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|  | Provision of Estates Professional Management Services (EPMS)  **Invitation to Tender (ITT)**  Reference: PROC/7496/25  Procurement Lead: Habiba Begum |

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# Part 1: Deadline for Responding to this Invitation to Tender

1. The deadline for providing a response to the Procurement Specific Questionnaire is **9th July 2025 12noon**. This deadline relates to Stage 1 - ‘Conditions of Participation’.
2. The deadline for providing a response to the Invitation to Tender (ITT) is **1st August 2025 12:00pm** (the **“Tender Submission Deadline”**). This deadline relates to Stage 2 – ‘Invitation to Tender’.
3. See Part 8: Procurement Timetable and Part 11: How to Respond to this Opportunity of this ITT for further details.

# Part 2: Introduction

1. This Procurement is being conducted in accordance with the Procurement Act 2023 (Act) using the Competitive Flexible Procedure. This ITT describes how the Procurement will be conducted, including details of the associated Tender Documents, Award Criteria and how to respond to this opportunity. Suppliers are strongly encouraged to read this ITT thoroughly before preparing their submission.
2. Suppliers have already expressed an interest in participating in this Procurement by completing the ‘Expression of Interest’ form, that was issued on 24th January 2025. Expression of Interest responses were assessed and who expressed an interest in participating in this Procurement were selected and invited to submit a Tender.
3. This ITT has been prepared to assist Suppliers in deciding whether to submit a Tender in this Procurement. **Please read this ITT carefully, as failure to comply with this ITT may result in exclusion from the Procurement and/or the rejection of your Tender**.
4. This ITT should be read in conjunction with the Tender Notice and any other Tender Documents which have been made available at this stage of the Procurement.
5. The London Fire Commissioner (LFC, or the Commissioner) reserves the right to issue updated versions of this ITT to Suppliers as and when the need arises, in order to reflect the corresponding stage of the Competitive Flexible Procedure, together with any changes to the Procurement or any other new information.
6. **Please read and ensure compliance with the Procurement terms and conditions contained in Appendix A: Procurement Terms and Conditions.**
7. Common terms and expressions shall have the meanings ascribed to them in the glossary in Appendix E: Glossary.
8. All references to a ‘section’ are to a section in the Act unless otherwise stated.
9. All references to a ‘part’, ‘paragraph’, ‘appendix’ or ‘annex’ are to a part, paragraph, appendix or annex of this ITT unless otherwise stated.
10. All references to dates and times within this ITT shall be interpreted in accordance with the United Kingdom time zones applicable at the date of the Procurement (i.e. GMT/BST).
11. LFC is conducting this Procurement using a two-stage Competitive Flexible Procedure because it is able to specify the solutions capable of satisfying its needs and the legal and financial makeup of the Contract. As a result, LFC does not intend to enter into dialogue or negotiation on any aspect of its requirements or the Contract (although reserves its right to do so). Accordingly, Suppliers are encouraged to make the best use possible of the Clarification process. Since there will be no dialogue or negotiation, Suppliers must ensure that they have understood LFC’s requirements and comments in Tenders such as “for discussion” or “to be worked up in discussion with LFC” are likely to fare worse on assessment and may render the Tender unacceptable.

# Part 3: Introduction to LFC

1. The London Fire Commissioner has responsibility for the fire and rescue services provided by the London Fire Brigade (LFB) and some emergency planning functions. The London Fire Brigade is the busiest fire and rescue service in the country and is one of the largest firefighting and rescue organisations in the world. It is a corporate body subject to fire service and (some) Local Government legislation.
2. The London Fire Brigade employs approximately 5,992 staff in total including around 5,096 operational firefighters. The London Fire Brigade operates 24 hours a day every day.  The area covered for firefighting purposes is 620 square miles (1,587 square kilometres) with virtually every known type of fire risk, from high risk, densely populated inner-city areas to lower risk suburban locations.
3. Operational response and community fire safety services are managed by the Operations Directorate and largely provided by operational personnel located in 103 fire stations, including one river station, in a borough based structure aligned to London local authority boundaries to maximise partnership working with local authorities, other emergency services and the voluntary sector.  In addition, there is the London Operations Centre at Merton.  Support services are provided by staff in the Directorates of Safety and Assurance and Corporate Services and are co-ordinated from the Commissioner’s Headquarters complex at 169 Union Street, London SE1 0LL.
4. The Successful Supplier will have to ensure it understands and is compliant with the following LFC policies:
   1. Ethical Sourcing Policy: Policy 1006



* 1. Counter Fraud and Corruption Policy and Response Plan: Policy 0568



* 1. LFC’s Press and PR Protocol

**(included in the Draft Contract Agreement)**

* 1. The Equalities Protocol

**(included in the Draft Contract Agreement)**

* 1. The GLA Group Responsible Procurement Policy: Policy 0696



* 1. Information Security Policy: Policy 0442



# Part 4: Overview of LFC’s Requirements

1. Since the early 2000s, the LFC’s estate has supported hosting Mobile Network Operators (MNO) electronic communications installations. New legislation introducing the Electronic Communications Code 2017, hereafter referred to as ‘The Code’, has significantly deteriorated the benefits to landowners and the income that landlords can generate, whilst increasing the powers MNOs have to acquire sites. This benefits the government’s targets in improving national telecommunications infrastructure.
2. Across the LFC estate, 59 fire stations have 79 lease agreements for telecoms installations with multiple MNOs on site for 20 stations. Their equipment is in various locations, from drill training towers to the roofs of fire stations and in some cases stand-alone antennas. Since 2022, Estates Professional Management Services (EPMS) for the Telecommunications Estate have been procured separately with the primary objective of minimising impacts on fire station operations and uses in respect of MNOs and their access to works/alterations on LFC sites.
3. Currently the LFC has no lease agreements agreed that are covered by The Code, however the impacts of new legislation are due to occur for LFC in 2025/26 with the imminent signing of new lease agreements. Any current leases that have expired are holding over outside The Code and therefore the old (higher) rents are currently being paid. The introduction of The Code provides MNOs with the power to install and keep installed their equipment on private land.  LFC can only terminate the Agreement in very limited and specific grounds: -

* by providing evidence to redevelop all or part of the land and giving at least 18 months' notice,
* substantial breaches by the MNO of its obligations under the Agreement;
* persistent delays in making payments;
* the MNO is not entitled to an agreement in the first place because its test justifying the need for the site has not been proven.

1. LFC’s Estate Management Team operates a core in-house function that relies on the support of an external supply chain of EPMS advisors. The Specification (Appendix K) provides a range of professional services for LFC in a specialised telecommunications market. The proposed structure for delivery of the services LFC required is split between ‘Core’ and ‘Call-off Services’. The successful Supplier will be the only Supplier responsible for providing EPMS services to the LFC.
2. Table A below provides an overview of the services required and fee basis.

*Table A – Scope and structure of the EPMS for the Telecommunications Estate*

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Area** | **Service type** | **Proposed fee structure** | **Summary** |
| Lease and data management | Core | Fixed | Responsibility for managing MNOs in accordance with lease terms and maintaining the LFC’s telecoms related estate data. |
| Site Access Management (SAM) | Core | Fixed | Management and compliance of MNO contractors regarding site access for works/alterations in liaison with LFC’s Person in Charge of the premises. |
| Rent Collection | Core | Fixed | Efficient collection and transfer of rent/payments to the LFC in accordance with lease agreements. |
| Upgrades/Major Works | Call off | Fixed  (costs recoverable) | Process all MNO requests for Upgrades or Major Works, log and acknowledge in accordance with LFC’s defined procedures and RICS standards. |
| Wayleaves | Call off | Fixed  (recoverable from MNO) | Process all Wayleave applications in respect of LFC estate in accordance with LFC’s procedures and RICS standards. |
| Rent reviews  (RPI and/or Open Market Value) | Call off | Fixed | Landlord activation of rent reviews in accordance with RICS standards. |
| Lease renewals | Call off | Fixed  (recoverable from MNO) | Process negotiations and agree lease terms with LFC Property and Legal teams in line with respective industry standards. |
| Strategic advice | Call off | Hourly rate | Provide strategic advice to LFC regarding telecoms lease agreements if/when appropriate |
| New lettings | Call off | Fixed  (recoverable from MNO) | Process expression of interests/MNO requests in respect of new LFC sites in line with agreed processes. |
| Ad hoc services | Call off | Fixed | Processes LFC requirements lift and shift provision, requests for power outages, snagging issues incurred by MNO works. |

1. The new EPMS for the Telecommunications Estate contract will be a key enabler in protecting the LFC’s best interests in respect of the upgraded rights of MNO tenant occupations. The new contract will provide:

* Independent professional advice to support decision making;
* An effective commissioning and fee structure aligned to industry standards;
* Verified and accurate data to enable effective telecoms estates performance management;
* Assurance on the negotiation of new leases under The Code;
* Optimise cost recovery from MNOs, where appropriate;
* Support Station Commanders in managing and minimising the impact of MNO contractors works on LFC sites;
* Assurance on matters such as challenging routes for wayleaves and or major works at LFC sites.

