05/2024. 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.</p> <p>Your answer must include how you will coordinate with the existing contractor for the removal of their Units and install of your Units to ensure a continuous service for the Client.</p>	5
Your Response		
B.5	<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		
B.6	Risk assessments are also required. Please provide copies of your risk assessments for all works detailed in the Technical Specification.	5

	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. Consideration must also be given to Safe Systems of Work.	
Your Response		
B.7	<p>The Client must be able to request a collection in and out of hours, quickly and easily. Please describe the process in place for the Client to do this.</p> <p>Your response must include contact numbers for the Client to call and details of who they will talk to. The Client also wants to know the follow up process so they have assurance they will be kept fully informed until a visit has been arranged:</p> <p>a) During working hours and b) Out of hours.</p>	5
Your Response		
B.8	<p>The Client requires any failed services, delayed services or missed services to be completed within 48 from of original collection date.</p> <p>Please explain your process and the stages involved to ensure this timescale will be met.</p>	5
Your Response		
B.9	The Authority requires you to provide a written statement of how you comply with current Waste and Transport Legislation, Regulations and guidance.	5
Your Response		
B.10	Please provide evidence of how you keep up to date with Legislation and Regulation and how you communicate any changes to your customers.	5
Your Response		

B.11	<p>The Authority requires all your sites to be in line with the new EPR5.07 guidelines.</p> <p>Please list every site you intend to use for this contract and evidence whether the sites meet this requirement or, if not, please provide a detailed action plan with timescales of complying with the new EPR5.07 guidelines</p>	5
Your Response		
B.12	<p>The Client is looking for evidence you can process the required volume of Hygiene Waste in a 72-hour period.</p>	5
Your Response		
B.13	<p>The Client requires Units to be clean, serviceable, odour free and dry inside.</p> <p>Please describe and provide Standard Operating Procedures (SOP) for managing collections and cleaning the units on Client Sites. The SOP must explain how you will eliminate any waste and/or wastewater going down the drain or create an aerosol.</p>	5
Your Response		
B.14	<p>Units used on Client sites and premises must be Fit For Purpose and maintained by you.</p> <p>Please describe what maintenance plan you have in place to ensure Units are continuously Fit For Purpose providing a copy of your maintenance schedule methodology and replacements plan.</p>	5
Your Response		
B.15	<p>The Client requires electronic copies of waste transfer notes and/or access to an online system/portal.</p> <p>Please explain how you will manage this and provide examples of transfer notes.</p>	5

Your Response		
B.16	<p>Please provide full details of the treatment site(s) proposed to service the contract, including location, permitted capacity and permit number.</p> <p>Please ensure all permit restrictions are stated for each site included in your response e.g. operating hours.</p>	5
Your Response		
B.17	Please provide details of any existing or future weighing and waste tracking processes you have in place, or will have in place.	5
Your Response		
B.18	<p>The Client requires that you shall maintain a detailed and current Disaster Recovery and Business Continuity Plan (which shall include recovery time objectives) and will be updated annually or before any issues arise which is likely to impact business continuity. Any such plan MUST be demonstrable and contain evidence of regular updates.</p> <p>Please provide a copy of your Disaster Recovery and Business Continuity Plan(s) to include, but not limited to:</p> <ul style="list-style-type: none"> • Adverse weather conditions • Vehicle and/or equipment failure • Industrial dispute/staffing shortages • Receivership • Major road disruptions and fuel shortages • Loss of premises • Loss of information technology • Industry capacity • Health Pandemic • Safeguarding arrangements • When and how the plan will be implemented • Fallback contact details • Fallback relocation plans • Temporary arrangements • Arrangements for reviewing and modifying the contingency plan 	5

Your Response		
B.19	<p>The Client requires accurate monthly reporting against the contract and KPIs.</p> <p>a) Please explain the process you will have in place to gather and report the KPI data detailed in the Technical Specification.</p> <p>b) Please describe how you will ensure all data provided in your monthly reporting, including sub-contractors, will be up-to-date, accurate and provided on time.</p>	5
Your Response		
B.20	<p>You must provide suitably qualified and skilled key personnel to the Client.</p> <p>Please list the Key personnel applicable of this contract and provide contact details for them.</p> <p>This should include but not be limited to:</p> <ul style="list-style-type: none"> • Customer Services • Account Managers • Operations Managers • Compliance Managers • Finance Personnel 	5
Your Response		
B.21	<p>The Client must be able to escalate any issues to ensure they can be dealt with quickly and efficiently.</p> <p>You must acknowledge receipt within 24 hours of the issue being raised and respond within 48 hours from initial reporting.</p> <p>Please explain the process and provide details of how you will ensure issues are responded to within these timescales and the typical personnel you would expect to support this contract.</p>	5
Your Response		

B.22	Please provide specific details of procedures and checks you have in place to monitor all staff, including sub-contractors, in the delivery of the Service, including KPIs applied.	5
Your Response		
B.23	Please evidence how service will be maintained, in accordance with the Technical Specification, throughout periods of staff holiday and sickness.	5
Your Response		
B.24	<p>The client is looking for evidence you can meet capacity for collections on the agreed scheduled visits. Please include in your answer:</p> <ul style="list-style-type: none"> • Capacity of the vehicles servicing the sites, • How will the Trust be prioritised compared to other Clients • How larger than expected collections will be managed 	5
Your Response		
B.25	<p>Vehicles used to service Client sites must be suitable in terms of size, especially servicing the smaller Community Sites.</p> <p>Please detail which vehicles you will use across the Clients sites.</p>	5
B.26	<p>Please describe how you will ensure all staff and sub-contractors engaged in the delivery of these services are qualified and provide a training matrix for the staff who will be routinely used to provide this service.</p> <p>Please also describe how you will ensure all staff who are engaged in the delivery of these services are kept up to date with training, providing details of the arrangements for training.</p>	5
Your Response		

B.27	<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.28	Please detail what processes you have in place for bin tracking.	5
Your Response		
B.29	The Client requires carbon emission data to be provided as part of a monthly summary. Please provide an example of your report which should include the detail within the attached "Sample Carbon Footprint Report".	5
Your Response		
B.30	Please explain how you will ensure all invoicing will be issued accurately a month in arrears; to include any charges from Sub-contractors if applicable, at no additional cost to the Authority.	5
Your Response		

C. Sustainability, Net Zero Healthcare and Social Value

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	<p>Please confirm and describe how you will support the Client with regards to the waste hierarchy and the NHS zero to landfill requirement.</p> <p>Please note, this is not limited to the primary disposal of waste but also the by-products.</p>	Pass/Fail
C.2	The Client requires carbon emission data to be provided as part of a monthly summary. Please provide an example of your report which should include the detail within the attached example report – Appendix X.	5
Your Response		
C.3	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.4	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		
C.5	How many jobs will you create as part of the contract for hard to reach groups resident in North Cumbria for: BAME / Disabled People / Care Leavers / Ex-Offenders / those not in education employment or training / ex-Armed Services?	5

Your Response		
C.6	How many jobs will you create as part of the contract for long term unemployed residents of North Cumbria?	5

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	

Contract 2	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 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.

LGM36198 – 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 (August 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	