# Invitation to Tender Bidder Response Document

For the Provision of Maintenance Services Issued by –

**Gloucestershire Managed Services (GMS)** 

Tender Reference Number: LGM37176

Maintenance Contract

**Pest Control Services** 

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#### Introduction

This Invitation to Tender ("ITT") invites tenders for Pest Control services. It is issued by Gloucestershire Managed Services (GMS) ("the Client") through its agent, Lifecycle Management Group Limited ("Lifecycle"), which is acting on the Client's behalf in conducting this tender exercise. A letter of authority from the Client is attached.

This ITT is **not** issued in accordance with any of the procedures under the Public Contracts Regulations 2015, so none of the Regulations will apply to this tender.

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)	

# **Minimum Requirements**

The following is a self-declaration, confirming you do not meet any of the grounds for exclusion. If there are grounds for exclusion, there is an opportunity to explain the background and any measures you have taken to rectify the situation (self-cleaning).

## 1. Supplier Information

Please answer the following questions in full. Every organisation being relied on to meet the selection must complete and submit the self-declaration.

Question number	Question	Response
1.1(a)	Full name of the supplier submitting the information	
1.1(b) - (i)	Registered office address (if applicable)	
1.1(b) - (ii)	Registered website address (if applicable)	
1.11	Trading status public limited company limited company limited liability partnership other partnership sole trader third sector other (please specify your trading status)	
1.1(d)	Date of registration in country of origin	
1.11	Company registration number (if applicable)	
1.1(f)	Charity registration number (if applicable)	
1.1(g)	Registered VAT number	
1.1(h) – (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s)	Yes No N/A
1.1(h) — (ii)	If you responded yes to $1.1(h) - (i)$ , please provide the relevant details, including the registration number(s).	
1.1(i)	Trading name(s) which will be used if successful in this procurement	
1.1(j)	Relevant classifications (state whether you fall within one of these, and if so which one) Voluntary Community Social Enterprise (VCSE) Sheltered Workshop Public service mutual	
1.1(k)	Are you a Small, Medium or Micro Enterprise (SME)?	Yes No

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them. Please provide the following information about your approach to this tender:

Bidding Model Questions	Answer
a) Bidding as a Prime Contractor and will deliver 100% of the service.	
b) Bidding as a Prime Contractor and will use third parties to deliver <u>some</u> of the services.	
If third parties will be used, please provide details of your proposed bidding model which includes members of the supply-chain, the percentage of work being delivered by each sub-contractor and the service each sub-contractor will be responsible for.	
c) Bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver <u>all</u> of the services.	
If operating as a managing agent, please provide details of your proposed bidding model that includes members by each subcontractor and the services each sub-contractor will be responsible for.	
d) Bidding as a consortium but not proposing to create a new legal entity.	
If bidding as a consortium, please include details of your consortium in the next column and use a separate Appendix to explain the alternative arrangements i.e., why a new legal entity is not being created.	Consortium Members Lead Member
Please note the Client may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.	
e) Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV)	
If it your intention to create an SPV, please include details of your consortium, current lead member and intended SPV in the next column and provide full details of the bidding model using a separate Appendix.	Consortium Members  Current Lead Member  Name of Special Purpose Vehicle

# 2. Mandatory Exclusion Grounds

Please answer the following questions in full. Every organisation must complete and submit the self-declaration.

	Question	Response
2.1(a)	Please indicate if, in the past five years you, your has powers of representation, decision or contra anywhere in the world of any of the offences in webpage.	ol in the organisation been convicted
	Participation in a criminal organisation.	Yes No If Yes please provide details at 2.1(b)
	Corruption.	Yes No If Yes please provide details at 2.1(b)
	Fraud.	Yes No If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	Yes No If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	Yes No If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	Yes No If Yes please provide details at 2.1(b)
	If you have answered yes to question 2.1(a), please provide further details.	
	Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction.	
2.1(b)	Identity of who has been convicted.	
	If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	Yes No

2.3(a)	Has it been established by a judicial or administrative decision in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes No
2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Please Note: The Client reserves the right to use its discretion to exclude you if it can be demonstrated you are in breach of your obligations relating to the non-payment of taxes or social security contributions.