1. The Contract will be for a term of 3 years commencing on 1st November 2025and terminating on 31st October 2028.The Contract may be extended for a further period up to 2 years (1 + 1 year extension period) available at LFC’s discretion. Contract expiry date with extensions is 31st October 2030.
2. **Please refer to Appendix K (Specification) for further detailed information regarding LFC’s EPMS requirements.**

1. LFC does not consider that subdivision into lots would be appropriate, as this could risk rendering the execution of the Contract excessively technically difficult or expensive, and the need to coordinate different Suppliers for the lots could seriously risk undermining the proper execution of the Contract.

# Part 5: Tender Documents

* + - 1. The LFC is using the In-Tend Procurement Portal for the Procurement Process: <https://www.in-tend.co.uk/> (the “Procurement Portal”).
      2. Instructions on registering on In-Tend and the Bluelight E-procurement Portal was distributed to the Suppliers via email on 25th January 2025. Confirmation of registration have been received from the Suppliers who responded to the ‘Expression of Interest’ letter.
      3. All documents are immediately available for download via the Procurement In-Tend Portal. The Tender Documents comprises the following documents:

This Invitation to Tender

* 1. Appendix A: Procurement Terms and Conditions
  2. Appendix B: LFC’s Detailed Requirement
  3. Appendix C: Service Levels, Service Credits and KPIs Document
  4. Appendix D: The Draft Contract Agreement
  5. Appendix E: Glossary
  6. Appendix F: Form of Tender
  7. Appendix G: Certificate of Non-Collusion and Non-Canvassing
  8. Appendix H: Commercially Sensitive Information
  9. Appendix I: Confidentiality Undertaking
  10. Appendix J: Supporting Information
  11. Appendix K: Specification Document
  12. Appendix L: Response Document
      1. Part 1 - Quality and Social Value Questions/Method Statements
      2. Part 2 – Pricing Matrix
  13. Appendix M: Procurement Specific Questionnaire

1. Suppliers proposing to submit a PSQ and Tender are advised first to read the Tender Documents carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their Tender is accepted. No claims by the Successful Supplier for additional payments will be allowed on the grounds of misunderstanding or misinterpretation due to lack of knowledge of the requirements set out in the Tender Documents.
2. Subject only to clarifications submitted in accordance with paragraph 9 of Part 13 of this ITT, no alterations may be made to any response document required to be submitted with your Tender response after the Tender Submission Deadline. Any alteration made will result in your Tender being rejected.
3. The Tender response must not be:
   1. qualified; or
   2. conditional; or
   3. accompanied by statements which could be construed as rendering it equivocal and/or submitted on a different footing from those of other Suppliers.
4. LFC is not bound to accept the lowest priced Tender and shall not be responsible for any costs in connection with the preparation thereof. If and when a Tender is accepted a written notification will be sent to all Suppliers.
5. Tender prices shall be fixed and inclusive of everything required to supply the Services but exclusive of VAT.

# Part 6: Preliminary Market Engagement

1. Preliminary market engagement was conducted through email outreach on the 24th of January 2024.
2. Six Suppliers have shown their interest in this Tender by signing and returning an ‘Expression of Interest’ letter including the Suppliers In-Tend registration information.
3. While the successful preliminary market engagement has resulted in six potential Bidders, we will proceed with issuing a Tender Notice in accordance with the established guidelines, to further explore market opportunities and ensure a comprehensive sourcing process.

# Part 7: The Procurement Process

1. This Competitive Flexible Procedure will be conducted in two (2) stages. The two (2) stages are described in more detail below.

**Stage 1: Invitation to participate**

1. Stage 1 will commence with the issuing of a Tender Notice on the Central Digital Platform and the publication of this ITT including the Tender documents.
2. The Qualification Envelope includes a PSQ which all Suppliers are required to complete and return in accordance with the Procurement Timetable, instructions set out in this ITT and any additional information provided by LFC.
3. LFC will use this stage to confirm that neither the Supplier, nor any related persons within its corporate group, associated persons relied on to meet the Conditions of Participation, or proposed sub-contractors, are listed on the Cabinet Office debarment list. To the extent that any such entities are listed on the debarment list, LFC will consider whether to exclude the Supplier from participating in the Procurement in accordance with its obligations under the Act.
4. In addition, LFC will consider whether any Supplier or related persons within its corporate group, associated persons relied on to meet the Conditions of Participation, or proposed sub-contractors, are excluded or excludable Suppliers and before LFC determines that a Supplier is an excluded or excludable Supplier, it will provide the Supplier reasonable opportunity to make representations and provide evidence as is proportionate in the circumstances. If the Supplier is an excluded or excludable Supplier only by virtue of an associated person or proposed sub-contractor, LFC will notify the Supplier of its intention to exclude the Supplier and provide the Supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process LFC excludes the Supplier from participating in the Procurement, or is aware of an associated person or sub-contractor having been replaced, it will give notice of this fact within thirty (30) days of its decision to the Procurement Review Unit (PRU).
5. LFC will also undertake a review of the completed PSQ with reference to any information held on the Central Digital Platform. Responses to any Conditions of Participation will be assessed in accordance with the selection process and any selection criteria as set out in the Tender Notice, PSQ and described in this document. The assessment of these responses will identify the number of Suppliers to be invited to participate in Stage 2.
6. Stage 1 will be complete with Suppliers being notified in writing whether or not they had been successfully shortlisted to participate in Stage 2. Suppliers not invited to Stage 2 will be provided with a written explanation of the reasons why they have not been shortlisted to participate in Stage 2.
7. Suppliers should note that LFC reserves the right to re-assess any response to the PSQ, in light of any new relevant information that comes to LFC’s attention. Please refer to the ‘Supplier eligibility’ provisions in Appendix A: Procurement Terms and Conditions.

**Stage 2: Invitation to submit a Tender**

1. Stage 2 will commence with the issuing of a letter inviting Suppliers that have been successfully shortlisted at Stage 1 to submit their Tenders.
2. Tenders must be submitted in accordance with the Procurement Timetable, instructions set out in this ITT and any additional information provided by LFC.
3. After the Tender Submission Deadline, LFC will consider, in respect of each Supplier that submitted a Tender, whether the Supplier or any related persons within its corporate group, associated persons relied on to meet the Conditions of Participation, or proposed sub-contractors, are excluded or excludable Suppliers and will consider whether to disregard the Tender submitted in accordance with its obligations under the Act. If the Supplier is an excluded or excludable Supplier only by virtue of an associated person or proposed sub-contractor, LFC will notify the Supplier of its intention to disregard its Tender and provide the Supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process LFC disregards a Tender from an excluded or excludable Supplier or is aware of an associated person or sub-contractor having been replaced, it will give notice of this fact within thirty (30) days of its decision to the Procurement Review Unit (PRU).
4. LFC will conduct an assessment of all Tenders in order to identify the Supplier which has submitted the Most Advantageous Tender (MAT) in accordance with the assessment methodology and Award Criteria set out in the Tender Notice and described in this ITT. LFC may disregard a Tender:
   1. from a Supplier that is not a United Kingdom Supplier or a Treaty State Supplier or that intends to sub-contract the performance of all or part of the Contract to a Supplier that is not a United Kingdom Supplier or a Treaty State Supplier;
   2. if the Tender breaches a procedural requirement set out in the Tender Notice, this ITT or associated Tender Documents; or
   3. if the Tender offers a price that LFC considers to be abnormally low for the performance of the Contract. Where LFC considers in its absolute discretion that a price offered by a Supplier in its Tender is abnormally low, LFC will notify the Supplier and give the Supplier reasonable opportunity to demonstrate that it will be able to perform the Contract for the price offered in accordance with section 19(3)(c) of the Act. LFC will only disregard the Tender if the Supplier cannot satisfactorily demonstrate that it will be able to perform the Contract for the price offered.
5. Once the assessment has concluded, LFC will provide an assessment summary to all Suppliers that submitted Tenders to:
   1. inform them whether they have been successful in being awarded the Contract;
   2. provide an explanation of the assessment of the Supplier’s Tender against the relevant Award Criteria, in accordance with the requirements of the Act; and
   3. where different to the Supplier concerned, provide information in respect of the most advantageous tender submitted, including details of the assessment of this Tender against the relevant Award Criteria and the Supplier’s name.
6. Once the assessment summaries have been provided to the Suppliers that submitted Tenders, LFC will also publish a Contract Award Notice on the Central Digital Platform to commence the mandatory standstill period.
7. Subject to completion of the mandatory standstill period, Stage 2 will end with LFC entering into the Contract with the preferred Supplier and publication of a Contract Details Notice on the Central Digital Platform (within thirty (30) days of the date on which the Contract is entered into). Where appropriate, a copy of the Contract may also be published on the Central Digital Platform.

# Part 8: Procurement Timetable

1. The timetable for the Procurement is set out in the following table (the **“Procurement Timetable”**). Deadlines for the submission of responses to LFC are shown in bold. Failure to meet these deadlines will result in a Supplier’s submission not being considered unless there are exceptional mitigating circumstances such as a technical failure in connection with the Procurement Portal.

| **Date(s) and time(s)** | **Procurement activity** |
| --- | --- |
| 19th June 2025 | Publication of Tender Notice and Tender Documents |
| 9th July 2025 12noon | PSQ Clarification period closes |
| 18th July 2025 12noon | PSQ Submission deadline |
| 24th July 2025 | Suppliers Informed of outcome of PSQ and Invitation to Tender is issued to shortlisted Suppliers |
| 1st August 2025 12noon | Tender Clarification period closes (the “**Tender Clarifications Deadline**”) |
| 7th August 2025 12noon | Publication of responses to Tender Clarification question |
| **15th August 2025 12noon** | **Tender Submission Deadline** |
| 1st November 2025 | Service Commencement date |
| 1st November 2025 | Contract Details Notice |

1. Please note that LFC reserves the right, in its absolute discretion, to amend the Procurement Timetable or extend any time period in connection with the Procurement. Any changes to the Procurement Timetable will be notified simultaneously to the Suppliers via the Procurement Portal.

