



REQUEST FOR QUOTATION (RFQ)

Contract for Garden Maintenance Service to City of York Council Home Occupied By Older And/Or Disabled Tenants

April 2014

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1 INTRODUCTION

1.1 Overview of Garden Maintenance

The contract is for the provision of a grass and hedge cutting service to approximately 172 individual homes of older and/or disabled tenants living in council accommodation in Acomb and surrounding area. The number of homes may increase or decrease as tenants leave or join the scheme.

The majority of homes have both front and rear lawns and boundary hedges.

5 grass cuts and 2 hedge cuts are required to all properties within the period April to October.

Further information can be found in the Garden Maintenance T&C's document.

1.2 Contract

The Contract is for the duration of the grass and hedge cutting season in 2014 and 2016 starting on 16th June 2014

2 PROCUREMENT TIMETABLE

Suppliers should note carefully the dates for this procurement process and ensure their availability as appropriate. The timetable is indicative at this stage and may be subject to alteration by City of York Council.

Task	Indicative Dates
Issue of Invitation to Tender	28 th April 2014
Clarification deadline	9 th May 2014
Submission of response to Invitation to Tender	16 th May 2014 12 noon
Review of received quotations completed by	29 th May 2014
Announcement of successful Supplier	30 th May 2014
contract signed by	15 th June 2014

3 INSTRUCTIONS TO SUPPLIERS

3.1 General

Applicants must read all instructions carefully before completing the documentation. Suppliers must comply with the terms of this RFQ. Failure to comply with the requirements for completion and submission of the Quotation may result in the rejection of your Quotation.

Applicants must acquaint themselves fully with the extent and nature of the Service and contractual obligations contained in this RFQ and take any independent financial or legal advice, if necessary, as early as possible in the process. No claim arising from want of knowledge will be accepted.

Any Supplier is deemed to be fully satisfied on submitting a Quotation as to the accuracy and sufficiency of the rates and prices stated in the Price Schedule which shall (except in so far as it is otherwise provided in the Contract) cover all its obligations under the Contract and shall be deemed to have obtained for itself all necessary information as to risks, contingencies and all other circumstances influencing or affecting its Quotation.

This RFQ does not constitute an offer by the Council and the Council does not undertake to accept the lowest or part or all of any Quotation even if all requirements are met. All Suppliers shall be notified in writing whether their submitted Tenders have been successful or unsuccessful to progress to the next stage of the procurement process.

In the event of the Quotation being successful the Council will issue an email to the successful Supplier(s). The actual contract between the Council and the successful Supplier will be a form of agreement by way of acceptance of the quotation provided and shall be construed as contractually binding.

3.2 Equalities

Suppliers are expected to comply with their statutory obligation under the following legislation (or European equivalents):

The Equality Act 2010 and any other relevant legislation or obligation which may be introduced during the period of this procurement process and/or the Contract and comply with the City of York Councils equalities policy <http://www.york.gov.uk/community/equality/>

3.3 Contract

The successful company/organisation will be required to adhere to the Councils Terms and Conditions a copy of which can be found in the following word document attached to this tender, "2. Garden Maintenance T&C's".

4 INSTRUCTIONS FOR THE COMPLETION OF THE RFQ

4.1 Supplier Response

With regard to the information above and in the following sections, Suppliers are required to complete and submit the Quotation as detailed below and as further directed in the relevant Schedules. Tenders not submitted in the requested format may be rejected.

Rates and prices must be quoted in pounds sterling additionally noting exclusive of Value Added Tax (VAT).

4.2 Quotation Submission

The quotation must arrive no later than the time and date specified in the procurement timetable.

Any Quotation received after the Tender Return Date shall not be opened or considered unless the Authority, exercising its absolute discretion, considers it reasonable to do so. The Authority, may, however, at its own absolute discretion extend the Tender Return Date and shall notify all Tenderers of any change.

All Tenders must be submitted electronically through the Authority's e-tendering system: https://www.yortender.co.uk/procontract/supplier.nsf/frm_home?openForm_

There is a 15MB size limit per document for uploading to the e-tendering system. Please check file sizes in advance of the closing date.