# 3. Discretionary Exclusions

	Question	Response
3.1	Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1(a)	Breach of environmental obligations?	Yes No If yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes No If yes please provide details at 3.2
3.11	Breach of labour law obligations?	Yes No If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes No If yes please provide details at 3.2
3.11	Guilty of grave professional misconduct?	Yes No If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes No If yes please provide details at 3.2

		Yes
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	No If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes No If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	Yes No If yes please provide details at 3.2
3.1(j)	Please answer the following statements	
3.1(j) – (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	Yes No If Yes please provide details at 3.2
3.1(j) – (ii)	The organisation has withheld such information.	Yes No If Yes please provide details at 3.2
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes No If Yes please provide details at 3.2
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information which may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes No If Yes please provide details at 3.2
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self-Cleaning)	

# 4. Economic and Financial Information

	Financial Information	
4.1	Please provide your company registration number or European or local equivalent so a credit report can be obtained.	
Your Response		
	Please provide one of the following to demonstrate your economic/fina Please indicate which of the following you have provided by putting an 'X box.	
	i. A copy of the audited accounts for the most recent two years	
4.2	ii. A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation.	
	iii. A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position; OR	
	iv. Alternative means of demonstrating financial status if any of the above are not available (e.g., forecast of turnover for the current year and a statement of funding provided by the owners and/or bank, charity accruals accounts or an alternative means of demonstrating financial status).	
4.3	Where the Client has specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this ITT, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out here.	Yes/No
	Are you part of a wider group (e.g., a subsidiary of a holding/parent company)? If yes, please provide the name below:  Name of the organisation	Yes/No
4.4	Relationship to the Supplier completing the ITT	
	If yes, please provide Ultimate / parent company accounts if available.	Yes/No
	If yes, would the Ultimate / parent company be willing to provide a guarantee if necessary?	Narrative

	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank?)	
Please pro	vide your supporting economic / financial documentation for question 4.2	below:
INSERT YO	UR DOCUMENTS HERE	

#### 5. Insurance

Suppliers that self-certify they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

	Please indicate your answer by marking 'X' in the relevant boxes.	
	Please self-certify whether you already have, or can commit to obtain, commencement of the contract, the levels of insurance cover indicated below	
5.1	*It is a legal requirement all companies hold Employer's (Compulsory) Liabi of £5million as a minimum. Please note this requirement is not applicable to	·
	Employer's (Compulsory) Liability Insurance = £5 million	
	Public Liability Insurance = £5 million	
	Professional Indemnity Insurance = £1 million	

#### 6. Technical and Professional Ability

If the Potential Bidder is a special purpose vehicle (SPV) and is not intending to be the main provider of the goods or services, the information requested must be provided for the principal intended provider of the goods or services.

	Experience and Contract Examples
6.1	Please provide details of three contracts, in any combination from either the public or private sector, that are relevant to the Clients requirement. At least one example should be from working in an acute hospital environment. Contracts for supplies or services must have been performed in the last three years. Works contracts may be from the last five years, and VCSEs may include samples of grant funded work.  The named customer contact provided must be prepared to provide written evidence to the Client to confirm the accuracy of the information provided below.  Consortia bids must provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g., the consortium is newly formed or a SPV

	will be created for this contract), three separate examples must be provided between the principal member(s) of the proposed consortium or SPV.		
Contract One			
Customer Organisation (name)			
Customer contact name, position in the organisation, phone number and email			
Contact start date			
Contract completion date			
Contract Value			
Brief description of contract (max 500 words) including evidence as to your technical capability in this market			
Contract Two			
Customer Organisation (name)			
Customer contact name, position in the organisation, phone number and email			
Contact start date			
Contract completion date			
Contract Value			
Brief description of contract (max 500 words) including evidence as to your technical capability in this market			
Contract Three			
Customer Organisation (name)			

Customer contact name, position in the organisation, phone number and email	
Contact start date	
Contract completion date	
Contract Value	
Brief description of contract	
(max 500 words) including	
evidence as to your technical	
capability in this market	

If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up.