# Part 9: Service Levels, Service Credits and KPIs

1. Details regarding Service Levels, Service Credits, and Key Performance Indicators (KPIs) can be found in Appendix C below.

# Part 10: Contract Terms

1. Included as part of the Tender Documents is the Draft Contract Agreement, which is included at Appendix D: The Draft Contract Agreement. LFC will not accept changes to the Draft Contract Agreement and intends to enter into the Contract with the Successful Supplier on the terms set out in Appendix D: The Draft Contract Agreement . Accordingly, every Tender received by LFC shall be deemed to have been made subject to the Draft Contract Agreement. Any alternative terms or conditions offered on behalf of a Supplier shall be deemed to have been rejected by LFC unless expressly accepted by it in writing. Suppliers are not required to sign the Contract at submission of Tender Stage.
2. Suppliers should note that the Successful Supplier will be contractually bound to deliver the required services in accordance with the terms set out in the Contract. Further, the Successful Supplier’s Tender will be included in the Contract.
3. The Contract will be executed as a simple contract. The Successful Supplier will be required to execute the Contract promptly and shall not commence the provision of the services nor be entitled to any remuneration whatsoever until it has done so unless otherwise expressly agreed at its discretion by LFC.
4. The Successful Supplier shall be liable for any loss or damage incurred by LFC if the services cannot commence on the commencement date as a result of the Successful Supplier’s failure to execute the Contract properly.
5. After the Contract is executed, a Contract Details Notice and a copy of the Contract will be published.

# Part 11: How to Respond to this Opportunity

1. All documents, discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in pound sterling (£) and all payments under the Contract will be made in pound sterling. Price variances will be considered only at the Contract review opportunities expressly stated in the Contract.
2. Each Supplier is invited to submit one (1) compliant Tender. Variants are not permitted and will be rejected. A variant submission will be considered non-compliant and not substantially complete for the purposes of this ITT.
3. Suppliers must submit their PSQ and Tender, and all required supporting documentation, via the Procurement In-Tend Portal to arrive by no later than the relevant submission deadline. Please note that incomplete or late submissions may be rejected prior to Tender assessment.
4. Suppliers shall submit all forms and documentation specified in the appendices to this ITT. Failure to comply fully may render your Tender invalid.
5. As the Tender of the Successful Supplier will be incorporated into the Contract, it is vital that Method Statements, proposed solutions or claims are realistic and thorough but do not contain promises of a level of service which cannot be provided, achieved or maintained.
6. To reduce the impact on the environment, Suppliers are requested not to submit any promotional or marketing material with their Tender. Any promotional material submitted by the Supplier will not be considered as part of the Tender.

# Part 12: Requests for Clarification

1. Any requests for clarification relating to the Procurement must be submitted via the Procurement In-Tend Portal, no later than the relevant deadline in the Procurement Timetable in Part 8 above to allow LFC sufficient time to respond prior to the relevant submission Deadline. LFC will endeavour to respond to requests for clarification submitted in accordance with these requirements as soon as possible.
2. LFC reserves the right not to answer any requests for clarification submitted after the deadline set out in the Procurement Timetable in Part 8 above or submitted via any means other than the Procurement In-Tend Portal.
3. If Suppliers identify a technical issue with the Procurement In-Tend Portal, they should contact LFC without delay via the following contact point:

Email the Procurement Lead - ‘habiba.begum@london-fire.gov.uk’ via In-Tend Portal only.

1. Where LFC considers any requests for clarification to be relevant to the proper functioning of the Procurement, it will transmit to all other Suppliers (without reference to the identity of the Supplier which submitted the clarification question) the clarification question raised and LFC's response, with the exception of those deemed confidential as provided below.
2. If a Supplier considers that its request for clarification should be treated as confidential and not disclosed to other Suppliers, it must communicate this and the reason why to LFC at the time of the submission of that clarification request. LFC will advise the Supplier in advance of providing the clarification response if it considers that all or any part of the request for clarification cannot be treated as confidential and will provide an opportunity for the Supplier to withdraw such aspects of the request for clarification.
3. In such circumstances, the Supplier may either submit an amended request for the clarification to be treated as confidential, which would be considered by LFC in the same manner as the original request or raise a new request to be treated as a non-confidential request for clarification. Where a request for information or question is commercially sensitive, but the point is of general application, a distilled and sanitised version of the question and answer may be circulated. Similarly, any further clarification of issues arising or addenda will be circulated to all Suppliers in writing.
4. It is the responsibility of each Supplier to monitor all clarifications issued by LFC. LFC accepts no liability for any Supplier's failure to keep abreast of clarifications issued.
5. No other approach is to be made to any LFC staff for information relating to this project. LFC reserves the right to treat such conduct as a reason to exclude the Supplier from continuing in the Procurement.

# Part 13: The Assessment Process and Award Criteria

## Tender Assessment and Award Procedure

1. LFC intends to award the Contract on the basis of the Tender that represents the Most Advantageous Tender (MAT) to LFC in accordance with the Award Criteria set out below.
2. The PSQ and Tender assessments will follow a methodical and auditable process in accordance with the assessment methodology set out in this Part 13.
3. **Procurement Specific Questionnaire Assessment**

**The PSQ Consists of three parts:**

* 1. Part 1: Confirmation of Core Supplier Information – confirmation that Suppliers have registered on, submitted and shared their core supplier information on the Central Digital Platform.
  2. Part 2: Additional Exclusions Information – including:
* Part 2A – identification of the Supplier’s associated person(s); and confirmation that each associated person’s: basic information, Connected Person(s), and exclusion grounds information has also been shared (via the Central Digital Platform).
* Part 2B – confirmation of the Supplier’s intended sub-contractors.
  1. Part 3 – Questions relating to Conditions of Participation.

1. Suppliers that fail any pass/fail question, or fail to provide a response to any mandatory question may be rejected from the Procurement process.

## Award Criteria and Assessment Questions

1. The following high-level award criteria (**"Tier** **1 Award** **Criteria"**) will be applied to the assessment of Tenders:
   1. Price (20%)
   2. Quality (70%)
   3. Social Value (10%)
2. The Assessment Panel will conduct the assessment of the Tier 1 Award Criteria by reference to the pre-defined Award Criteria published in this ITT. The following are set out below:
   1. details of the relative weightings that will be applied in respect of the Award Criteria.
3. The Quality, Social Value and Price assessment is described in further detail below.
4. LFC shall not be bound to award the Contract to the Supplier with the lowest price.
5. LFC reserves to itself the right in its absolute discretion:
   1. to award the Contract to the Supplier who submits the most advantageous tender in accordance with the criteria set out below; or
   2. not to award the Contract.

## Assessment Panel

1. LFC has established an Assessment Panel comprising of representatives from LFC (the **"Assessment Panel"**). The Assessment Panel will be responsible for assessing the Tenders and raising clarifications with Suppliers.

## Assessment of the Tenders

1. Following the Tender Submission Deadline, the Assessment Panel may issue clarifications to Suppliers via the Procurement In-Tend Portal. In particular, LFC may request clarifications in respect of a Supplier’s Tender where information or documentation submitted by a Supplier is or appears to be incomplete or erroneous. LFC will expect Suppliers to provide a prompt response to all clarifications issued by LFC, and within any time limit specified by LFC.
2. Following any clarifications, the Assessment Panel will assess the Tenders including any clarification responses.

## Compliance checks

1. All Tenders will first be checked for compliance with this ITT and for completeness. The Assessment Panel may seek clarification from the Suppliers in order to determine if a Tender is complete and compliant. Suppliers are reminded that Tenders must not be qualified or subject to clarification or confirmation and must be submitted strictly in accordance with this ITT.
2. If a Tender is not substantially complete, is qualified, is offered as a variant, or is not submitted in accordance with this ITT, then LFC may exclude such response from further consideration. LFC's decision to exclude such a Tender shall be final.
3. A compliant Tender is one which:
   1. is complete, including all documents and responses as required on the Procurement In-Tend Portal duly completed/submitted in all material respects (LFC reserves the right to allow a Supplier to remedy a minor omission or administrative error in their written submission or a Tender form but does not guarantee it will exercise that discretion) including without limitation responses to:
      1. Quality and Social Value Questions;
      2. completed Pricing Matrix;
      3. Procurement Specific Questionnaire
      4. all forms set out in the appendices to this ITT completed; and
      5. confirmation of agreement to the Draft Contract Agreement,
   2. is for the provision of the whole of the Services;
   3. is not qualified or subject to clarification or confirmation and does not leave any material matter for negotiation or dialogue;
   4. does not derogate from the Draft Contract Agreement; and
   5. is delivered before the Tender Submission Deadline.
4. Suppliers are not expected to repeat evidence of financial standing or general competency as this has already been submitted and assessed at the Participation Stage. However, LFC reserves the right to revalidate the outcome of the PSQ assessment at any stage if any material change of circumstances becomes apparent in order to ensure that Suppliers remain eligible.

