

17 February 2021

Request for Proposal and Quotation: Building Cleaning Services

INSTRUCTIONS TO BIDDERS

Request for Proposal (RFP) Pack for this Service is comprised of:

1. These Instructions to Bidders
2. The Request for Proposal, outlining service requirements
3. AAUK Standard Terms of Tendering
4. AAUK Standard Supplier Contract Terms
5. AAUK New Supplier Pre-Qualification Questionnaire

Introduction to ActionAid UK

ActionAid is a leading international charity working in over 45 countries. We work with the poorest women and girls in the world, changing their lives for good.

ActionAid UK (AAUK) raises money to support ActionAid's programme work to transform communities; we influence policy to change the systems and structures that keep people poor; we carry out research and put pressure on governments and key decision makers to effect global change. Further details can be found on our website: www.actionaid.org.uk.

Background to Services

As part of this tender, the out-sourcing partner will play a key role in supporting our ambitions laid out in our strategy by keeping our London office clean and safe.

The Facilities Team is part of the wider Directorate, Organisational Effectiveness. The Facilities Team manages the office portfolio and daily operations of the office/s and planned maintenance and service contracts for the organisation in general. As part of our aim at always achieving value for money we re-tender services at the end of each contract. It is now time for the cleaning services to be tendered for.

Evaluation Process and Award Criteria

Pre-Qualification:

All bidders must first pass minimum standards of financial viability, probity, and legal compliance. This will be assessed based on independent credit checks, sanctions screening, and information provided in the New Supplier Pre-Qualification Questionnaire (PQQ) which must be returned together with proposals. We may request evidence of any information set out in the PQQ and reserve the right to reject any proposals where evidence cannot be provided.

The following requirements are expected of any bidder:

Minimum Service Requirements:

The Supplier will provide a scheduled cleaning service to meet the requirements of the client in all areas of the 1st and part ground floor Office 33 to 39 Bowling Green Lane.

The key to a successful operation is flexibility by both the supplier and the client. The client will be fair in approach and fair in assessing standards achieved and it is expected that the supplier will maximise output and understand and prioritise work.

Standards:

We support the UK London Living Wage Scheme (LLW) and therefore would need to know that staff working on this contract will be subject to London Living Wage Scheme and treated fairly.

Please refer to the full **Request for Proposal document** for the Services that are the minimum acceptable. The supplier may at any time write to propose any variation that will enhance the quality or efficiency of the Services. Variations will not be implemented without approval of the client.

Evaluation Methodology:

Evaluation and selection of vendors to provide products and services as defined in this RFP to ActionAid UK will be based on the following criteria, which are given in no specific order:

- Cultural fit (how will your organisation fits, in with AAUK values)
- Company history/stability and overall experience (including years in the business)
- Quality assurance offered, and the technical proficiency demonstrated.
- References provided
- Ethical Concerns (London Living Wage, how the contract is structured, grievance procedures/policies, sight of staff contracts)
- Expertise of proposed team
- Prices provided by vendors or as available through other sources
- Other various business compliance issues as referred or contained herein.
- Timely and complete response to RFP
- Time taken to have a working solution in place

The RFP Review Team reserves the right to accept or reject any or all RFPs received.

Shortlisting and Interviews:

Bidders who are able to meet ALL our Requirements may be invited to interview with a panel of AAUK stakeholders. The purpose of the interview will be to answer any questions in relation to the proposed services and address any concerns which the panel may have arising from the proposals.

In the event that more than three bidders are able to meet all our Requirements, we reserve the right to invite no more than the three highest scoring suppliers to interview. We may invite less than three suppliers if the difference in scores is considerable; this is to avoid wasting the time of suppliers who are highly unlikely to be successful irrespective of the outcome of an interview.

After interviews, the initial proposal scores will be re-visited and adjusted in light of relevant information received at interview.

Contract

The contract will be for a period of 3 years (2021-2024), with option to extend by 1 year. Any contract awarded will be on a non-exclusive basis. A copy of AAUK's standard supplier contract terms is attached.

Timetable

The key indicative dates for this tender process are set out below. AAUK reserves the right to modify this timetable at any time. Any changes to the timetable will be communicated to all bidders who have expressed an interest in delivering the Services.

Process step	Date
RFP & Tender documents distributed to vendors	19 February 2021
Opportunity for vendor meetings with ActionAid UK staff	1 - 5 March 2021
Deadline for RFP responses	12 March 2021
Vendor interviews	22 to 26 March 2021
Selection of vendor/contract negotiation	29 to 31 March 2021
Contract begins	1 April 2021

Any questions concerning aspects of the RFP's requirements should be directed to Florence Williams, Facilities Manager, at Florence.Williams@actionaid.org.

Submitting your Proposal

Bidders should complete and return a copy of the New Supplier Pre-Qualification Questionnaire and completed proposal in response to the RFP to the Point of contact below via email by the RFP deadline 12th March 2021, marked as 'Request for Proposal and Quotation: Building Cleaning Services'.

Point of contact for Expressions of Interest (Eoi) and RFP Process Queries

Joanna Kinson, Contracts & Procurement Manager: CommercialUK@actionaid.org

You are not required to submit an Eoi as a pre-requisite to submitting a proposal, however, submitting an Eoi will ensure that we are able to notify you of any changes to these documents, the process, or our Requirements.

We look forward to hearing from you.