**Invitation To Tender**

**Over OJEU Restricted MEAT**

For the Provision of Maintenance Services Issued by –

**Salisbury NHS Foundation Trust**

Tender Reference Number: LGM20399

OJEU Reference: Insert OJEU reference

Maintenance Contract

**Maintenance of Air Conditioning, MRI Chillers, Ice Machines and Fridges / Freezers**

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Glossary of Terms and Abbreviations

The following expressions shall have the following meaning:-

“Bid” shall mean your response to this ITT and any associated documents, including completed Appendices

“Bidder” or “you/your” shall mean the suppliers who have been invited to tender

“the Contract” shall mean the contract which is awarded to the Contractor following this tender

“the Contractor” shall mean the successful Bidder

“the Equipment” shall mean all devices and equipment to be maintained and repaired

“the ITT” shall mean this Invitation to Tender

“the Services” shall mean those set out in the Technical Specification

“the Trust” shall mean Salisbury NHS Foundation Trust

# Section 1 – Introduction and Information

## Purpose of this document

This Invitation to Tender (“ITT”) invites tenders for the maintenance of air conditioning, MRI Chillers, Ice Machines and fridges / freezers. It is issued by Salisbury NHS Foundation Trust (“the Trust”) through its agent, Leaseguard Group Limited (“Leaseguard”), which is acting on the Trust’s behalf in conducting this procurement exercise.

A copy of the tender documents can be found at <http://www.leaseguardgroup.co.uk/tenders.html>

This ITT is issued to all suppliers that have been selected following the PQQ stage, in connection with a competitive procurement conducted in accordance with the Restricted Procedure under the Public Contract Regulations 2015.

## Lots

This contract will be awarded in a single lot. The reason to reduce the risk of conflict between multiple contractors and administration costs.

Attached to this ITT is the Technical Specification which sets out the Trust’s requirements. Bidders that are unable to meet the Technical Specification will be excluded from this procurement process.

## Important note

Bidders are advised to review the ITT immediately upon receipt and identify and submit any clarification questions as soon as possible, but in any event before Friday 27th November 2015. The Trust cannot guarantee that it will be able to respond to a clarification question if it is received after this date.

Questions or requests for clarifications must be emailed to the Leaseguard Procurement Manager whose details are set out in section D below. Please note that an anonymised copy of the clarification questions, together with the response will be sent to all Bidders.

## Leaseguard’s contact details

|  |  |
| --- | --- |
| Name |   |
| Telephone  |   |
| Email |   |
| Address |   |

## Your contact and organisation’s details

Please complete the contact details of someone in your organisation who the Trust or Leaseguard 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 |   |
| Generic e-mail address for purchase orders |   |
| Reference |   |

## The procurement process

The key dates for the remainder of the procurement process are set out in the table below (although the Trust reserves the right to vary key dates on notice to all Bidders)

|  |  |
| --- | --- |
| Issue of tender documents – ITT | Monday 2nd November 2015 |
| Site visits | Week commencing 16th November 2015 |
| Clarification period ends | Friday 27th November 2015 |
| Close date and time for bids | Friday 4th December 2015 at 14.00 |
| Start date for contract  | Tuesday 1st March 2016 |
| Contract period | 5 years |

Please allow plenty of time to respond to this tender, you are advised not to leave your response to this tender until the last minute as any extension to the timescales cannot be granted.

## Site visits

Site visits will take place on **week commencing 16th November.**

It is recommended that you attend the site visit. Please let Leaseguard’s Procurement Manager whose details are set out in Section D above know whether you will be attending, and who will be attending. You should also let Leaseguard know if there are any particular areas which you would like access to or sight of.

You will be provided with further details regarding the time and place to report to.

If a visit is arranged, you must report on arrival to the nominated contact at the Trust and follow any instructions. When you are visiting the site, you must not wander around the grounds or departments of the various sites without prior permission and you must ensure you have clear identification on display at all times.

## Returning the tender

Potential Bidders must complete and return this ITT by the date stipulated in Section 1.F above.  Failure to do so will result in the ITT response not being assessed by the Trust and the ~~potential~~ Bidder will be excluded from this process.  Bids must be valid for 90 days.