## Award Criteria

1. The Award Criteria which will be applied, and their weightings are set out in Table 1 below.
2. LFC reserves the right to refine any specific Award Criteria during the Procurement and before inviting Suppliers to submit Tenders in accordance with Section 24 of the Act and will notify all Suppliers of any such change.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Table 1 – Award Criteria** | | | | | |
| **Tier 1 Award Criteria** | **Tier 1 Weighting** | **Tier 1 Award Criteria** | **Tier 1 Weighting** | **Tier 1 Award Criteria** | **Tier 1 Weighting** |
| **Quality** | **70%** | **Price** | **20%** | **Social Value** | **10%** |

## Quality and Social Value Assessment (80%)

1. Suppliers are required to provide a series of Method Statements as set out in Appendix L: Response Document. LFC will assess each Supplier’s Method Statements and award scores out of a total possible score of five (5) for each Method Statement in accordance with the general principles and descriptions shown in the scoring scale in Table 2 below. Such scores will reflect the extent to which the proposals meet LFC’s requirements. The weightings to be given to each Method Statement are set out in Table 1 above.

## Scoring Scale

1. LFC will score the Quality and Social Value proposals based on the 0 – 5 scale in Table 2 below. Only whole scores will be allocated.

|  |  |  |
| --- | --- | --- |
| **Table 2 – Scoring Scale** | | |
| **Score** | **Classification** | **Definition** |
| **0** | **Unacceptable** | No response, or a response which does not address the Award Criteria. |
| **1** | **Very Poor** | LFC has serious reservations that the Supplier understands the requirement in the question. The proposal provides very limited evidence and assurance that the relevant aspect of the service would be delivered to the expected standard and there are serious doubts about aspects of the response. |
| **2** | **Poor** | The submission is superficial and generic in its scope. LFC has some reservations that the Supplier understands the requirement in the question. The proposal provides some limited evidence and assurance that the relevant aspect of the service or requirement would be delivered to a satisfactory standard. |
| **3** | **Satisfactory** | LFC is reasonably confident that the Supplier understands the requirement in the question and the proposal provides some satisfactory evidence and assurance that the relevant aspect of the service or requirement would be delivered to a satisfactory standard. |
| **4** | **Good** | The submission is robust and well documented. LFC is confident that the Supplier understands the requirement in the question and the proposal provides good evidence and assurance that the relevant aspect of the service or requirement would be delivered to a good standard. |
| **5** | **Excellent** | LFC is completely confident that the Supplier understands the requirement in the question and the proposal provides very good evidence and assurance that the relevant aspects of the service or requirement would be delivered to an excellent standard. This could be shown through added value and/or innovation. |

1. The Method Statements will be assessed by the Assessment Panel. Each member of the Assessment Panel will first conduct an individual assessment of each Tender. Questions may be divided between Assessment Panel members so not all members of the Assessment Panel assess every question.
2. A moderation process will then be undertaken with the Assessment Panel to discuss and agree an overall single consensus score for each Method Statement. Each question will be awarded a consensus score in accordance with the scoring scale set out above. This consensus score will be divided by the highest score available for that question (i.e. by five (5)) to give a percentage score. The percentage score will then be multiplied by the question weighting (as set out in Table 1 above) to provide a weighted score for each question:

**(Consensus score ÷ 5) x weighting**

For example, if the consensus score for Supplier A for Question 1.5.1 was 3 and the weighting for this question was 4%, Supplier A would be awarded a final weighted score of 2.4 for this question: (3÷5) x 4 = 2.4.

1. The final weighted scores for each Method Statement will be added together to give a total Quality score for each Tender.

## Price Assessment (20%)

1. For the purposes of assessment, LFC will assess the Supplier’s Tender Sum as set out in the Pricing Tables.
2. The Assessment Panel will review the Pricing Tables to ensure they are consistent with the rest of the Tender, including the Method Statements. If LFC considers that any prices are not consistent with the Method Statements or any other part of the Tender then LFC reserves the right to ask the Supplier to clarify the Tender, and if a satisfactory response is not received, to disqualify the Tender. The Assessment Panel will also review all Pricing Tables to consider whether any Tender appears to be abnormally low, following the process set out in paragraph 8 of Part 7 of this ITT.
3. Price shall be assessed on the basis of awarding the full percentage points available to the lowest Tender Sum. Thereafter each other Tender is compared against the lowest priced Tender in accordance with the following formula to arrive at a score to one decimal point:

**(A÷B) x C = X**

Where:

A = the lowest submitted Tender Sum of all Tenders

B = the total Tender Sum submitted by Supplier

C = the maximum percentage score i.e. [40]%

X = the score for Price

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Worked example:  Using a notional figure for illustrative purposes only of £60,000 for the lowest Tender Sum and using the formula set out above the lowest Tender Sum would be awarded a score of 40% for the Price assessment and each other Supplier would be scored as follows:   |  |  |  | | --- | --- | --- | | **SUPPLIER** | **TENDER SUM** | **PRICE SCORE** | | 1 | £60,000 | 40% | | 2 | £70,000 | 34.3% | | 3 | £80,000 | 30% | | 4 | £90,000 | 26.7% | |

## Minimum Acceptable Score Threshold

1. Notwithstanding the overall score and ranking of a Tender, LFC reserves the right to determine that a Tender has not met the Minimum Acceptable Score Threshold, and accordingly reserves the right to reject that Tender, if one or more of the following apply:
   1. in relation to any criteria assessed on a pass/fail basis, a Supplier fails one or more of the relevant criteria;
   2. in relation to any scored Method Statement, a Supplier:
      1. receives a score of 0 (Unacceptable) against any one or more Method Statement; and/or
      2. receives a score of 1 (Very Poor) or 2 (Poor) against any two or more Method Statements; and/or
   3. a Supplier has an abnormally low Tender.

## Compilation of percentages awarded for Quality and Price

1. The percentages awarded to each Tender for the Price and Quality elements of the assessment will be added together and (subject to the Minimum Acceptable Score Threshold) will arrive at the most advantageous tender i.e. the Tender with the highest total percentage awarded.
2. In the event that two (2) or more Tender scores are tied, LFC shall award the Contract to the Supplier that has scored highest in the Quality element.
3. Subject to internal LFC approval procedures, LFC shall notify all Suppliers as soon as possible after the completion of the Tender assessment of LFC’s Contract award decision.

## Award decision and standstill period

1. All Suppliers will receive an assessment summary setting out details of the Successful Supplier, and information relating to their own and the Successful Supplier’s assessment scores that is in full compliance with the requirements of the Act.
2. Following the award of the Contract, LFC is required to undertake an eight (8) working day standstill period which will be calculated in accordance with Section 51 of the Act and will commence on the publication of a Contract Award Notice. The Contract will not be entered into until the standstill period has elapsed.
3. In accordance with the requirements of the Act, LFC will publish details of the Contract including details of the Successful Supplier and a copy of the Contract in a Contract Details Notice following contract award.

# Appendix A: Procurement Terms and Conditions

## Procedural requirements

1. This ITT together with all other Tender Documents provided to Suppliers in connection with this Procurement contain procedural requirements which Suppliers must follow. Failure to comply with or follow any procedural requirement may result in the exclusion of the Supplier from the Procurement at LFC’s sole discretion.

## Central Digital Platform

1. Suppliers that wish to participate in this Procurement are responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any Associated Suppliers which are relevant for the purposes of this Procurement. Suppliers must notify LFC immediately if it is unable to register on the Central Digital Platform and/or provide accurate and up-to-date information via the Central Digital Platform.

## Transparency

1. Suppliers should note that, in accordance with general transparency obligations and procurement law obligations under the Act, LFC routinely publishes details of its procurement processes and awarded contracts. This includes, but is not limited to, the contract value, the identity of the Successful Supplier and other participating Suppliers (where required), compliance with payment obligations and contract performance. Compliance with these obligations may involve LFC taking steps without consultation with Suppliers. Where required under the Act, a copy of the Contract will be published (subject to making any reasonable and proportionate redactions permitted under the Act).
2. All non-departmental public bodies are subject to controls and reporting within government. In particular, they report to various government bodies including but not limited to the Cabinet Office and HM Treasury for all expenditure. LFC reserves its absolute right to share within government any of the documentation/information submitted by Suppliers during this Procurement (including any information that a Supplier considers to be confidential and/or commercially sensitive).
3. Where required, LFC will disclose on a confidential basis any information it receives from Suppliers during the Procurement to any third party engaged by LFC for the specific purpose of assessing or assisting LFC in assessing the Supplier’s submission. In providing such information the Supplier consents to such disclosure.

## Modifying the Procurement

1. Neither the Tender Notice, this ITT nor any information given as part of the Procurement shall be regarded as a commitment or representation on the part of LFC (or any other person) to enter into a contractual agreement.
2. LFC reserves the right to cancel the Procurement at any point and/or to choose not to award any contract as a result of this Procurement.
3. Suppliers will remain responsible for all costs and expenses incurred by them, their staff, and their advisers or by any third party acting under their instructions in connection with this Procurement. For the avoidance of doubt, LFC is not liable for any costs or expenditure resulting from any cancellation or amendment of this Procurement.
4. LFC reserves the right at any time to:
   1. issue amendments, modifications or additional information to any documentation which forms part of this Procurement, including the Procurement Terms and Conditions contained in this Appendix A: Procurement Terms and Conditions and Tenders will be assumed to take such amendments, modifications or additional information in account;
   2. require a Supplier to clarify their proposal(s) and/or Tender in writing and/or provide additional information – failure by a Supplier to respond adequately may result in their Tender being rejected;
   3. alter the Procurement Timetable for this Procurement;
   4. rewind and re-run any part of the Procurement on the same or alternative basis; and
   5. amend the Procurement as described herein, including the number of stages and the number of Suppliers to be selected at any stage.

