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Tender

YHG Cleaning & Grounds Maintenance Tender

Your Housing Group

F02: Contract notice

Notice identifier: 2021/S 000-002257

Procurement identifier (OCID): ocds-h6vhtk-029038

Published 4 February 2021, 1:40pm

Section I: Contracting authority

I.1) Name and addresses

Your Housing Group

602 Aston Avenue, Birchwood

Warrington

WA3 6ZN

Email

paul.nugent@yourhousinggroup.co.uk

Telephone

+44 7458086135

Country

United Kingdom

NUTS code

UKD - NORTH WEST (ENGLAND)

Internet address(es)

Main address

www.yourhousinggroup.co.uk

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA33473

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.mytenders.co.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

YHG Cleaning & Grounds Maintenance Tender

II.1.2) Main CPV code

- 79993100 - Facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

With more than 28,000 homes across the North West, Yorkshire and the Midlands, Your Housing Group has a large and diverse portfolio. These range from general properties for social and affordable rent, through to retirement living developments and innovative private rental offers such as Nuvuliving.

YHG seeks Service Providers to deliver its programme of Grounds Maintenance and Communal Cleaning and Window Cleaning Services to properties across the Group. All or part of these works will be provided to (but not limited to) social dwellings, leaseholder properties, sheltered schemes and supported and special needs housing. The approximate value of the contracts (all Lots) is GBP2.25m per annum. The value in this notice is based on the initial term of 3-years + 1-year optional extension

II.1.5) Estimated total value

Value excluding VAT: £8,992,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 2 - Grounds Maintenance - Preston / Lancashire

Lot No

2

II.2.2) Additional CPV code(s)

- 77314000 - Grounds maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77211300 - Tree-clearing services
- 77211400 - Tree-cutting services
- 77211500 - Tree-maintenance services
- 90500000 - Refuse and waste related services
- 45112700 - Landscaping work

II.2.3) Place of performance

NUTS codes

- UKD - NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Grounds Maintenance Services for the Preston / Lancashire Region. Annual value is approximately GBP123,000 (ex VAT). Full property details are provided in the Procurement Documents.

The Grounds Maintenance element of the Contract comprises the following Works:-

Core Tasks

- a) Grass Cutting
- b) Grass Edging
- c) Turf Maintenance (partly optional)
- d) Shrub/Herbaceous Bed Maintenance
- e) Rose Bed Maintenance
- f) Hedge Maintenance

g) Young Tree Maintenance

h) Cleaning of Grounds

Optional Tasks

a) The planting of new and replacement shrubs, hedges and bulbs and the like.

b) The design, planting, establishment and maintenance of bedding schemes as may be requested by YHG

c) The design of landscape features as may be requested by YHG.

d) Grounds Maintenance services to void properties

e) Any other Work not deemed a Core Task or an Optional Task and is to be carried out on the specific instructions of the Contract Administrator.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months optional extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 3 - Grounds Maintenance - Cheshire / Staffordshire

Lot No

3

II.2.2) Additional CPV code(s)

- 77314000 - Grounds maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77211300 - Tree-clearing services
- 77211400 - Tree-cutting services
- 77211500 - Tree-maintenance services
- 90500000 - Refuse and waste related services
- 45112700 - Landscaping work

II.2.3) Place of performance

NUTS codes

- UKD - NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Grounds Maintenance Services for the Cheshire / Staffordshire Region. Annual value is approximately GBP424,000 (ex VAT). Full property details are provided in the Procurement Documents.

The Grounds Maintenance element of the Contract comprises the following Works:-

Core Tasks

- a) Grass Cutting
- b) Grass Edging
- c) Turf Maintenance (partly optional)
- d) Shrub/Herbaceous Bed Maintenance
- e) Rose Bed Maintenance
- f) Hedge Maintenance
- g) Young Tree Maintenance
- h) Cleaning of Grounds

Optional Tasks

- a) The planting of new and replacement shrubs, hedges and bulbs and the like.
- b) The design, planting, establishment and maintenance of bedding schemes as may be requested by YHG
- c) The design of landscape features as may be requested by YHG.
- d) Grounds Maintenance services to void properties
- e) Any other Work not deemed a Core Task or an Optional Task and is to be carried out on the specific instructions of the Contract Administrator.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 4 - Grounds Maintenance - Manchester

Lot No

4

II.2.2) Additional CPV code(s)

- 77314000 - Grounds maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77211300 - Tree-clearing services
- 77211400 - Tree-cutting services
- 77211500 - Tree-maintenance services
- 90500000 - Refuse and waste related services
- 45112700 - Landscaping work

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Grounds Maintenance Services for the Greater Manchester Region. Annual value is approximately GBP249,000 (ex VAT). Full property details are provided in the Procurement Documents.