	Describe your experience of providing the required services. Please include volumes of business transacted during the past two years, the number of customers and the values of the contracts. Please describe your experience of providing these services in an acute hospital environment.
6.2	Please include the value of the largest and smallest contracts which you have transacted during the past two years, the value of the contracts and the name of the relevant organisations.
	If you do not have any experience, please describe how you will ensure you can provide the required services.
Your Response	
6.3	Please provide details of any contracts which you have had terminated due to poor performance over the last three years. Please provide details of measures you have put in place to ensure this does not happen again.
Your Response	

# 7. Modern Slavery

Section 7	Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015		
7.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes N/A	
7.2	If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes  Please provide the relevant URL  No  Please provide an explanation	

# 8. Quality Assurance

	Question
8.1	Does your organisation have ISO9001 accreditation? If so, please attach a copy of your current certificate.
Your Response	INSERT YOUR DOCUMENT HERE
8.2	If your organisation does not have ISO9001 accreditation, do you have an internal quality management system. If so, please provide details of your quality management system. This should include an explanation of how your organisation ensures customer requirements are determined and met, how you set objectives to achieve results, how these are measured, how you establish procedures and ensure these are being followed, what your procedure is for when things go wrong, and how you ensure staff are competent to deliver your service. If your organisation has them please provide copies of your quality manual or policy, an example of a set of objectives and an example of a quality procedure.
Your Response	INSERT YOUR DOCUMENT HERE

## 9. MIA Scheme

	Question
9.1	Please state whether you are already registered with the MIA Scheme. If you are, please provide evidence. If you are not, please confirm you will obtain registration prior to commencement of the contract.
Your Response	
	INSERT YOUR DOCUMENT HERE

# 10. Additional costs – recording

	Question		
10.1 Please confirm that you will keep updated records of ad-hoc additional sincludes:			
	Total amount invoiced including breakdown of costs		
	Number of hours, whether in or out of normal working hours		
	Parts supplied including type and number		
	Details of technician attending		
Your			
Response			

# 11. Disclosure and Barring Service

	Question
11.1	Do you have or will you have DBS certificates for all potential staff performing any of services under this contract?  Bidders will pass or fail this question.

Your	
Response	
11.2	If you are the winning bidder, please confirm you will provide the 12-digit reference number, full name and date of birth of all staff performing the contract.
1112	Bidders will pass or fail this question.
Your	
Response	

#### **Award Criteria**

This section of the ITT will be evaluated and scored in accordance with the criteria and weightings set out in the Tender Information document.

### A. Pricing

#### **Contract Pricing**

This contract will be awarded as detailed in the Technical Specification. The Client may also have a requirement for ad-hoc works. You are asked to provide your pricing in the accompanying Pricing Schedule for all aspects. You are required to provide pricing for a five-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 quarterly in arrears.

#### **Additional Costs**

In addition to the fixed contract prices, you are required to detail additional pricing for services that may be required. 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 determine a a level of confidence in your ability to deliver the Service in accordance with the Technical Specification.

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

The Client is only able to evaluate the response given in the box below 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 and your responses to the questions below.

	Question	Weighting (1-5)
B.1	Please confirm that you will be able to meet all requirements set out in the Technical Specification	Pass/Fail
Your Response		
B.2	The contract must start on 1 <sup>st</sup> July 2024. Please provide a detailed and comprehensive implementation plan demonstrating key tasks, time frames and resources required to ensure the contract will commence on time.	
Your Response		
	It is essential all works carried out are undertaken in line with the technical specification and are completed in a safe and appropriate way.	
B.3	Please provide method statements relevant to the service required in the Technical Specification.	5
	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.	
Your Response	INSERT YOUR DOCUMENT HERE	
	Risk assessments are also required. Please provide copies of your risk assessments for all works detailed in the Technical Specification.	
B.4	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.	5
	Please include environmental risk assessments, COSHH risk assessment and Safety Data Sheets (SDS) in relation to Pest Control Services.	
Your Response	INSERT YOUR DOCUMENT HERE	
B.5	The Client must be able to report a pest related incident in and out of hours, quickly and easily. Please describe the process in	5