The Tenderer shall be responsible for ensuring that its Tender is complete, clear and unambiguous. The Authority shall be under no obligation to seek clarification from a Tenderer after the submission of a Tender and may if appropriate, mark down or exclude a Tenderer from further consideration if the Tender is ambiguous or lacks clarity.

4.3 Clarification Questions

Please address any general queries regarding City of York Council's requirements through the YORtender system. Clarification questions will only be responded to if sent before the specified date in the Procurement Timetable.

5 REQUIREMENT OUTLINE

The contract is for the provision of a grass and hedge cutting service to approximately 172 individual homes of older and/or disabled tenants living in council accommodation in Acomb and surrounding area. The number of homes may increase or decrease as tenants leave or join the scheme.

The majority of homes have both front and rear lawns and boundary hedges.

5 grass cuts and 2 hedge cuts are required to all properties within the period April to October.

All bidders will be expected to comply with the specification and you should ensure that you have read and fully understood the requirements as detailed in the Garden Maintenance T&C's Schedule 1.

6 QUOTATION EVALUATION PROCESS

6.1 Evaluation Procedure

Evaluation of the Tender leading to award of the Contracts will be undertaken on the basis of the Most Economically Advantageous Tender (MEAT) in accordance with the evaluation criteria set out below.

The qualitative evaluation criteria accounts for **40%** of the evaluation and the remaining **60%** accounts for the evaluation of total price.

The following table shows the weighting breakdown.

Criteria	Percentage Weighting
Qualitative Criteria Weighting	
Operational Plan	10%
Quality Plan	14%
Health and Safety	8%
Garden Maintenance Operations	8%
Price Weighting	
Pricing Schedule	60%

6.2 Scoring Methodology

All questions will be scored using the following scoring system:

Score	Criteria for awarding score
0	No comments or information provided; complete rejection of fundamental principles of Project; meets none of the Council's basic expectations, complete misunderstanding of project brief.

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1	Unsatisfactory submission, no comments given or rejection of some fundamental principles; meets few of the Council's basic expectations; poor understanding of project brief and significant omissions from the bid; very little or no evidence of innovation.
2	Poor submission with identifiable shortcomings – the comments made show areas of weakness and/or limited information has been provided; meets the Council's basic expectations; vague understanding of project brief; limited examples of innovation but are inappropriate.
3	Adequate/satisfactory submission – comments or information submitted is acceptable for this stage in project; meets the Council's basic expectations without offering any great advantages, adequate understanding of Project brief, satisfactory evidence of innovation but is not particularly beneficial to the Council.
4	Good submission – comments made demonstrate a sound and complete approach which have the potential to fully accord with the Council's strategic objectives and requirements and/or wholly meets expectations at this stage; good understanding of project brief; some innovative solutions that will be acceptable to the Council.
5	Excellent submission – comments made demonstrate a sound and complete approach which will have the potential to meet the Council's strategic objectives and requirements in all respects; and/or exceeds expectations at this stage; thorough understanding of project brief and requirements; excellent innovative solutions which offer potential for increased capacity; efficiency and VFM.

Please note that all questions will carry an equal weighting within their criteria.

6.3 Basic Information

INFORMATION ABOUT YOUR ORGANISATION

Please note: Where the response is from a consortium it should be indicated clearly, the name of the nominated prime contractor must be given as well as the consortium name. Details must also be provided for each consortium member, contractor, sub-contractor associate etc. proposed as part of this who will play a significant role in the delivery of the requirements of this project.

Name of organisation in whose name the tender will be submitted.	
Name of the person responsible for applying on behalf of the organisation and their position in the organisation.	
Contact Person details: Correspondence address:	
Telephone number:	
Facsimile number:	
E-mail address:	
Mobile number:	
Please specify what type of organisation	