## Confidentiality and publicity

1. Save to the extent made publicly available by LFC, the information in this ITT (together with all attachments and any other information communicated to Suppliers during the Procurement) is made available on the condition that it is treated as Confidential Information by the Supplier and is not disclosed, copied, reproduced, distributed or passed to any other person at any time except in order to comply with legal obligations or for the purpose of enabling a submission to be made to LFC, provided that such person has given an undertaking prior to the receipt of the relevant information (and for the benefit of LFC) to keep such information confidential and prior written consent has been obtained from LFC.
2. LFC may disclose detailed information relating to any Supplier submission to LFC’s members, directors, officers, employees, agents or advisers and they may make the Tender Documents available for private inspection by LFC’s members, directors, officers, employees, agents, or advisers.
3. Suppliers must not take part in any publicity activities with any part of the media about this Procurement without obtaining the express prior written agreement of LFC. When requesting prior written agreement, Suppliers are required to detail the proposed media coverage including format and content of any publicity.
4. LFC reserves the right to publish the amounts of Tenders and the name of the Successful Supplier, other Suppliers who participated in the Procurement, and to publish such other information regarding Tenders as it may be required to publish in accordance with statutory provisions with which LFC must comply.

## Freedom of information and environmental information

1. LFC is subject to the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR). All information submitted to LFC may be disclosed in response to a request made pursuant to the FOIA or the EIR.
2. In respect of any information submitted by a Supplier that it considers to be commercially sensitive, the Supplier should:
   1. clearly identify which information is considered commercially sensitive and complete the table contained within Appendix H: Commercially Sensitive Information. It is the Supplier’s responsibility to keep this schedule updated as the Procurement progresses, for example where further information is elicited from Suppliers through clarification questions;
   2. provide a brief description of each item and explain the potential implications of disclosure of such information; and
   3. provide an estimate of the period of time for which the Supplier considers that such information will remain commercially sensitive.
3. LFC will make reasonable endeavours to:
   1. hold confidential all information submitted by a Supplier that it identifies as being commercially sensitive; and
   2. consult with a Supplier about commercially sensitive information before making a decision on any FOIA requests and EIR requests received (noting that LFC has a very limited time in which to decide whether or not information can be released, so it is imperative that you ensure that LFC has up-to-date contact details and that the contact is able to respond to a request quickly).
4. Suppliers should note, however, that the final decision on any FOIA request and EIR request rests with LFC, subject to applicable law. Even where information is identified as commercially sensitive, unless an exemption/exception provided for under the FOIA/EIR is applicable, LFC will be obliged to disclose that information in response to a request. Accordingly, LFC cannot guarantee that any information marked ‘commercially sensitive’ will not be disclosed.
5. Suppliers are advised to read the Code of Practice Issued by the Department for Constitutional Affairs under Section 45 of the FOIA, which gives guidance to public authorities on the handling of requests for information the disclosure of which may affect the interests of third parties. The code can be accessed on the internet at the Ministry of Justice website.

## Requirements on sub-contractors and consortium

1. If requested to do so by LFC, a Supplier will be required to enter into a legal arrangement with other members of a consortium or with any parties which are relied on in order to satisfy the Conditions of Participation relating to this Procurement (in accordance with section 72 of the Act). Acceptance of this request shall be considered a mandatory requirement and failure to accept the same may result in the Supplier’s exclusion from the Procurement.
2. Suppliers must be able to satisfy LFC as to their ability to provide the required Services in accordance with the Contract. Nevertheless, LFC will consider proposals from the Supplier for part of the Services to be provided by sub-contractors provided that:
   1. the proposed part of the Services and the sub-contractors are approved by LFC which may include the prior approval of the terms of the subcontractor’s appointment or contractual arrangements to be entered into between the Supplier and any such sub-contractor; and
   2. upon request by LFC, the Supplier procures a collateral warranty (in a form approved by LFC) from the proposed sub-contractors to LFC in respect of the performance of the relevant part of the Services.
3. Suppliers should also refer to the Draft Contract Agreement as it relates to sub-contracting.

## Non-collusion, non-canvassing

1. Any attempt by a Supplier or their advisers to influence the Procurement in any way may result in the exclusion of the Supplier, without prejudice to any other civil or legal remedies available to LFC and without prejudice to any criminal liability that such conduct by a Supplier may attract.
2. Specifically, Suppliers must not directly or indirectly at any time:
   1. devise or amend the content of their submissions in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, subcontractor, consortium member insurance provider or provider of finance;
   2. enter into any agreement or arrangement with any other person as to the form or content of any other submission or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content of any other submission;
   3. enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a response in this Procurement;
   4. canvass any employees, members or agents of LFC in relation to this Procurement;
   5. attempt to obtain information from any of the employees, members or agents of LFC or their advisors concerning another Supplier or submission;
   6. carry out any other co-operation or collusion with another Supplier or any other person which LFC considers capable of undermining fair competition;
   7. disclose to any third-party prices shown in its Tender except where such disclosure is made in confidence in order to obtain quotations necessary for the purposes of financing or insurance;
   8. fix prices in its Tender in accordance with any arrangement with any person or by reference to any other Tender;
   9. submit a price for the provision of the required Services which is abnormally low;
   10. in connection with the award of the Contract, commit an offence under the Bribery Act 2010 or offers or agrees to pay or give or does pay or give any sum of money, inducement, or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Supplier or any other person's proposed Tender any act or omission;
   11. commit any act, and any employee or agent of it must not commit any act, which is an offence under the Enterprise Act 2002; and/or
   12. fail to return their Tender fully completed and signed. However, LFC may request Suppliers whose information or documents appear to be incomplete or erroneous or where specific documents are missing 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.
3. Suppliers are required to complete and return Appendix G: Certificate of Non-Collusion and Non-Canvassing noting that LFC will be entitled to rely on the information provided in the certificate.
4. For the avoidance of doubt any non-acceptance or rejection in accordance with paragraph 27 above shall be without prejudice to any other civil remedies available to LFC or any criminal liability that such conduct by a Supplier may attract.

## Conflicts of interest

1. Suppliers are responsible for ensuring that no actual, potential or perceived conflicts of interest (within the meaning of the Act) exist between themselves and LFC or its advisers. Suppliers must notify LFC immediately of any actual, potential or perceived conflict of interest.
2. In the event of any actual, potential or perceived conflict of interest, LFC shall in its absolute discretion decide on the appropriate course of action. LFC reserves the right to:
   1. exclude any Supplier that fails to notify LFC of an actual, potential or perceived conflict of interest, or where an actual conflict of interest exists; and
   2. request further information from any Supplier and require any Supplier to take reasonable steps to mitigate a conflict of interest. This may include requiring any Supplier to enter into a specific conflict of interest agreement with LFC. Failure to do so may result in the Supplier being excluded from participating in, or progressing as part of, the Procurement process.
3. LFC strongly encourages Suppliers to contact LFC as soon as possible using the Procurement In-Tend Portal should it have any concerns regarding actual, potential or perceived conflicts of interest.

## Conflict assessments

1. LFC confirms that, prior to the issue of the Tender Notice in this Procurement, a conflict assessment has been prepared in accordance with the Act.

## Intellectual property

1. Suppliers are reminded that all intellectual property rights, including copyright, in the documents and materials supplied by LFC and/or its advisers in this Procurement, in whatever format, belong to LFC, its advisers or the relevant owner/licensor. Suppliers shall not copy, reproduce, distribute or otherwise make available any part of these documents to any third party (except for the purpose of preparing a submission) without the prior written consent of LFC. All documentation supplied by LFC in relation to this Procurement must be returned or destroyed on demand, without any copies being retained by Suppliers.

## Anti-competitive behaviour

1. Suppliers are reminded of their obligations under applicable competition laws. LFC may require evidence from Suppliers that their arrangements are not anti-competitive and reserves the right to require any Supplier to comply with any reasonable measures which may be needed to verify that no anti-competitive arrangements are in place.
2. Any evidence of anti-competitive behaviour may result in a Supplier being disqualified from the Procurement. LFC also reserves the right to refer any suspected breaches of applicable competition laws to the relevant authorities including, but not limited to, the Competition and Markets Authority and the Serious Fraud Office.
3. Suppliers should note that anti-competitive behaviour may result in the Supplier being excluded from bidding for contracts under Schedule 7, Paragraph 7 of the Act. Where a relevant decision has been made by the Competition and Markets Authority under the Competition Act 1998, the Supplier may also be excluded from bidding for contracts under Schedule 6, Paragraph 41 of the Act and may be added to the debarment list and/or be liable for civil and/or criminal penalties.

## Contract

1. A Tender is an offer to enter into a contract on the terms of the contents of the submission. Notification of an award decision does not constitute acceptance by LFC. Any document submitted by a Supplier shall only have contractual effect when it is contained within an executed written contract.
2. The Supplier’s Tender must remain valid for acceptance for a period of 90 days from the Tender Submission Date or until any procurement challenge/s have been resolved.