Please see PDF document available in the OPTIMiSe tender portal “Supplier – submitting your tender” for guidance on how to submit your tender.

**If you do not receive a reply thanking you for your ITT submission please contact Leaseguard immediately.**

Please note that your documents will not be accessed until the deadline for return of the ITT has passed.  No ITTs will be looked at until the deadline for return has passed.

Please ensure that you have answered all questions contained in this form, completed and signed the declaration and then return the following documents:

|  |  |
| --- | --- |
| Document | Attached (X) |
| ITT response  |   |
| Pricing schedule |   |
| Risk assessment |   |
| Method statement |   |
| Sample service reports and f-gas logbook |   |

## Evaluation process

On receipt of Bids, the Trust will perform an evaluation of the Bids with a view to selecting a Contractor to perform the Services. Details of the evaluation process and scoring methodology are set out in Section 3 below.

## Standstill period

The Trust will exercise a standstill period in accordance with Regulation 86 of the Public Contracts Regulations.

# Section 2 – Conditions for tendering and contract requirements

## Conditions for tendering

1. This ITT is intended for the organisation to which it has been sent. Receipt of a Bid from your organisation will be deemed to have been “signed” by the individual named at the end of the Declaration at the end of this ITT.
2. When completing the ITT, please answer all questions. Failure to do so may result in you being excluded from this tender process.
3. Questions should be answered in English.
4. If any of the questions do not apply to your organisation please mark them as N/A. If you do not know the answer, please mark as ‘Not Known’, although Bidders should understand that this may result in no score being awarded for that question, or excluded if it a pass/fail question
5. With the exception of answering the questions in the spaces provided, no alteration may be made in this document or the accompanying documents. If any alteration is made, or if the terms and conditions of the ITT are not fully complied with, the Bid may be rejected.
6. Bidders must complete and return this ITT by the date stipulated in Section 1.F above.
7. The Bidder is required to complete and return the Declaration at the end of this ITT. The Declaration includes statements in relation to the Form of Bid, Collusive Tendering and Canvassing.
8. The Trust reserves the right to disqualify you if you do not submit your Bid in a manner consistent with the provisions set out in this ITT.
9. In submitting a Bid you will be deemed to have accepted all the provisions of this ITT including these conditions.
10. An express waiver or variation of any of these Conditions made in writing by a Director or the Head of Procurement for the Trust shall bind the Trust, otherwise, no other officer of the Trust or Associate has the right to vary or waive any of these Conditions.
11. If any obvious mistakes come to the Trust’s attention when evaluating the Bids received and the exact nature of the error is clear, the Trust may notify the Bidder and provide them with an opportunity to correct their error. This does not place any obligation on the Trust to identify errors within Bids.
12. The Trust is not bound to accept the lowest or any Bid, nor will it be responsible for, or pay, any expenses or losses which may be incurred by the Bidder in the preparation and completion of his Bid. If and when a tender is accepted, written notification will be sent to all of the Bidders.
13. By issuing this ITT the Trust is not bound in any way to enter into any contractual or other arrangement with the Bidder or any other party.
14. During the Bid evaluation stage, the Trust may request written clarification from Bidders on their Bid. Any request for clarification on Bids shall be made in writing to the named person in Section 1.D above. Bidders’ responses will normally be required by email and within two (2) business days of request.

Failure to respond adequately or within the deadline will be reflected in the evaluation of the Bid and may result in exclusion of the Bidder from further participation in this procurement process.

1. The Trust reserves the right to request a meeting with individual Bidders during the ITT Bid evaluation stage to facilitate clarification.
2. Following the appointment of the Contractor, in the event that the Contractor:
	1. Makes a material alteration to the Bid which formed the basis of its selection;
	2. Does not comply with the provisions of this ITT;
	3. In the reasonable opinion of the Trust fails to make satisfactory progress towards signature of the Contract.

And fails to remedy the situation to the reasonable satisfaction of the Trust within a defined time period, the Trust shall be entitled to de-select the Contractor. Under no circumstance will the Trust, Leaseguard or any other agent be liable for any costs or expenses incurred by the Contractor due to, or arising from, such de-selection.