	place for the Client to follow to when they need to report a fault.	
	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:	
	<ul><li>a) During working hours and</li><li>b) Out of hours.</li></ul>	
Your Response		
B.6	Please explain how you will ensure you have sufficient resources available to meet the scheduled preventative maintenance visits detailed in the Technical Specification. Your response must also include reference to your capacity in relation to your current client base.	5
Your Response		
B.7	Please explain how you will ensure you are able to send suitably qualified personnel to emergency callouts within the timescales specified in the Technical Specification.	5
Your Response		
B.8	Please demonstrate how service will be maintained, in accordance with the Technical Specification, throughout periods of staff holiday and sickness.	5
Your Response		
B.9	Please explain your process from when a call-out is logged to a technician attending site including keeping the Client updated of progress and how you will ensure timescales specified in the Technical Specification will be met.	4
Your Response		

B.10	Please describe how you will ensure all staff engaged in the delivery of these services are qualified and provide a training matrix for the staff who will be routinely used to support these services.	5
Your Response		
B.11	Please confirm how you will ensure staff who work on this contract are kept up to date with training. Please provide details of the arrangements for the training.	5
Your Response		
B.12	The Client would like to ensure that quality assurance checks are carried out following all visits to ensure the site remains pest free and to reduce the likelihood of further infestation.  Please provide step by step details of the quality assurance checks which are undertaken following site visits.	5
Your Response		
B.13	The Client must be able to escalate any issues to ensure they can be dealt with quickly and efficiently.  Please provide details of how you will ensure issues are dealt with and resolved in this way.	5
Your Response		
B.14	Please provide details of your business continuity plan, and indicate how quickly, following a major incident, you would be able to put the service delivery back in action.	5
Your Response		
B.15	The Client is looking for support from the Bidder to ensure their staff are properly able to identify common pests and adopt correct preventive measures.	5

Your	Higher marks will be awarded to bidders that can demonstrate a clear understanding of the Client requirements.	
B.18	The Client needs to be confident that reports following each site visit are concise, legible and can be accessed easily.  Please provide copies of sample reports for the Client to evaluate. Reports must be comprehensive and in line with requirements set out in the Technical Specification.  Various factors will be taken into account during the evaluation, including, but not limited to, to what extent you have demonstrated you will be able to provide reports in line with the Specification, and how comprehensive your reports are.	4
Your Response		
B.17	The Client is looking for evidence that the contractor has an internal process to provide support to all personnel while they are delivering the service on-site.  Please provide details of the support available to personnel should they be unable to resolve the incident 'first time'.	3
Your Response		
B.16	Regular and thorough inspections will take place as detailed in the Technical Specification unless an infestation of pests has been reported.  In the event of infestation please confirm your anticipated timescales to return the site to a pest free environment	5
Your Response		
	Please provide details of any training available to the Client to aid in the support of the Service provision provided.	

B.19	The pest management programme must aim to reduce the use of pesticides, particularly outdoors, by enhanced prevention programmes. If traps are required then they must be humane.  Please describe your processes demonstrating your prevention programme and compliance that traps are humane.	4
Your Response		
B.20	The Contractor is responsible for ensuring any changes in legislation affecting planned and reactive site visits are implemented throughout the duration of this contract. The Contractor is responsible for ensuring the Facilities Manager is kept up to date with changes in policy, guidance and legislation affecting this contract.  Please describe your processes for ensuring you are kept up to date with changes in legislation and how you will communicate this to the Client.	5
Your Response		
B.21	The Client requires access to an online portal and reporting tool.  Please describe the services you provide to enable the client to track activity, review any work carried out, view recommendations and their status and provide screen shots and report examples of what the Client can expect to see.	5
Your Response		
B.22	The Client requires a mechanism by which they will be alerted by your reporting tool when their input is required.  Please describe how alerts are identified and the client notified.	5
Your Response		

# C. Sustainability, Net Zero Healthcare and Social Value

You are required to answer the following questions.

	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 provide a 'Method Statement', in relation to your social value within your organisation.	5
Your Response		
C.5	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 those listed below for references.

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	

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.

#### LGM37176 - Bidder 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 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 tender 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 tender 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 tender 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	