## Supplier withdrawal

1. Suppliers may withdraw from the Procurement at any time before the Tender Submission Deadline by providing written notification to LFC via the Procurement Portal.
2. In the event that a Supplier withdraws from the Procurement prior to the Tender Submission Deadline, LFC reserves the right (but shall not be obliged) to invite the next highest ranked Supplier that submitted a valid response to the PSQ but which attained a score that was not sufficiently high for it to be shortlisted, to be re-instated in the Procurement and invited to submit a Tender.

## Modifying your Tender

1. Suppliers may modify their submitted Tenders prior to the Tender Submission Deadline. LFC will not open Tenders until after the Tender Submission Deadline and no Tender may be modified after the Tender Submission Deadline.

## Supplier eligibility

1. Suppliers are reminded that the eligibility requirements in this ITT, Tender Notice and all other associated Tender Documents apply to the Procurement at all times.
2. LFC reserves the right to require any Supplier to provide such further information as LFC may require (and for the avoidance of doubt, LFC may make multiple requests) as to any issue addressed in the PSQ, including, but not limited to, the economic and financial standing of the Supplier at any stage of the Procurement and prior to the notification of the award decision and/or the award of the contract.
3. LFC must be notified in writing via the Procurement In-Tend Portal promptly of any changes in the information that the Supplier has provided in its response to this Procurement (including but not limited to arrangements in relation to any Associated Suppliers) at any point before the entry into the Contract so that LFC may assess whether the Supplier continues to satisfy the relevant Conditions of Participation and continues to qualify for participation in the Procurement. For the avoidance of doubt, LFC reserves the right to take such action as it deems appropriate in the light of its assessment of the updated information, including (but not limited to) excluding the Supplier concerned from the Procurement.

## Supplier warranties

1. In responding to this ITT, the Supplier warrants, represents and undertakes to LFC that:
   1. it understands and has complied with the conditions set out in this ITT;
   2. all information, representations and other matters of fact communicated (whether in writing or otherwise) to LFC by the Supplier, its staff or agents in connection with or arising out of the Procurement are true, complete and accurate in all respects, both as at the date communicated and as at the date of the submission of the response to this ITT;
   3. it has made its own investigations and undertaken its own research and due diligence, and has satisfied itself in respect of all matters (whether actual or contingent) relating to this ITT and has not submitted its response in reliance on any information, representation or assumption which may have been made by or on behalf of LFC (with the exception of any information which is expressly warranted by LFC);
   4. it has full power and authority to respond to this ITT and to perform the obligations in relation to the Contract and will, if requested, promptly produce evidence of such to LFC;
   5. it is compliant with and aware of LFC’s policies listed in Part 3 of this ITT;
   6. it is of sound financial standing, and the Supplier and its directors, officers and employees are not aware of any circumstances (other than such circumstances that may be disclosed in the audited accounts or other financial statements of the Supplier) submitted to the LFC that may adversely affect such financial standing in the future; and
   7. the Supplier has made arrangements to ensure that it will continue to have sufficient working capital, skilled staff, equipment, machinery and other resources available to carry out the Services in accordance with the Contract and for the duration of the Contract.
2. Suppliers should note that the potential consequences of providing incomplete, inaccurate or misleading information include that:
   1. LFC may exclude the Supplier from participating in this Procurement;
   2. the Supplier may be excluded from bidding for contracts under Schedule 7, Paragraph 13 of the Act;
   3. LFC may rescind any resulting contract under the Misrepresentation Act 1967 and may sue the Supplier for damages; and
   4. if fraud or fraudulent intent can be proved, the Supplier may be prosecuted and convicted of the offence of fraud by false representation under section 2 of the Fraud Act 2006, which can carry a sentence of up to ten (10) years or a fine (or both) – if there is a conviction, then the Supplier may be excluded from bidding for contracts under Schedule 6, Paragraph 15 of the Act and may be added to the debarment list.

## Rejection of Tenders

1. LFC has not made, and will not make, any agreement or representation that a contract shall be offered in accordance with this ITT and the publication of this ITT in no way commits the LFC to award any contract pursuant to any tendering process for this Contract.
2. LFC is not committed to any course of action as a result of issuing this ITT or conducing discussion with Suppliers in respect of it or any other communication between LFC and any other party. In particular, Suppliers should note that LFC, in its absolute discretion, reserves the right at any time:
   1. to disqualify any Supplier who makes material changes to any aspect of either its PSQ or its Tender unless requested to do so by LFC or unless substantial justification can be provided to the satisfaction of LFC;
   2. to reject any Tender that makes or attempts to make any variation or alteration to the terms of the Form of Tender, the Contract, the Specification or the Schedules except where a variation or alteration is expressly invited or permitted by LFC in writing prior to submission of the Tender;
   3. to reject any Tender that does not provide for the whole of the Services except where the tender for part of the Services is expressly invited or permitted by LFC in writing;
   4. to refrain from considering and/or reject any Tender that is not in accordance with this ITT and all other instructions issued by LFC during the Procurement;
   5. to seek clarification of any aspect of Suppliers’ Tenders;
   6. to amend or add to its requirements relating to the submission of Tenders and/or in relation to the Contract generally;
   7. to extend or vary the Procurement Timetable or process including without limitation to introduce further stages in the process;
   8. to reject any Tender;
   9. to accept any Tender either in whole or in part or parts;
   10. not to accept the lowest priced Tender; and
   11. to discontinue and/or recommence the Procurement for the Contract and not to enter into any contract.

## Sufficiency of Information

1. The Supplier shall ensure that it is familiar with the content, the extent and nature of its obligations as outlined in this ITT and associated Tender Documents and shall in any event be deemed to have done so before submitting its Tender. The Supplier will be deemed for all purposes connected with the Tender Documents to have carried out all research, investigations and enquiries which can reasonably be carried out and to have satisfied itself as to the nature, extent, volume and character of the Services (in the context of and as described in the Specification) and the extent of the personnel, equipment, assets, plant and machinery which may be required and any other matter which may affect its PSQ and Tender.

## Costs and Expenses

1. All costs, expenses and liabilities incurred by the Supplier in connection with preparation and submission of the PSQ and Tender will be borne by the Supplier. The Supplier shall have no claim whatsoever against LFC in respect of such costs and in particular (but without limitation) LFC shall not make any payments to the Successful Supplier or any other Supplier save as expressly provided for in the Contract and (save to the extent set out in the Tender Documents) no compensation or remuneration shall otherwise be payable by LFC to the Successful Supplier in respect of the Services by reason of the scope of the Services being different from that envisaged by the Successful Supplier or otherwise.

## Third parties

1. Nothing in these terms is intended to confer any rights on any third party under the Contracts (Rights of Third Parties) Act 1999. This does not affect any right or remedy of any person which exists or is available apart from that Act.

## Applicable law

1. The laws of England and Wales are applicable to this Procurement.
2. Suppliers must agree to submit to the exclusive jurisdiction of the Courts of England and Wales in relation to any dispute arising out of or in connection with this Procurement.

# Appendix B: LFC’s Detailed Requirement

Kindly refer to Appendix K (Specification Document) for further details.

# Appendix C: Service Levels, Service Credits and KPIs

Please review the attached document below titled 'Appendix C – KPI’s Document' for further details.



# Appendix D: The Draft Contract Agreement

Please review the attached document titled 'Appendix D – The Draft Contract Agreement' for further details.



