

TENDER SPECIFICATION

CARETAKER CONTRACT FOR THE HILL HOUSE, HILL HOUSE, BISHOPSFORD ROAD, MORDEN, SURREY, SM4 6BL

INVITATION TO TENDER

This tender is sought by Community Action Sutton for the provision of caretaker services at Hill House Community Centre. The Tenderer shall be deemed to have satisfied themselves before submitting its tender as to the accuracy and sufficiency of the rates and prices stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the Contractor's obligations under the Contract and the Contractor shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the Contractor's tender.

SUBMISSION OF TENDER

Tenders should be returned no later than **Thursday 30th November by 5pm**
Tenders received after this time will NOT be considered.

The tender submission must be completed and emailed to
enquiries@communityactionsutton.org.uk

CONTRACT PERIOD

The Contract is anticipated to start on 2nd January 2024 initially be awarded for a period of two years and subject to performance as agreed on contract award, there will be an option to extend.

EXPENSES AND LOSSES

Community Action Sutton shall not be responsible for, or pay for, any expenses or losses that may be incurred by any tenderer in preparing their tender proposals.

ASSUMPTIONS

Tenderers must not make assumptions that Community Action Sutton have prior knowledge of their organisation or their service provision. Tenderers will only be evaluated on the information provided in their response.

SERVICE REQUIREMENT

Core Service

Keyholder for the building:	<ol style="list-style-type: none"> 1. Opening and closing the main gate and building. This involves unlocking and locking doors, disabling alarms, and securing the premises at the end of the day. <ul style="list-style-type: none"> • Mon - Thurs: 07:30 and close at 22:00. • Fri: 07:30 and closes at 23:00. • Sat: 07:30 and closes at midnight (24:00). • Sun: 07:30 and closes at 22:00. <p><i>Note: Opening and closing hours are subject to change based on special circumstances, like emergency repair work. Weekends can also be scheduled upon request to accommodate bookings.</i></p> <ol style="list-style-type: none"> 2. Security: Key holders maintain facility security, overseeing security systems, responding to alarms, and preventing unauthorized access. They promptly inform the centre manager and, when necessary, coordinate with law enforcement or emergency services in the event of a security breach. 3. Communication: Key holders are the primary contact for renters and event organisers outside regular office hours on weekdays, handling inquiries, feedback, and reporting to the centre manager.
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Secondary Service

Service required	Hourly rate
Emergency call out service <ul style="list-style-type: none"> • For weekends booking, ensuring that participants follow the facility's guidelines, and resolving any disputes or issues that may arise. • Emergency Response: Key holders may be expected to respond to emergencies, such as fires, break-ins, or medical incidents that occur on the premises. They may need to call emergency services and take appropriate actions as needed. 	
Handyperson service <ul style="list-style-type: none"> • To perform minor maintenance tasks or report issues to the appropriate authorities. This ensures that the facility remains in good working order. 	

EVALUATION CRITERIA

Tenders for each area will be evaluated using the following criteria and associated weightings.

Further details are contained within the format of response section below. Tenders will be evaluated using the following criteria:

Cost – 80%

Experience/quality – 20%

A decision the tender will be based on value for money and the quality/experience demonstrated in the tender.

Tenderers must list their experiences of working to a similar contract within the last 3 years and must give a detailed description of experience, providing dates values and demonstrating how this is relevant to Community Action Sutton requirements.

Tenderers must acknowledge within the Eligibility Criteria that they possess or will put in place before commencement of the contract the required level of Insurance Cover for this contract:

Employer Liability Insurance cover, with an indemnity limit of £1,000,000

Public Liability Insurance cover with an indemnity limit of £1,000,000

Copies of the relevant Insurance Certificate will be required for inspection prior to commencement of the project.

ASSIGNMENT AND SUBCONTRACTING

As per the Community Action Sutton's terms and conditions, which must be agreed to within the qualification envelope on submission of any tender response, the Contractor shall not assign, mortgage, charge or otherwise transfer any rights or obligations under this Contract without the prior written consent of the Community Action Sutton.

The Contractor shall not sub-contract any portion of the Contract without the prior consent of the Community Action Sutton. Sub-contracting any part of the Contract shall not relieve the Contractor of any obligation or duty attributable to it under the Contract.

Submission:

Please provide us with a written submission which should include detail breakdown of the costs as well as how you will deliver the work and tell us about your experiences. (This should be no more than two sides of A4).

Key Dates:

1. Closing Date for Tender –Thursday 30thNovember 2023.
2. Interviews for Tender – Thursday 7th December 2023.
3. Mobilisation meeting with successful tenderer – December (TBC)
4. Start date for contract – 2nd January 2024