1. The information contained in this ITT and supporting documents and in any related written or oral communication are believed to be correct at the time of issue but the Trust will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the Trust. Information supplied to the Bidder by the Trust, Leaseguard or any other agents is supplied to the Bidder only for general guidance in the preparation of his Bid. The Bidder MUST satisfy by his own investigations with regard to the accuracy of any such information, and no responsibility is accepted by the Trust, Leaseguard or any other agent for any loss or damage of whatever kind and howsoever caused arising from the use by the Bidder of any such information.
2. You will not be entitled to claim from the Trust any cost or expenses that you may incur in preparing your Bid irrespective of whether or not your Bid is successful. The Bidder must obtain for himself at his own expense all information necessary for the preparation of their tender.
3. All information supplied by the Trust, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers) unless the information is already in the public domain. All of the information supplied by the Trust, Leaseguard or any other agents in connection with this ITT shall be regarded as confidential to the Trust and by submitting a tender, Bidders shall agree to be bound by the obligation to preserve the confidentiality of the documents.
4. The ITT and associated documents are and shall remain the property of the Trust and must be returned on demand.
5. There must be no publicity by you regarding the Services or the future award of any Contract unless the Trust has given express written consent to the relevant communication.
6. Your attention is drawn to the Freedom of Information Act. The Trust is unable to withhold and keep confidential information. Under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004, the Trust is obliged (subject to the application of any relevant exemptions and where applicable, the public interest test) to disclose information in response to any request it receives for information. Bidders are asked to indicate in the relevant section whether they consider any information in their Bid to be confidential. However, Bidders should be aware that the Trust could receive requests for information relating to this Tender and subsequent Contract and the Trust will be bound by the Freedom of Information Act subject to any exemptions and public interest test.
7. You are reminded of the eligibility requirements that apply to this procurement process at all times. In particular, these include the provisions set out in Regulation 57 of the Public Contracts Regulations 2015. Any change in your eligibility, or the eligibility of a consortium member or sub-contractor, must be notified immediately to the Trust in writing and may result in your exclusion from the procurement process.
8. You must inform the Trust in writing if there is any change in control, composition or membership of your organisation or your consortium members subsequent to your Response to the PQQ. The Trust reserves the right to exclude you from the procurement process as a result of any such change.
9. It is your responsibility to ensure that any consortium member, sub-contractor and adviser abides by the terms set out in this ITT.
10. Any attempt by you or your appointed advisers to inappropriately influence the Contract award process in any way will result in your Bid being disqualified. Any direct or indirect canvassing by you or your appointed advisers in relation to this procurement or any attempt to obtain information from any of the employees or agents of the Trust concerning another tendering organisation may result in disqualification at the discretion of the Trust.
11. The Trust reserves the right to:-
	1. Cancel the selection and evaluation process at any stage;
	2. Require the Bidder to clarify its submission in writing and/or provide additional information;
	3. Amend the terms and conditions of the tender process.
12. Where information or documentation which should have been submitted by Bidders is or appears to be incomplete or erroneous, or where specific documents are missing, the Trust may request the Bidder concerned to submit, supplement, clarify or complete the relevant information or documentation within an appropriate time limit, provided that such requests are made in full compliance with the principles of equal treatment and transparency. This will be done according to Regulation 56.4 of the Public Contracts Regulations 2015.

# Section 3 – Evaluation and scoring methodology

For this evaluation, the Trust will be selecting the Most Economically Advantageous Tender. This will be done by scoring the Bids according to the following criteria and weightings. Each criterion has been allocated a weighting and these weightings equal 100%:-

|  |  |  |  |
| --- | --- | --- | --- |
|  | Description | Weighting % | Definition |
| A | Price | 50% | Total price. |
| B | Service Delivery  | 35% | Assessment of the Trust’s confidence that the Bidder will be able to fulfil the Technical Specification. |
| C | Spare Parts Availability | 15% | Assessment of the availability of spare parts and where they are held. |
| D | References | N/A | This section will not be scored independently, but will be used to verify scores given to Service Delivery and Spare Parts Availability sections |
| E | Spare Parts Quality | N/A | Assessment of the quality of the spare parts. If they are not OEM, an assessment of whether they are equivalent or better in quality and compatibility than OEM parts.  |

The Bidder with the highest overall score will be selected as the Most Economically Advantageous Tender.