# Appendix E: Glossary

| **Defined term** | **Definition** |
| --- | --- |
| Act | means the Procurement Act 2023; |
| Assessment Panel | has the meaning set out in paragraph 8 of Part 13 of this ITT; |
| Associated Suppliers | means a Supplier who is associated with another Supplier if either (a) the Suppliers are submitting a Tender together, or (b) LFC is satisfied that the Suppliers will enter legally binding arrangements to the effect that the Supplier will sub-contract the performance of all or part of the Contract to the other, or the other Supplier will guarantee the performance of all or part of the Contract by the Supplier (as set out in section 22(9) of the Act); |
| Award Criteria | means the award criteria set out in Part 13 of this ITT; |
| Central Digital Platform | means the online system defined by regulation 5(2) of the Procurement Regulations 2024 (SI 2024 No. 692); |
| Competitive Flexible Procedure | means the competitive flexible procedure as defined by section 20 of the Act; |
| Conditions of Participation | means the conditions of participation set out in the PSQ; |
| Confidential Information | has the meaning set out in Appendix I: Confidentiality Undertaking; |
| Contract | means the contract to be entered into by LFC with the Successful Supplier, a draft of which is included at Appendix D: The Draft Contract Terms; |
| EIR | means the Environmental Information Regulations 2004; |
| FOIA | means the Freedom of Information Act 2000; |
| Invitation to Tender or ITT | means this document, inviting Suppliers to submit a Tender; |
| Key Performance Indicators or KPIs | means the key performance indicators (KPIs) set out in Appendix C: Service Levels, Service Credits and KPIs; |
| LFC | means the London Fire Commissioner; |
| Method Statements | means the quality questions set out in Appendix L: Response Document to this ITT; |
| Minimum Acceptable Score Threshold | has the meaning given in paragraph 25 of Part 13 of this ITT; |
| Participation Stage | means the first stage of this Procurement where Suppliers submit a PSQ response; |
| Pricing Tables | means the pricing tables appended to this ITT; |
| Procurement | means this Competitive Flexible Procedure procurement process; |
| Procurement Portal | means the In-Tend portal used by LFC for the purposes of this Procurement and which can be accessed here: <https://www.in-tend.co.uk/> |
| Procurement Timetable | means the timetable for this Procurement as set out in Part 8 of this ITT; |
| PSQ | means the procurement specific questionnaire; |
| Service Credits | means the service credits set out in Appendix C: Service Levels, Service Credits and KPIs; |
| Service Levels | means the service levels set out in Appendix C: Service Levels, Service Credits and KPIs; |
| Services | Means Provisions of Estates Professional Management Services; |
| Specification | means the specification document set out in Appendix K: Specification; |
| Successful Supplier | means the Supplier that submits the most advantageous tender and is awarded the Contract; |
| Supplier | means a supplier participating in the Procurement; |
| Tender | means a tender submitted by a Supplier by the Tender Submission Date; |
| Tender Clarifications Deadline | Means Clarification period will end 18th July 2025 at 17:00pm; |
| Tender Documents | has the meaning set out in Appendix I: Confidentiality Undertaking; |
| Tender Notice | means the tender notice published on the Central Digital Platform; |
| Tender Stage | means this second stage of the Procurement where Suppliers submit a Tender; |
| Tender Submission Deadline | Means Tender submissions are to be submitted by 30th April 1015 12:00pm; |
| Tender Sum | means the Supplier’s total tender sum as set out in the Pricing Tables; |
| Treaty State Supplier | has the meaning set out in Section 90(5) of the Act; |
| United Kingdom Supplier | has the meaning set out in Section 90(7) of the Act; and |
| VAT | means value added tax. |

# Appendix F: Form of Tender

Dear Sir or Madam

## Form of Tender

I/We, the undersigned, tender and offer to provide the Contract as listed below, which is more particularly referred to in the Invitation to Tender (ITT) supplied to me/us for the purpose of tendering for the provision of the Contract and on the terms of the draft Contract.

## Checklist for suppliers

Suppliers are required to submit the following documents or positions in their Tenders:

|  |  |  |
| --- | --- | --- |
| **Tender Form** | **Title** | **Tick to Confirm included** |
|  | Method Statements |  |
|  | Completed Pricing Tables |  |
|  | Form of Tender and Anti-Collusion Certificate |  |
|  | Commercially Sensitive Information |  |
|  | Confidentiality Undertaking |  |
|  | Supporting Information |  |
|  | Procurement Specific Questionnaire |  |
|  | Completed Checklist |  |

**Note:** If Suppliers do not provide all of the items in the checklist, this may result in their Tender being treated as non-compliant and therefore rejected.

I/We confirm that I/we can supply the contract as specified in our response to the ITT and in accordance with the Pricing Tables submitted.

I/We confirm that we accept the terms of the draft Contract as issued with the ITT.

I/We understand that LFC reserves the right to accept or refuse this Tender in accordance with the Act and/or the ITT.

I/We confirm that all information supplied to LFC and forming part of this Tender and any previous submissions is true and accurate.

I/We confirm that the Supplier, together with all Associated Suppliers:

* are registered on the Central Digital Platform; and
* have ensured their information contained on the Central Digital Platform is true and accurate.

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify LFC immediately and update such information should this be required.

I/We confirm that this Tender will remain open for acceptance for a period of nine (9) calendar months from the date of Tender Submission Deadline or until any procurement challenge/s have been resolved.

I/We confirm that I/we are authorised to commit the Supplier to the contractual obligations contained in the ITT and the draft Contract.

I/We understand that non-compliance with the requirements of the ITT or with any other instructions given by LFC may lead to me/us being excluded by LFC from (further) participation in the Procurement.

I/We agree that LFC may disclose the Supplier’s information/documentation (submitted to LFC during this Procurement) more widely within government for the purpose of ensuring effective cross-government procurement processes, including value for money and related purposes.

I/We confirm that we agree to comply with the provisions relating to confidentiality set out in the ITT.

I/We agree that unless and until a formal Contract is prepared and executed the offer set out in this Tender constitutes an unconditional and irrevocable offer by us which shall be capable of acceptance by LFC whereupon there shall be constituted between us a binding contract.

I/We understand that LFC is not bound to accept the lowest or any Tender that it may receive, and it will not pay any expenses incurred by us in connection with the preparation and submission of this Tender.

I/We certify that this is a bona fide Tender and that I/we are authorised to submit the same by our organisation.

I/We undertake that I/we have not communicated and will not communicate to any person other than LFC the amount of this Tender and that I/we have not adjusted the amount of the Tender in accordance with any arrangement between me/us and any other firm or company.

|  |  |
| --- | --- |
| **Signature** |  |

|  |  |
| --- | --- |
| **Name (print)** |  |

|  |  |
| --- | --- |
| **Position** |  |

|  |  |
| --- | --- |
| **Supplier name** |  |

|  |  |
| --- | --- |
| **Date** |  |

# Appendix G: Certificate of Non-Collusion and Non-Canvassing

## Statement of non-canvassing

I/we hereby certify that I/we have not canvassed any minister, official, representative or adviser of LFC in connection with this Procurement and the proposed award of the Contract by LFC, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act. I/we agree that LFC may, in consideration of our Tender, and in any subsequent actions, rely on the statements made in this certificate.

I/we further hereby undertake that I/we will not canvass any minister, official, representative or adviser of LFC in connection with the Procurement, award of the Contract and/or to discuss any transfer of employment and that no person employed by me/us or acting on my/our behalf, or advising me/us, will do any such act.

## Statement of non-collusion

LFC must receive bona fide competitive Tenders from all Suppliers.

In recognition of this requirement, I/we certify that this is a bona fide offer, intended to be competitive and that I/we have not fixed or adjusted the amount of the offer or the price in accordance with any agreement or arrangement with any other person (except any Associated Supplier identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time during the Procurement or, in the event of my/our Tender being successful, during the term of the Contract, any of the following acts:

1. communicate to any person, other than LFC, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence was essential to obtain insurance premium quotations required for its preparation;
2. enter into any agreement or agreements with any other person that they shall refrain from participating in the tendering process carried out by LFC or as to the amount of any offer submitted by them during the course of this process;
3. cause or induce any person to enter into such an agreement as is mentioned in paragraph 2 above or to inform us of the amount or the approximate amount of any other Tender;
4. commit any offence under the Bribery Act 2010 or given or offered any gift or inducement the receipt of which is an offence under Section 117 of the Local Government Act 1972;
5. offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other Tender or Supplier submission for the performance of the Contract; or
6. communicated to LFC the amount or the approximate amount of any rival Tender for the Services.

In this certificate, the word ’person’ includes any person, body or association, corporate or incorporate and ‘agreement’ includes any arrangement whether formal or informal and whether legally binding or not.

I/we agree that LFC may, in its consideration of the Tender and in any subsequent actions, rely on the statements made in this Certificate.

I/We also undertake that I/we will not procure the doing of any acts set out above before the specified hour and date for receipt of this Tender nor (in the event of this Tender being accepted) shall I/we do so while the resulting Contract continues in force between us.

I/We undertake to comply with the codes set out in the section titled Part 3.

In this Form of Tender the word “person” includes any person, body, or association, corporate or incorporate and “arrangement” includes any arrangement whether formal or informal and whether legally binding or not.

**Signed for and on behalf of the Supplier:**

|  |  |
| --- | --- |
| Full name of firm or company (including trading name if applicable) |  |
| Company Registration Number |  |
| VAT No. |  |
| Signature 1 (original required), (in the case of a firm or company, duly authorised to sign in that behalf) |  |
| Name in block capitals |  |
| Designation |  |
| Address |  |
|  |  |
| Post Code |  |
| Telephone Number |  |
| Fax. No |  |
| Email Address |  |
| Signature 2 (original required), (in the case of a firm or company, duly authorised to sign in that behalf) |  |
| Name in block capitals |  |
| Designation |  |

# Appendix H: Commercially Sensitive Information

This appendix should be read in conjunction with the relevant paragraphs relating to freedom of information (FOIA) and environmental information (EIR) in the Procurement terms and conditions.