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you are i.e. a sole trader, partnership, limited company, public limited company or other.	
Organisation registration number (if applicable). Please specify registering body.	
Date of registration.	
Registered address (if different from above).	
VAT Registration number:	
Please state if your organisation is involved with any other organisation expressing interest in this particular contract.	
Have any Director, Partner or Associate of your organisation been employed by the Council or served as a Councillor? (If so, please provide details)	
Please state if any Director, Partner or Associate of your organisation has any relative(s) who is/ are employed by the Council at a senior level or is/are a Councillor? (If so please provide details)	
Please state the names of the Directors, Partners or Associates of your Organisation who may have any involvement in other Organisations which provide goods or services to the Council or are seeking to do so.	
If your organisation is a member of a group of companies, please describe (with a diagram if necessary) its relationship with the group.	
If your organisation is part of a group please provide the name and address of ultimate parent company (if applicable).	
Please confirm if the parent company will guarantee your contract performance as its subsidiary (if applicable).	
Please provide the registration number of parent company and date of registration (if applicable).	

6.4 Minimum Compliance Requirements

The following section details basic requirements that your company must have in place or is willing to put in place prior to contract award. Please note that if you can not meet these requirements your bid cannot be accepted;

INSURANCE	
Please provide details of insurance currently held as below:	
Employer’s Liability – Required cover £5m	
Insurer:	
Policy Number:	
Extent of Cover:	
Dates of Cover:	
Public Liability - Required cover £5m	
Insurer:	
Policy Number:	
Extent of Cover:	
Dates of Cover	

6.5 Discretionary Compliance Requirements

The following section details a number of questions which the councils needs to consider before determining if an organisation is fit to be awarded the contract. Please note that it will be in the councils discretion to make the final decision of whether to accept a bid or not. In reaching this decision the council will look to take an holistic view of the response. If you answer “Yes” to any of the below the council will take into consideration not only the event but subsequent actions that may have been take to rectify any issues and prevent such occurrence happening again in the future;

FINANCIAL INFORMATION	
If your organisation is a subsidiary of a group, please answer the following for both the subsidiary and the ultimate parent organisation. Where a consortium or association is proposed the information is requested for each member organisation.	
Please copies of your last three years of financial accounts;	
<i>Please note; the Council do not intend to contact your banker at this stage but reserve the right to do so (as necessary) during subsequent stages of the procurement process.</i>	

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ORGANISATION RESOURCES AND ABILITY			
Has your organisation suffered a default termination in respect of any contract in the last five years. If 'Yes', please give brief details:	YES		NO
Has your organisation ever had a contract, which has not been renewed due to failure to perform to the terms of the contract in the last five years. If 'Yes', please give brief details:	YES		NO
Is your organisation or are any Directors, Partners or Associates currently in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors or subject to any relevant proceedings. If 'Yes', please give brief details including what has been done to put things right	YES		NO
Has your organisation or any Directors, Partners or Associates been convicted of a criminal offence relating to business or professional conduct. If 'Yes', please give brief details including what has been done to put things right.	YES		NO

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ENVIRONMENT & SUSTAINABILITY			
In the last three years has any court made any finding of breach of statutory duty of care against your organisation? If yes, please provide details.	YES		NO
In the last three years has your organisation been the subject of a formal investigation for breaches of statutory duty of care? If yes, please provide details.	YES		NO

6.6 Evaluation Questions

A response is required to the following questions which will be evaluated as per the information detailed in the Quotation Evaluation Process section.

Method Statement 1: Operational Plan – 10%

The Tenderer is required to show, but is not restricted to, the following:

- Arrangements for managing the setting up and concluding of the Contract
- Arrangements for the deployment and management of staff including numbers of staff (FTE) and their expertise and experience in relation to the work required by the Contract
- Details of plant and equipment to be used
- Details of where the workforce will operate from
- Arrangements for staff induction, appraisal and training
- Details of contingency arrangements for adverse weather conditions

The maximum word limit for the Operational Plan is 1,000 words (including appendices)

Method Statement 2: Quality Plan – 14%

The Tenderer is required to show, but is not restricted to, the following:

- Understanding of the key quality standards required by the Contract
- Organisation and methods for achieving and meeting quality standards
- Arrangements for effective and courteous communication with customers
- Arrangements for responding to customer complaints and assessing customer satisfaction
- Arrangements for ensuring quality standards for materials and equipment

The maximum word limit for the Quality Plan is 1,000 words (including appendices)

Method Statement 3: Health and Safety – 8%

The Tenderer is required to show, but is not restricted to, the following:

- An understanding of Health and Safety legislation
- Evidence of a Health and Safety Policy
- Evidence of any accreditation (e.g. CHAS Registration)
- Proposals for the monitoring of safety
- Proposals for staff safety and well being including protective clothing
- Proposals for safety working practice by activity
- Proposals for the induction and training of staff on Health and Safety

The maximum word limit for the Health and Safety is 1,000 words (including appendices)

Method Statement 4: Garden Maintenance Operation – 8%

The Tenderer is required to show, but is not restricted to, the following:

- An understanding of the duties involved when cutting grass
- An understanding of the duties involved when cutting hedges
- An understanding of working in the gardens of Council tenants
- An understanding of the requirement around waste management and compliance with any legal obligations
- Proposals for staff uniforms and identification
- The Resources that are in place to ensure that the service can start the contract start date

The maximum word limit for the Garden Maintenance Operation is 1,200 words (including appendices)

6.7 References

Suppliers are requested to nominate three current clients as referees. These should be appropriate, and relative to the size and scope of the goods/services detailed within this Request for Quotation.

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References should be submitted in the following format:

Company Name	
Address	
Telephone	
Contact Name	
Position	
Length of relationship	
Indication of nature of contract	
Indication of value of contract	

6.8 Cost Evaluation

The cost element will be calculated using an evaluation tool that takes the lowest total cost submissions, assigning full marks available to that submission. Every other submission is then assigned marks for the cost element based on it being a percentage of the lowest cost.

Prices and rates must reflect the full cost of all expenses and materials (excluding VAT) that are entailed in performing the task as described, including but without limitation all profit costs and all general risks, liabilities and obligations implied as necessary to comply with the Contract.

The grass area to be cut is the entire area, up to and including all boundaries and obstructions and leaving no areas uncut between rows and producing an uneven height across the area. The Contractor will therefore provide within his grass cutting rate, allowance for strimming or shearing around obstacles or hand mowing into corners or edges. An area of cut grass shall only be "accepted" by the Administrator as being cut if the whole of the area is cut to the same standard as specified.

The Contractor shall cut the hedges using secateurs, shears or reciprocating hand held cutters according to the type and location of the hedge. All cuts will be clean and any ragged edges will be removed using a sharp knife.

A price or rate shall be inserted against the fixed cost of a grass cut to a property and the fixed cost of a hedge cut to a property.

A price shall be inserted against inclusive hourly works rate during normal working hours and inclusive hourly works rate outside normal working hours

General directions and description of works and materials are not necessarily given in the Schedule of Rates. Reference shall be made to the Contract Documents for full information. All rates and prices entered by the Tenderer in the Schedule of Rates must be calculated by careful reference to the contents of the Contract Documentation with particular reference to the Garden Maintenance Contract.

Pricing will be in pounds Sterling and to the nearest two place of decimals.

No adjustments will be made to the rates quoted for items that may be performed in disadvantageous circumstances as these may be regarded as being offset by other items that maybe performed in advantageous circumstances.

Metric terms are used in these documents.

The number of operations given in the Schedule of Rates and any other obligations set out in this Contract are those expected during the course of one year.

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Tenderers are reminded that there is no preliminaries bill included with the documents and all administration and supporting charges must be included in the unit rates to be inserted in the Schedule of Rates.

6.9 Pricing Schedule

	Cost (£ GBP)
Fixed cost of 1 Grass Cut to each home	
Fixed cost of 1 Hedge Cut to each home	
Inclusive hourly works rate during normal working hours	
Inclusive hourly works rate outside normal working hours	

The Contractor shall indicate at this point the total amount included in the planned work for management costs, Head Office overheads, Site overheads and profit.

Amount in words:

Amount in figures:

6.10 Evaluation Model

Once the Cost and Quality elements have been scored respectively the percentage are totalled up to provide the final overall score.

6.11 Due Diligence

Before proceeding with the award of the contract the council reserves the right to undertake any due diligence it believes is necessary in order to ensure that a contractor to be awarded the contract is fit and proper. All bidders will be expected to co-operate were required with any reasonable requests made by the council.