## Price criteria

The Contract will be awarded on a PPM basis. Price will therefore be made up of the following 2 components:-

|  |  |
| --- | --- |
| Price component | Description |
| Fixed PPM Contract price | The annual price offered for the fixed PPM Contract. |
| Additional costs  | The Trust will estimate the number of visits and parts likely to be incurred during an average year for evaluation purposes. Bidders will be asked to provide their pricing for different elements of additional costs, such as call out fees, hourly charge out rates. A total of additional costs will then be calculated from Bids for each Bidder.  |

The Trust will add the Bidder’s Fixed PPM Contract price to the Bidder’s Additional costs, to obtain a single price for that Bidder for the contract term. This is for evaluation purposes only, Bidders should note this is not guaranteed business. The following scoring methodology will then be used:-

The Bidder with the lowest price will be allocated full marks for the price criterion. The Trust will then calculate the percentage difference between the lowest price and the other Bidders’ prices and allocate proportionate marks to the other Bidders. For example, if the lowest price is £100,000, that Bid will be awarded the full 100 marks. If another Bidder quoted a price of £120,000, this is 20% higher than the lowest Bid. The higher Bid will then be allocated 20 marks less. That Bid will receive 100 - 20 = 80 marks. All Bids will be scored proportionately in this manner.

## C. Service delivery and spare parts availability

In submitting a Bid, the Bidder has committed to delivering the Service in line with the Technical Specification attached. If the Bidder cannot meet the Technical Specification attached the Trust will exclude that Bidder from this procurement process.

Bidders’ responses to the questions in Sections 4.B and 4.C below will be evaluated and scored. Some questions are more critical than others, so each question is weighted between 1 and 5, with 5 being the highest significance and 1 being the lowest significance. The weighting for each question is shown against the relevant question.

The Trust will use the answers to determine the degree of confidence that the Bidder will be able to deliver the Service in accordance with the Technical Specification. The Trust will be proportionate in their scoring and the Trust will apply the following scoring scale for the answer to each question.

|  |  |  |
| --- | --- | --- |
| Evaluation | Standard | Score |
| Extremely confident  | The Trust is extremely confident that the potential Bidders response demonstrates an ability to meet the Technical Specification | 5 |
| Confident | The Trust is confident that the potential Bidders response demonstrates an ability to meet the Technical Specification | 3 |
| Partially confident  | The Trust is only partially confident that the potential Bidders response demonstrates an ability to meet the Technical Specification | 1 |
| No confidence  | The Trust has no confidence that the potential Bidders response demonstrates an ability to meet the Technical Specification | Fail |

## References

In the section below, Bidders are asked to provide details of 3 referees. The Trust reserves the right to contact the referees and ask them a set of questions relevant to this particular contract, to test the Bidder’s ability to meet the Technical Specification. If the Trust takes up this right, references will not be scored as an independent section. Instead the Trust will use the references to verify draft scores given to Bidders’ responses to question in the Service Delivery and Spare Parts Availability sections. So, the Trust would do the following:-

1. Score each response to the questions in the Service Delivery and Spare Parts Availability sections according to the scoring methodology for those sections;
2. Contact referees and ask them a number of set questions relevant to this contract;
3. Use the references to verify the draft scores given to each question.

## Spare parts quality

The Trust needs to ensure that the spare parts which will be used are of sufficient quality and compatibility for the Equipment. The Trust will do this by accepting either Original Equipment Manufacturer (OEM) parts or non-OEM, used or refurbished parts which are demonstrably equivalent or better than OEM parts. Bidders are asked to confirm in Section 4.D below whether they intend to use OEM or non-OEM, used or refurbished parts. If Bidders intend to use non-OEM, used or refurbished parts Bidders are asked to demonstrate that they are equivalent or better than OEM parts.