The Grounds Maintenance element of the Contract comprises the following Works:-

Core Tasks

- a) Grass Cutting
- b) Grass Edging
- c) Turf Maintenance (partly optional)
- d) Shrub/Herbaceous Bed Maintenance
- e) Rose Bed Maintenance
- f) Hedge Maintenance
- g) Young Tree Maintenance
- h) Cleaning of Grounds

Optional Tasks

- a) The planting of new and replacement shrubs, hedges and bulbs and the like.
- b) The design, planting, establishment and maintenance of bedding schemes as may be requested by YHG
- c) The design of landscape features as may be requested by YHG.
- d) Grounds Maintenance services to void properties
- e) Any other Work not deemed a Core Task or an Optional Task and is to be carried out on the specific instructions of the Contract Administrator.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 5 - Communal Cleaning and Window Cleaning - Yorkshire

Lot No

5

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911100 - Accommodation cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90918000 - Bin-cleaning services
- 90919200 - Office cleaning services
- 90900000 - Cleaning and sanitation services
- 90690000 - Graffiti removal services
- 90511300 - Litter collection services

II.2.3) Place of performance

NUTS codes

- UKE - YORKSHIRE AND THE HUMBER

II.2.4) Description of the procurement

Communal Cleaning and Window Cleaning Services for the Yorkshire Region. Full property details are provided in the Procurement Documents.

YHG's Communal Cleaning Services comprises the following Works:

Core Tasks

- a) Communal Entrances, Exits, Doors, Door Glass, Door Mats
- b) Communal Floors, Landings, Hallways and External Areas to Entrances
- c) Communal Stairs (including underneath staircases where applicable)
- d) Communal Windows
- e) Communal Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.,
- f) Bin Rooms and Dumped Rubbish generally

g) Miscellaneous Items

h) Offices

Optional Tasks

a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

YHG's Window Cleaning Services comprises the following Works:

Core Tasks

a) All external fenestration and external face on door glass.

b) External surfaces of porches / canopies

c) External glass canopies

Optional Tasks

a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

Full specification details are found within the Procurement Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 6 - Communal Cleaning and Window Cleaning - Preston / Lancashire

Lot No

6

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911100 - Accommodation cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90918000 - Bin-cleaning services
- 90919200 - Office cleaning services
- 90900000 - Cleaning and sanitation services
- 90511300 - Litter collection services
- 90690000 - Graffiti removal services

II.2.3) Place of performance

NUTS codes

- UKD - NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Communal Cleaning and Window Cleaning Services for Preston / Lancashire Region. Full property details are provided in the Procurement Documents.

YHG's Communal Cleaning Services comprises the following Works:

Core Tasks

- a) Communal Entrances, Exits, Doors, Door Glass, Door Mats
- b) Communal Floors, Landings, Hallways and External Areas to Entrances
- c) Communal Stairs (including underneath staircases where applicable)
- d) Communal Windows
- e) Communal Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.,
- f) Bin Rooms and Dumped Rubbish generally
- g) Miscellaneous Items
- h) Offices

Optional Tasks

- a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

YHG's Window Cleaning Services comprises the following Works:

Core Tasks

- a) All external fenestration and external face on door glass.
- b) External surfaces of porches / canopies
- c) External glass canopies

Optional Tasks

a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

Full specification details are found within the Procurement Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 7 - Communal Cleaning and Window Cleaning - Cheshire / Staffordshire

Lot No

7

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911100 - Accommodation cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90918000 - Bin-cleaning services
- 90919200 - Office cleaning services
- 90900000 - Cleaning and sanitation services
- 90511300 - Litter collection services
- 90690000 - Graffiti removal services

II.2.3) Place of performance

NUTS codes

- UKD - NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Communal Cleaning and Window Cleaning Services for the Cheshire / Staffordshire Region. Full property details are provided in the Procurement Documents.

YHG's Communal Cleaning Services comprises the following Works:

Core Tasks

- a) Communal Entrances, Exits, Doors, Door Glass, Door Mats
- b) Communal Floors, Landings, Hallways and External Areas to Entrances
- c) Communal Stairs (including underneath staircases where applicable)
- d) Communal Windows

e) Communal Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.,

f) Bin Rooms and Dumped Rubbish generally

g) Miscellaneous Items

h) Offices

Optional Tasks

a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

YHG's Window Cleaning Services comprises the following Works:

Core Tasks

a) All external fenestration and external face on door glass.

b) External surfaces of porches / canopies

c) External glass canopies

Optional Tasks

a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

Full specification details are found within the Procurement Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 month option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 8 - Communal Cleaning and Window Cleaning - Manchester

Lot No

8

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911100 - Accommodation cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90918000 - Bin-cleaning services
- 90919200 - Office cleaning services
- 90900000 - Cleaning and sanitation services

- 90511300 - Litter collection services
- 90690000 - Graffiti removal services

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Communal Cleaning and Window Cleaning Services for the Manchester Region. Full property details are provided in the Procurement Documents.

