

Invitation to Tender

Bidder Response Document

Below Threshold ITT

For the Provision of Maintenance Services Issued by –

North Cumbria Integrated Care NHS Foundation Trust

Tender Reference Number: LGM38394

Maintenance Contract

Fridges, Freezers and Air Conditioning Units

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Introduction

This Invitation to Tender (“ITT”) invites tenders for the maintenance of Fridges, Freezers and Air Conditioning Units. 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 procurement 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 Procurement Regulations 2015, so none of the Regulations will apply to this procurement.

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(c)	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(e)	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 procurement:

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 webpage .	
	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 (c)	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
3.1(e)	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.
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
	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?

	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.
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	
<p>If you cannot provide at least one example for questions 1.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up.</p>	
<p></p>	

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 in relation to the maintenance of Fridges, Freezers and Air-Conditioning Units.</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. Business Continuity

	Business Continuity
8.1	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. Please confirm you have a business continuity plan.
	Yes No

9. Additional costs – recording

	Question
9.1	Please confirm that you will keep updated records of ad-hoc additional spend which includes: 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	
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10. Disclosure and Barring Service

	Question
10.1	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	
10.2	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. Bidders will pass or fail this question.
Your Response	

11. Certified Documentation

	Question
11.1	Does your organisation have Refrigerant Handling Certificate Ref 2079 If so, please attach a copy of your current certificates.
Your Response	INSERT YOUR DOCUMENT HERE
11.2	Does your organisation have a Company F-Gas registration (REFCOM)? If so, please attach a copy of your current certificate.
Your Response	INSERT YOUR DOCUMENT HERE

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 on a PPM level of cover to include labour costs and mileage charges for all emergency call outs. Parts or materials will be charged as additional costs to the Client. You are asked to provide your pricing in the accompanying Pricing Schedule. You are required to provide pricing based on the contract period being a three-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 biannually after works.

Additional Costs

In addition to the fixed contract prices, you are required to detail additional pricing for services and parts which are 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)
Pricing Schedule	

B. Spare Parts Quality

	Questions
B.1	Will you only be using new OEM parts? If not, please answer B.2
Your Response	
B.2	If the parts which you will be using are non-OEM, OEM used or refurbished please demonstrate by way of an explanation these parts are equivalent or better than new OEM parts in quality, compatibility and warranty. You may want to consider: <ul style="list-style-type: none">• Where the spare parts have been sourced;

	<ul style="list-style-type: none"> • Details of the Equipment which the spare parts have been used in in the past including how many times and for what frequency; • Details of any complaints or difficulties you have encountered regarding these parts; • Details of the quality checks which you or anyone else has undertaken to ensure the quality of the spare parts, whether general checks or specific batch checks; • Details of any comparison studies or figures, including any Mean Time Between Failure statistics, which demonstrate that the spare parts are equivalent or better than the New OEM spare parts; • A general explanation of why you believe that these parts are of equivalent or better quality and compatibility than New OEM parts
Your Response	

C. Spare Parts Availability

You are required to answer the following questions relating to the availability of spare parts. The Client will use the answers to determine the degree of confidence you will be able to deliver the service in accordance with the Technical Specification.

	Question	Weighting (1-5)
C.1	Please confirm you will have sufficient quantities of spare parts to maintain and repair the Equipment detailed in the Contract.	Pass/fail
Your Response		
C.2	<p>The client needs assurance your supply chain is sustainable and will meet the requirements set out in the Technical Specification.</p> <p>Please demonstrate how parts will be sourced, including timescales for getting parts to the Client.</p>	5
Your Response		

C.3	<p>It is the Client's expectation when attending a PPM visit or a call-out, the engineer will carry the required spare parts.</p> <p>Please explain how you will ensure all necessary spare parts will be carried with the engineer to complete a PPM or enable a first-time fix.</p>	5
Your Response		
C.4	<p>Please explain how you manage your warehouse stock levels and stock replenishment to ensure all parts required under this Contract will be readily available.</p>	5
Your Response		
C.5	<p>If spare parts are not in stock, how long will it take to get the part to the client.</p>	5
Your Response		

D. Service Delivery

The Bidder is required to answer the following questions. The Client will use the answers to determine the degree of confidence the Bidder will be able 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)
D.1	Please confirm that you will be able to meet all requirements set out in the Technical Specification	Pass/Fail
Your Response		
D.2	<p>The contract must start on 01/04/2025.</p> <p>Please provide a detailed and comprehensive implementation plan demonstrating key task, time frames and resources required to ensure the contract will commence on time.</p>	5
Your Response		
D.3	<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		
D.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		
D.5	<p>The Client must be able to report a fault in and out of hours, quickly and easily. Please describe the process in place for the Client to follow when they need to report a fault.</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		
D.6	<p>Please explain how you will ensure there are sufficient engineers 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.</p>	5
Your Response		
D.7	<p>Please explain how you will ensure you are able to send suitably qualified engineers to emergency callouts within the timescales specified in the Technical Specification.</p>	5
Your Response		

D.8	Please demonstrate how service will be maintained, in accordance with the Technical Specification, throughout periods of staff holiday and sickness.	5
Your Response		
D.9	Please explain your process from when a call-out is logged to an engineer attending site and how you will ensure timescales specified in the Technical Specification will be met.	5
Your Response		
D.10	Please describe how you will ensure all staff engaged in the delivery of these services are qualified and provide details of the relevant training certificates in order to support this equipment.	3
Your Response		
D.11	Please confirm how you will ensure Engineers who work on the equipment in this contract are kept up to date with training. Please provide details of the arrangements for the training.	3
Your Response		
D.12	<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		
D.13	It is essential quality assurance checks are carried out following repair or maintenance, to ensure it is fully working and to reduce the likelihood of further repair or maintenance. Higher	5

	<p>scores will be awarded to Bidders with the most comprehensive checks.</p> <p>Please provide details of the quality assurance checks which are undertaken following repair and/or replacement of parts to ensure the Equipment is fully working.</p>	
Your Response		
D.14	Please provide details of the technical support available to engineers whilst on-site to ensure a first-time fix.	5
Your Response		
D.15	<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		

E. Sustainability, Net Zero Healthcare and Social Value

Questions		
E.1	Fully detail how Sustainability is implemented and communicated throughout your organisation.	5
Your Response		
E.2	The Contractor must support the Trust with regards to the waste hierarchy and the NHS zero to landfill requirement.	Pass / Fail
Your Response		
E.3	How will you reduce energy and fuel consumption in the provision of the contract?	5
Your Response		

E.4	How will your supply chain ensure ethical considerations? For example, this could include ethical sourcing practices.	5
Your Response		

F. 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	2	3
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.

You must print the page out, sign and upload a PDF copy with your submission.

LGM 38394 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 (2018), 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 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.
- We/I acknowledge that the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) may apply.

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	
Name and Job Title	
Organisation	
Address	
Date	
Witness Signature	
Name and Job Title	
Date	