In the event that the Trust does not consider that the proposed non-OEM, used or refurbished parts are equivalent or better in quality and/or compatibility than OEM parts, that Bidder will not have met the Technical Specification and could be excluded from this procurement process.

## Presentations

The Trust reserves the right to ask all Bidders to give a presentation after the closing date for the return of Bids has passed. The Trust will use the outcome of the presentations to verify draft scores given to Bidders’ responses to questions in other sections of this ITT.

# Section 4 – Questions

Bidders are asked to answer the following questions which will be evaluated and scored using the methodologies set out above.

## Contract pricing

The Contract will be awarded on a PPM basis.

**Fixed PPM Contract Pricing**

All Bidders are asked to provide their pricing on the attached Pricing Schedule, **LGM20399 Salisbury Air Conditioning Pricing Schedule V1-0 KP.** Bidders are required to provide pricing based on the contract period being 5 years.  All prices must exclude VAT.

Prices entered should represent the requirement as stated in the Technical Specification.  Payment will be made by the Trust annually in advance.

**Additional Costs**

In addition to the prices for the fixed PPM visits, Bidders are required to detail additional pricing for services and parts which are not included in the Fixed PPM Contract Pricing. Bidders should enter these into the Pricing Schedule **LGM20399 Salisbury Air Conditioning Pricing Schedule V1-0 KP.** This is for evaluation purposes only, Bidders should note this is not guaranteed business.

## Service delivery

The Bidder is required to answer the following questions. The Trust will use the answers to determine the degree of confidence that the Bidder will be able to deliver the Service in accordance with the Technical Specification.

