

Invitation To Tender

Bidder Response Document

Open Tender

For the Provision of Maintenance Services Issued by –

**Gloucestershire Hospitals Subsidiary Company, Trading as Gloucestershire
Managed Services**

Reference Numbers: LGM38033 - Z6.494, n7.84, Z6.484, Z7.48B, M7.86

Find a Tender Reference: 2024/S 000-038699

Maintenance Contract

Maintenance of Ware-washing Appliances (Dishwashers)

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Introduction

This Invitation to Tender (“ITT”) invites tenders for the maintenance of Ware-washing Appliances (Dishwashers). It is issued by Gloucestershire Hospitals Subsidiary Company, Trading as Gloucestershire Managed Services (“the Client”) through its agent, Lifecycle Management Group Ltd (“Lifecycle”), which is acting on the Client’s behalf in conducting this procurement exercise.

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

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

Contact and Organisation’s Details

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

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

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

A. Contract Pricing

This contract will be awarded on Fully Comprehensive basis. Misuse (if identified and evidenced by the contractor) is found, this will be charged as an additional cost to the Client. You are asked to provide your pricing in the accompanying Pricing Schedule. 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 after works and on receipt of a completed service reports.

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. Where the contract is Fully Comprehensive, this is to include any instances of misuse and abuse. You should enter prices into the ad-hoc tab of the Pricing Schedule. This is for evaluation purposes only and is not guaranteed business.

B. Spare Parts Quality

Questions		
B.1	Will you only be using new OEM parts? If not, please answer B.2	If you use only new OEM parts you will automatically pass this section
Your Response		
B.2	<p>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:</p> <ul style="list-style-type: none"> • Where the spare parts have been sourced. • 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 	Pass/Fail

	<p>quality of the spare parts, whether general checks or specific batch checks.</p> <ul style="list-style-type: none"> • 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 Questions

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 that 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	It is the Client's expectation when attending a PPM visit or a call-out, the engineer will carry the required spare parts.	5

	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.	
Your Response		
C.4	Please explain how you manage your warehouse stock levels and stock replenishment to ensure all parts required under this Contract will be readily available.	4
Your Response		
C.5	If spare parts are not in stock, how long will it take to get the part to the client.	5
Your Response		

D. Service Delivery

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

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

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

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

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

D.2	The contract must start on 01/04/2025. Please provide a detailed and comprehensive implementation plan demonstrating the key tasks, time frames and resources required to ensure the contract will commence on time.	Pass/Fail.
Your Response		
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>	3
Your Response	INSERT YOUR DOCUMENT HERE	
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	INSERT YOUR DOCUMENT HERE	
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 the Technical Specification.</p> <p>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	<p>Please demonstrate how service will be maintained in accordance with the Technical Specification throughout periods of staff holiday and sickness.</p>	5
Your Response		
D.9	<p>Please explain your process from when a call-out is logged to when the engineer attends site and how you ensure the Client is kept up to speed with progress.</p>	5
Your Response		
D.10	<p>Please state the response time in working hours (Monday to Friday 09:00 – 17:00) that you will be able to meet for reactive callouts and how you will achieve this.</p>	5
Your Response		
D.11	<p>The Client's expectation is that all assets will have minimum 95% uptime across the contract. Please provide details on how you will ensure this is upheld along with your uptime percentage on like-for-like contracts.</p>	5

Your Response		
D.12	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.	4
Your Response		
D.13	Please confirm how you will ensure Engineers who work on the equipment on this contract are kept up to date with training. Please provide details of the arrangements for the training.	4
Your Response		
D.14	<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.15	<p>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.</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>	5
Your Response		
D.16	Please provide details of the technical support available to engineers whilst on-site to ensure a first-time fix.	5

Your Response		
D.17	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		

E. 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)
E.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		
E.2	How many employees within your organisation's workforce are local to the Client area? And what does this look like as a %?	2
Your Response		
E.3	Please provide information on what Apprenticeship schemes you operate?	1
Your Response		
E.4	Please provide a 'Method Statement', in relation to your social value within your organisation.	4
Your Response		

E.5	What are the main environmental impacts associated with delivering the contract outputs and how will these impacts be reduced, managed and verified?	4
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 your clients for references, which will include details of the quality of work carried out.

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

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

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

Declaration

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

LGM38033 – Declaration

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

I agree and certify:

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

<ul style="list-style-type: none"> 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	