YHG's Communal Cleaning Services comprises the following Works:

Core Tasks

- a) Communal Entrances, Exits, Doors, Door Glass, Door Mats
- b) Communal Floors, Landings, Hallways and External Areas to Entrances
- c) Communal Stairs (including underneath staircases where applicable)
- d) Communal Windows
- e) Communal Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.,
- f) Bin Rooms and Dumped Rubbish generally
- g) Miscellaneous Items
- h) Offices

Optional Tasks

- a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

YHG's Window Cleaning Services comprises the following Works:

Core Tasks

- a) All external fenestration and external face on door glass.
- b) External surfaces of porches / canopies
- c) External glass canopies

Optional Tasks

- a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

Full specification details are found within the Procurement Documents

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 month option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 9 - Communal Cleaning and Window Cleaning - Merseyside

Lot No

9

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911100 - Accommodation cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90918000 - Bin-cleaning services
- 90919000 - Office, school and office equipment cleaning services
- 90900000 - Cleaning and sanitation services
- 90511300 - Litter collection services
- 90690000 - Graffiti removal services

II.2.3) Place of performance

NUTS codes

- UKD - NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Communal Cleaning and Window Cleaning Services for the Merseyside Region. Full property details are provided in the Procurement Documents.

YHG's Communal Cleaning Services comprises the following Works:

Core Tasks

a) Communal Entrances, Exits, Doors, Door Glass, Door Mats

- b) Communal Floors, Landings, Hallways and External Areas to Entrances
- c) Communal Stairs (including underneath staircases where applicable)
- d) Communal Windows
- e) Communal Walls, Woodwork, Ceilings, Light Fittings, Sockets, Skirting Boards, Ledges, Switches and Panels etc.,
- f) Bin Rooms and Dumped Rubbish generally
- g) Miscellaneous Items
- h) Offices

Optional Tasks

- a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

YHG's Window Cleaning Services comprises the following Works:

Core Tasks

- a) All external fenestration and external face on door glass.
- b) External surfaces of porches / canopies
- c) External glass canopies

Optional Tasks

- a) Additional Works as may be instructed by the Contract Administrator and reimbursed in accordance with the Schedule of Rates or by agreement.

Full specification details are found within the Procurement Documents.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 1 - Grounds Maintenance - Yorkshire

Lot No

1

II.2.2) Additional CPV code(s)

- 77314000 - Grounds maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77211300 - Tree-clearing services
- 77211400 - Tree-cutting services
- 77211500 - Tree-maintenance services

- 90500000 - Refuse and waste related services
- 45112700 - Landscaping work

II.2.3) Place of performance

NUTS codes

- UKE - YORKSHIRE AND THE HUMBER

II.2.4) Description of the procurement

Grounds Maintenance Services for the Yorkshire Region. Annual value is approximately GBP72,000 (ex VAT). Full property details are provided in the Procurement Documents.

The Grounds Maintenance element of the Contract comprises the following Works:-

Core Tasks

- a) Grass Cutting
- b) Grass Edging
- c) Turf Maintenance (partly optional)
- d) Shrub/Herbaceous Bed Maintenance
- e) Rose Bed Maintenance
- f) Hedge Maintenance
- g) Young Tree Maintenance
- h) Cleaning of Grounds

Optional Tasks

- a) The planting of new and replacement shrubs, hedges and bulbs and the like.
- b) The design, planting, establishment and maintenance of bedding schemes as may be requested by YHG
- c) The design of landscape features as may be requested by YHG.
- d) Grounds Maintenance services to void properties

e) Any other Work not deemed a Core Task or an Optional Task and is to be carried out on the specific instructions of the Contract Administrator.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

12 months optional extension

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As set out in the Selection Questionnaire - Annex 2

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Under this contract the successful Tenderers will be required to actively participate in the achievement of social policy objectives. Accordingly the contract performance conditions may relate in particular to social and environmental considerations

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

8 March 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

8 March 2021

Local time

12:30pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The Contracting Authority reserves the right to cancel the procurement and not to proceed with the award of any contract at any stage of the procurement process and/or to award only part or parts of any contract. Save for any mandatory periods, the timescales indicated in this notice are indicative and the Contracting Authority reserves the right to amend the same.

Tenderers should read all the procurement documentation carefully and are referred to the Tender Documentation Overview for detail on the full document suite.

Note that participants are required to arrange for the supply of three references for Grounds Maintenance and three references for Cleaning / Window Cleaning Services. These references should be sent directly by the referee to YHG by Friday 5th March 2021.

Electronic responses to this notice should be submitted via the Postbox facility. A user guide is available at www.mytenders.co.uk

Tenderers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=221894.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:221894)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice

London

WC1A 2LL

Country

United Kingdom