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

|  |  |  |
| --- | --- | --- |
|  | Question | Weighting (1-5) |
| B.1 | Please confirm that you will be able to meet all requirements set out in the Technical Specification | Not scored, but you may be excluded from this process if you are unable to meet the Technical Specification  |
| Your Response |   |
| B.2 | If you do not consider that you can meet requirements set out in the Technical Specification please provide details below.  | Not scored, but the Trust will use your answer to determine whether to exclude you from this procurement process.  |
| Your Response |   |
| B.3 | The Trust would like to ensure that you are able to provide a service in line with the Technical Specification. Please provide a method statement and risk assessment in relation to maintenance of air conditioning. Various factors will be taken into account during the evaluation, including, but not limited to, to what extent you have demonstrated that you will be able to meet the Specification, how comprehensive your method statements and risk assessments are, whether and to what extent they address any risks of the process.  | 4 |
| Your Response |   |
| B.4 | Due to the critical nature of the contract, the Trust would want to ensure the Trust has sufficient resources allocated to the contract. How many engineers qualified to maintain this equipment would be available to support the Trust? How many other sites do these engineers serve? | 5 |
| Your Response |   |
| B.5 | Ideally, the Trust would like to ensure that there are at least two engineers who are familiar with the site.Please describe how you will allocate resources and how will you provide cover during holiday and sickness? The Trust is looking for evidence that engineers who are allocated to the contract and attend site are familiar with the site and location of equipment, particularly for out of hours calls. Any other evidence the Bidder can provide will be taken into account. | 5 |
| Your Response |   |
| B.6 | The Trust needs to be confident that Engineers that will work on the Trust’s equipment are fully trained and that this training is up to date.Describe how you will ensure that all staff engaged in the delivery of these services are qualified to operate on the various differing makes of equipment.In addition, please provide details of how frequently the on-going training is maintained and to what level and quality.Please provide evidence of competency based training and the relevant certificates for all engineers serving this Trust.Higher marks will be awarded to Bidders who have the most relevant and up to date qualifications. | 5 |
| Your Response |   |
| B.7 | Detailed service reports for each piece of equipment need to be completed and the F-Gas logbook updated after each job.Please provide copies of sample reports. Bidders who can demonstrate that they keep the most detailed records will be awarded higher marks. | 3 |
| Your Response |   |
| B.8 | The Trust is looking for evidence that it will quickly and easily be able to receive assistance at all times. Will you be operating a help desk or call centre to receive the Trust’s requests for assistance? If yes - what are the operating hours and days? Please describe what your procedure is for receiving the Trust’s requests for assistance outside of these hours?If no – please describe how the Trust’s requests will be communicated to you and your team at all times? | 5 |
| Your Response |   |
| B.9 | The Trust is looking for evidence that it will be able to report a fault quickly and easily. Please describe the process to be followed to report a fault during the Trust’s working hours of 08.00 to 16.30 Monday to Friday. When evaluating responses to this question, various factors will be taken into account including how comprehensive, robust and streamlined your processes are and how easy it is to report a fault inside business hours. | 5 |
| Your Response |   |
| B.10 | The Trust is looking for evidence that it will be able to report a fault quickly and easily. Please describe the process to be followed to report a fault outside the Trust’s business hours, including weekends and bank holidays. When evaluating responses to this question, various factors will be taken into account including how comprehensive, robust and streamlined your processes are and how easy it is to report a fault outside business hours. | 5 |
| Your Response |   |
| B.11 | Please provide details of the process by which you will keep the Trust informed of progress of a reported fault. Please include details of how the process may change should the Trust wish to report a fault outside normal business hours. Please advise what your normal business hours are in relation to receiving fault reports.When evaluating responses to this question, various factors will be taken in account, including how comprehensive, robust and streamlined your processes are and how easy it is to reports a fault inside and outside business hours. | 5 |
| Your Response |   |
| B.12 | The Trust’s preference is that maintenance in response to a problem is provided as quickly as possible. A higher score will therefore be awarded to Bidders with a later cut off time for same day onsite maintenance. For Priority 1 equipment, the Trust requires a 4 hour response time. Please provide the cut off time in any working day if the Trust requires same day onsite maintenance in response to a problem for equipment.Please confirm what your average response time is for a 4 hour call out. | 5 |
| Your Response |   |
| B.13 | The Trust needs Equipment which is specified as Priority 1 to be kept up and running at all times. Please provide details of how you will ensure the Trust is without Equipment for as short a time as possible should a repair be required. Higher scores will be awarded to Bidders who provide like for like replacements. | 5 |
| Your Response |   |
| B.14 | The Trust requires that an effective quality assurance regime is in place to ensure that, following any works or repairs, the equipment is safe and meets the Original Equipment Manufacturer (OEM) specification. Please refer to the questions in Section D below regarding spare parts quality for non OEM parts. Please provide step by step details of the quality assurance checks which are undertaken following repair of equipment or replacement of parts to ensure that the equipment is safe and meets the OEM specification.Higher scores will be awarded to Bidders with the most comprehensive checks.  | 5 |
| Your Response |   |
| B.15 | The Trust is looking for evidence that there are sufficiently robust escalation procedures in place to bring any issues with performance or delays to repairs to the attention of senior management within the Supplier’s organisation.Please provide details of the escalation procedure within your organisation for resolving maintenance service issues. You are advised to include details of how the escalation procedure would operate for different types of issues including, but not limited to, poor performance, resolution of late attendance and delayed fix of equipment or late arrival of replacement loan stock.When evaluating responses to this question, various factors will be taken into account, including the quality of the escalation process, speed of responses, how streamlined the process is and the involvement of senior management. | 4 |
| Your Response |   |
| B.16 | All questions in this section should be answered on behalf of the Bidder and any subcontractors if they are to be used. However, the Trust would like specific details in this section in relation to the procedures, KPIs and checks in place to ensure that the subcontractor is delivering the Service. If applicable, describe how you will manage your sub‑contractors so they maintain the quality standards and other requirements set out in the Technical Specification. | 5 |
| Your Response |   |
| B.17 | The Trust is looking for evidence that the Bidder will be in a position to commence the contract on time. Please provide your proposed implementation plans demonstrating key tasks, the time frames and resources required to ensure that the contract will commence on 1st March 2016 without delay.-Bidders are advised to include as comprehensive and tailored a response as possible.  | 5 |
| Your Response |   |

## Spare parts availability

The availability of spare parts and the speed which they can be delivered to the Trust is an important Award Criterion. Bidders are required to answer the following questions relating to the availability of spare parts. The Trust will use the answers to determine the degree of confidence that the Bidder will be able to deliver the service in accordance with the Technical Specification.

