

**Invitation to Tender**

**Bidder Response Document**

For the Provision of Maintenance Services Issued by –

**North Cumbria Integrated Care NHS Foundation Trust**

Tender Reference Number: LGM38231

Maintenance Contract

**Water Hygiene Testing**

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## Introduction

This Invitation to Tender (“ITT”) invites tenders for Water Hygiene Testing. It is issued by North Cumbria Integrated Care NHS Foundation Trust (“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)	
1.1(l)	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	
1.1(l)	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
<p>a) Bidding as a Prime Contractor and will deliver 100% of the service.</p>	
<p>b) Bidding as a Prime Contractor and will use third parties to deliver <u>some</u> of the services.</p> <p>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.</p>	
<p>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.</p> <p>If operating as a managing agent, please provide details of your proposed bidding model that includes members by each sub-contractor and the services each sub-contractor will be responsible for.</p>	
<p>d) Bidding as a consortium but not proposing to create a new legal entity.</p> <p>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.</p> <p>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.</p>	<p>Consortium Members</p> <p>Lead Member</p>
<p>e) Bidding as a consortium and intend to create a Special Purpose Vehicle (SPV)</p> <p>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.</p>	<p>Consortium Members</p> <p>Current Lead Member</p> <p>Name of Special Purpose Vehicle</p>

INSERT YOUR DOCUMENT HERE

## 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 organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences in the summary below and listed on the <a href="#">webpage</a> .	
	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)
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.  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
3.1 l	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
3.1l	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

3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes 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		
4.2	Please provide one of the following to demonstrate your economic/financial standing;  Please indicate which of the following you have provided by putting an 'X' in the relevant box.	
	i. A copy of the audited accounts for the most recent two years	
	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
4.4	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
	Relationship to the Supplier completing the ITT	
	If yes, please provide Ultimate / parent company accounts if available.  If yes, would the Ultimate / parent company be willing to provide a guarantee if necessary?	Yes/No  Narrative

	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank?)	
Please provide your supporting economic / financial documentation for question 4.2 below:		
INSERT YOUR 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.			
5.1	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>*It is a legal requirement all companies hold Employer's (Compulsory) Liability Insurance of £5million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>		
	<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Employer's (Compulsory) Liability Insurance = £5 million</td> <td style="width: 20%;"></td> </tr> </table>	Employer's (Compulsory) Liability Insurance = £5 million	
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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	<p>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.</p> <p>The named customer contact provided must be prepared to provide written evidence to the Client to confirm the accuracy of the information provided below.</p> <p>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</p>

	will be created for this contract), three separate examples must be provided between the principal member(s) of the proposed consortium or SPV.
<b>Contract One</b>	
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	
<b>Contract Two</b>	
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	
<b>Contract Three</b>	
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	
<b>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.</b>	

6.2	<p>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. In particular, please describe your experience of Water Hygiene Testing in a hospital environment.</p> <p>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.</p> <p>If you do not have any experience, please describe how you will ensure you can provide the required services.</p>
Your Response	
6.3	<p>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.</p>
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 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. Business Continuity

	<b>Business Continuity</b>
9.1	<p>The Client requires the bidder shall maintain a detailed and current business continuity plan (which shall include a disaster recovery plan and recovery time objectives), which shall be updated annually or before any issues arise which are likely to impact business continuity.</p> <p>Please confirm you have a business continuity plan.</p>
	<p>Yes</p> <p>No</p>

## 10. Additional costs – recording

	<b>Question</b>
10.1	<p>Please confirm that you will keep updated records of ad-hoc additional spend which includes:</p> <ul style="list-style-type: none"> <li>• Details of the services provided</li> <li>• Total amount invoiced</li> <li>• Full cost breakdown</li> </ul>
Your Response	

## 11. Disclosure and Barring Service

	<b>Question</b>
11.1	<p>Do you have or will you have DBS certificates for all potential staff performing any of services under this contract?</p> <p>You will pass or fail this question.</p>
Your Response	
11.2	<p>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.</p>

	You 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 per the requirements in the Technical Specification. Any ad-hoc services are to be charged as additional costs to the Client. Please provide your pricing in the accompanying Pricing Schedule for a three-year period. All prices must exclude VAT.

The Client will raise an upfront order for the contract term and require invoicing six-monthly in arrears based on the works completed.

#### Additional Costs

In addition to the fixed contract prices, you are required to detail additional pricing for services which are not included. 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 given to assess your ability to deliver the contract as required.

**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)
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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 is to start on 1 <sup>st</sup> April 2025 in readiness for the first visits which are due in June 2025. Please provide a detailed implementation plan demonstrating key tasks, time frames and resources required to ensure the contract will commence on time.	Pass/Fail
Your Response		
B.3	<p>It is essential all works carried out are completed in line with the Technical Specification and are conducted 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 tasks 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.4	<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.5	<p>The Client must be able to contact you quickly and easily with requests for ad-hoc works.</p> <p>Please describe the process to be followed for them to contact with you, and your expected timescales for resolution.</p>	5

Your Response		
B.6	<p>The Client needs to ensure any labs used by the winning contractor are UKAS approved.</p> <p>Please provide details of labs that will be used along with their relevant UKAS accreditations.</p>	5
Your Response		
B.7	<p>The Client needs to ensure you have a robust procedure in place for the collection of samples.</p> <p>Please provide details of the process you will use for the collection of samples.</p>	5
Your Response		
B.8	<p>The Client needs to ensure it receives the support of the winning contractor.</p> <p>Please provide details of support provided to site in the event of failing results.</p>	5
Your Response		
B.9	<p>The Client is looking for evidence that sufficient resource will be allocated to the contract.</p> <p>Please explain how you will ensure you have sufficient resource to meet the Technical Specification.</p>	5
Your Response		
B.10	<p>Please explain how you will meet the Technical Specification in the event of holiday and sickness.</p>	5
Your Response		
B.11	<p>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 this equipment.</p>	5

Your Response		
B.12	<p>The Client is looking for evidence that they will be able to quickly escalate any service issues so they can be dealt with quickly and efficiently.</p> <p>Please provide details of the escalation procedure within your organisation for resolving service issues.</p>	5
Your Response		
B.13	<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.14	<p>You should have an exit strategy at 'end of contract' or 'contract termination' to:</p> <ul style="list-style-type: none"> <li>• Maintain service continuity for a minimum of three months.</li> <li>• Deliver a planned withdrawal of the Services in consultation with the Trust.</li> </ul> <p>Please provide your strategy.</p>	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	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 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.

<b>Contract 1</b>	<b>Response</b>
Organisation Name and Address	
Contact Name, Telephone Number, Email and Position	
When were you awarded the original contract?	
Description of contract	

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

<b>Contract 3</b>	<b>Response</b>
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.

### LGM38231 - 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	