|  |  |  |
| --- | --- | --- |
|  | Question | Weighting (1-5) |
| C.1 | The Trust is looking for evidence that spare parts are sufficiently available so that Bidders are able to meet the Technical Specification. Please state the location where spare parts necessary to maintain and repair this Equipment will be held.  | 5 |
| Your Response |   |
| C.2 | Highest scores will be awarded to Bidders who (1) keep a stock of spare parts which are regularly required for maintenance and repair and (2) are able to obtain spare parts as quickly as possible so that the Trust is without Equipment for as short a time as possible. Please give details regarding the availability of spare parts required for the repair and maintenance of the Equipment, including lead time for supply.  | 5 |
| Your Response |   |
| C.3 | The Trust is looking for evidence that the repair and maintenance of Equipment will, as far as possible be carried out on site during the first visit. Please set out the spare parts an Engineer carries with them when attending a PPM or emergency call out.  | 5 |
| Your Response |   |
| C.4 | The Trust is looking for evidence that Bidders have an efficient, quick procedure in place to obtain spare parts which they do not carry and/or which are not in stock. If the Engineer does not have the parts available required to repair equipment please set out the procedure for the Engineer to obtain these parts.  | 5 |
| Your Response |   |

## Spare parts quality

The Trust needs to ensure that the spare parts which will be used are of sufficient quality and compatibility for the Equipment. The Trust will do this by accepting either Original Equipment Manufacturer (OEM) parts or non-OEM, used or refurbished parts which are demonstrably equivalent or better than OEM parts. If Bidders are proposing to use non-OEM, used or refurbished parts, it is their responsibility to demonstrate to the Trust that they are equivalent in both quality and compatibility to OEM parts. The Trust will assess this using Bidders’ responses to the questions below. The Trust reserves the right to request further information from Bidders if it is unable to make an assessment from the responses provided below.

In the event that the Trust does not consider that the proposed non-OEM, used or refurbished parts are equivalent or better in quality and/or compatibility than OEM parts, that Bidder will not have met the Technical Specification and could be excluded from this procurement process.

|  |  |
| --- | --- |
| D | Questions |
| D.1 | Please provide details of the spare parts which you would use to repair and maintain the Equipment, including whether they are OEM parts, non-OEM, used or refurbished parts.  |
| Your Response |   |
| D.2 | If the parts which you will be using are non-OEM, used or refurbished please demonstrate by way of an explanation that these parts are equivalent or better than OEM parts in quality and compatibility. This information could include, but not necessarily be limited to, the following information:-* 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 the organisations which have used the parts, including the number of organisations, names, dates, details of Equipment and when this was;
* Names and contact details of 3 organisations which have recently used the parts. The Trust may contact these organisations at their discretion to obtain details of the quality and compatibility of the parts;
* 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 OEM spare parts;

A general explanation of why you believe that these parts are of equivalent or better quality and compatibility than OEM parts  |
| Your Response |   |

## References

Please provide details of 3 previous contracts which you have won. The details must be for like 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 your permission for representatives from either Leaseguard or the Trust to contact these clients for references. If representatives from either Leaseguard or the Trust contact these clients, they will obtain a reference, including details of the quality of the work undertaken.

|  |  |  |  |
| --- | --- | --- | --- |
| Contract | 1 | 2 | 3 |
| Organisation Name and Address |   |   |   |
| Contact Name, Telephone Number, Position and Email address |   |   |   |
| When were you awarded the original contract? |   |   |   |
| Description of contract |   |   |   |

# Section 5 – 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. An actual signature is not required.

|  |
| --- |
| 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 Trust 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, 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 Trust 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 Trust or Leaseguard 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 Trust the right to exclude a potential Bidder from this procurement process.

The Trust 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 Trust for the purposes of evaluating our responses.
 |
| Form Completed By |
| Name |   |
| Position  |   |
| Organisation  |   |
| Address |   |
| Date |   |
|  |  |
| Witness  |   |
| Position  |   |
| Date |   |