I declare that I wish the following information to be designated as commercially sensitive:

|  |
| --- |
|  |

The reason(s) it is considered that this information should be exempt under FOIA and EIR is:

|  |
| --- |
|  |

The period of time for which it is considered this information should be exempt is:

|  |
| --- |
|  |

Supplier to amend as appropriate [until award of Contract OR during the period of the Contract OR for a period of [number] years until [month], [year]]:

|  |
| --- |
|  |

|  |  |
| --- | --- |
| **Signature** |  |

|  |  |
| --- | --- |
| **Name (print)** |  |

|  |  |
| --- | --- |
| **Position** |  |

|  |  |
| --- | --- |
| **Supplier name** |  |

|  |  |
| --- | --- |
| **Date** |  |

# Appendix I: Confidentiality Undertaking

**To:** The London Fire Commissioner (“**LFC**”)

**From**: [Supplier to insert name of organisation submitting a Tender]

**Of**: [Supplier to insert registered address]

**WHEREAS:**

1. LFC is conducting a tendering process for the procurement of the Services.
2. LFC intends to circulate certain documents and information relating to the EPMS Services (the “**Tender Documents**”) to the Supplier.
3. The Tender Documents contain certain confidential information to which the Supplier may have access, (the“**Confidential Information**”), which is more particularly described in the Schedule hereto and includes all other documents made available now and in the future to the Tender and identified as confidential.
4. LFC gives to the Supplier the Confidential Information in order for the Supplier to submit Tenders subject to this undertaking.
5. We, the Supplier, undertake to LFC in consideration of the sum of one pound sterling (£1) (the receipt of which is hereby acknowledged) that:
   1. we will hold the Confidential Information in the strictest confidence;
   2. we will use the Confidential Information only for the purpose of preparing a Tender;
   3. we will not disclose the Confidential Information to any third party (including without limitation to any agent, professional adviser or associated company) or to any employee other than third parties or employees who need to have access to prepare the Tender;
   4. in relation to those third parties or employees who are given access to this Confidential Information, we will ensure that they keep the Confidential Information confidential and are bound by personal undertaking to LFC in the same terms;
   5. we will not copy or reproduce the Confidential Information in any way; and
   6. we will not directly or indirectly use the Confidential Information for any reason or divulge it without LFC’s prior written consent to any person, firm, company or other organisation save where we can show that the Confidential Information, (or the relevant part thereof), has already come into the public domain or we are required to disclose the Confidential Information, (or relevant part thereof), by law.
6. We agree that any breach of this undertaking by us or any third party or employee to whom we release Confidential Information may result in legal proceedings being commenced against us, including a claim for the recovery of any losses or damages incurred by LFC as a result of that breach. We shall in this respect be liable for and shall fully indemnify and keep indemnified LFC against all liabilities, damages, costs, losses, claims, demands and proceedings arising from or in connection with any breach of this undertaking, however arising, by us or any third party or employee to whom we release Confidential Information.
7. We agree that this undertaking shall be subject to English law and we hereby agree to submit to the exclusive jurisdiction of the English courts.

Dated 2025

Signature …………………………………………………….

Printed Name …………………………………………………….

Name of Organisation …………………………………………………….

Registered Office Address …………………………………………………….

…………………………………………………….

**SCHEDULE TO THE CONFIDENTIALITY UNDERTAKING**

Confidential Information shall include but not be limited to:

1. The documents for the Contract including without limitation the Invitation to Tender and appendices, the conditions of Contract and its Schedules, the Specification, any amendments or revisions to the Tender Documents and all other documentation issued by LFC relating to the bid process.
2. Details of any discussions with LFC, its officers or advisers in connection with the Tender Documents and any information that may be obtained by us through observation at meetings, conferences, presentations and demonstrations or as LFC, its officers or advisers may provide to us whether orally or in writing, electronically, physical or visual form regarding the tender process or the clarifications or proposals for the Contract.

# Appendix J: Supporting Information

Suppliers must confirm that they can comply with the requirements set out below and provide the compliance information required. For the avoidance of doubt, this form will not be assessed and is for information only but must be completed.

|  |  |  |
| --- | --- | --- |
| **No** | **Requirement** | **Response Requirement (not to be assessed)** |
| 1. | Please confirm you can provide the correct level of supervisory competence for Service Personnel for the provision of the Services | Tick to confirm: |
| 2. | Please confirm whether you or any of your sub-contractors use zero (0) hour contracts. | Delete as relevant: YES/NO |
| 3. | Please submit a copy of your organisation’s Equality Policy and details of any equality standards your organisation has met. | Attach to Tender response. |
| 4. | Please provide details of any other aspects you consider necessary to perform/provide the Services. | Attach to Tender response. Note that this should not include any marketing materials. |

# Appendix K: Specification Document

Please review the attached document titled 'Appendix K – Specification Document' for further details.



# Appendix L: Response Document

**Documents to be returned:**

Suppliers are to return the following documents:

1. Tender Response Document – Part 1 – Quality and Social Value Questions/ Method Statements
2. Tender Response Document – Part 2 – Pricing Matrix
3. Appendix M – Procurement Specific Questionnaire

## Part 1 - Quality and Social Value Questions/Method Statements

1. Suppliers must answer the Quality and Social Value Questions set out below.
2. Suppliers should note that the Successful Supplier’s responses to the Quality Questions and Social Value Questions (Method Statements) will be incorporated into the Contract and will become contractually binding on both parties. The responses to the Quality and Social Value Questions should therefore be written in a manner that allows them to be incorporated into the Contract and should not contain information which is not intended to be or is not contractual.
3. The contents of the Method Statements will enable LFC to form a view of the competence and practicality of the resources to be assigned to the Contract and of the Supplier's proposals for delivering the Services to the required levels.
4. The Method Statements provide an opportunity for the Supplier to demonstrate its proposals for delivering the Services and its understanding of LFC’s requirements. The Method Statements also enable the Supplier to indicate, amongst other things, difficulties which might be encountered in the performance of any particular type of work, problems which might arise and how positive solutions to them will be found.
5. The Supplier should not assume any prior knowledge on the part of those who are to assess the Tenders and should therefore include all relevant detail. The Supplier should avoid generalised references to procedure manuals or codes of practice.
6. Suppliers should note that:
   1. Each Method Statement should be clearly labelled indicating the title and number of each Quality/Social Value Question at the top of each page.
   2. The Method Statements should not include non-contractual text.
   3. Responses should be accurate and as succinct as possible, whilst covering all the specified topics.
   4. You may include appendices to your Method Statements only as set out in the table below and provided that you follow the following guidelines:
      1. Appendices must be kept to a minimum and must be relevant and proportionate to the question.
      2. Appendices must be limited to diagrams, flow charts, illustrations and relevant policy documents only.
      3. Appendices will not be included in the word count.

Therefore, Suppliers should ensure that all relevant information is included in the Method Statement itself.

* 1. If you wish to cross reference from one (1) Method Statement to the other, you may do so provided that you follow the following guidelines:
     1. Keep cross referencing to a minimum and only include if the material would be duplicated otherwise. If you have sufficient word count, please repeat the information.
     2. If cross referencing you must include an explicit cross reference by way of: paragraph number, page number AND Method Statement number and title.
     3. The Assessment Panel will only assess the sections being cross referenced. Please note that if the cross reference is not explicit and the assessors are unable to identify the section being cross referred to then they will not assess it.
  2. The Supplier’s response to all the Method Statements shall be limited to the specified word counts and in minimum font size Arial 10pt with normal margins. Any words over the word limit will be disregarded by the Assessment Panel and not assessed.

1. The Method Statements required are as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Award Criteria /**  **Method Statement** | **Weighting %** | **Guidance on LFC’S Requirements**  **Suppliers shall prepare a Method Statement setting out their proposals on the subject matter of the Method Statement. Without limitation the Method Statement should also specifically include details of the items set out in this column. The elements listed below will not be marked separately. Instead, the answers to all those elements will be considered together and a mark allocated for the Method Statement as a whole.** | **Word Limit** |
| **NOTE: If the Tender is being submitted by a group the lead Supplier must make clear the responsibilities/roles of group members in answer to each question.** | | | | |
| 1 | **Service Delivery – Core Services**  Detail how you will deliver the Core Services of the Estates Professional Services for Telecommunications which includes but is not limited to General Estate Management, Rent/Site Annual Payment Collection, Site Access Management and Snagging Issues as per the Specification. Please add how you will ensure an efficient, effective service that provides best value for money through proactive telecoms property management. | **13%** |  | **4 A4 Pages**  **(one sided)** |
| 2 | **Service Delivery – Call Off Services**  Detail how you will deliver the Call-Off Services as per the Specification and how you will ensure an efficient and responsive service that supports changing needs throughout the Contract Term. | **13%** |  | **4 A4 Pages**  **(one sided)** |
| 3 | **Service Delivery - Strategy**  Detail the steps and strategies you would employ to ensure that the LFB's best interests are prioritised when your fees are being paid by the MNO? | **11%** |  | **3 A4 Pages**  **(one sided)** |
| 4 | **Management & Reporting – Set Up**  Explain how you will deliver the Set Up Services in accordance with the specification and provide a Transition Plan detailing the key activities to be undertaken and how these will be managed and monitored to ensure a timely and smooth transition to the new contract start date. | **7%** |  | **4 A4 Pages**  **(one sided)** |
| 5 | **Management & Reporting – Contract Management**  Provide your methodology for Contract Management and how you will ensure competent and experienced resources are available to support changing requirements throughout the Contract Term. Your response should confirm the resources assigned to Core Services and how Call-Off and Additional Services will be supported including whether any Services will be subcontracted. | **7%** |  | **3 A4 Pages**  **(one sided)** |
| 6 | **Management & Reporting – Performance Management**  Describe your approach in respect of the services required to performance management including how you intend to provide the Authority with up-to-date, accurate performance indicators and reports. | **7%** |  | **2 A4 Pages**  **(one sided)** |
| 7 | **Management & Reporting – Property Data**  Detail your approach to data management and how you will ensure property data is up to date, accurate and available. Explain how you will support the Authority in analysing this data and how you will integrate with the Authority's systems. | **7%** |  | **2 A4 Pages**  **(one sided)** |
| 8 | **Continuous Improvement & Partnership Working**  Describe how you plan to support continuous improvement and create a partnership relationship with the Authority. | **5%** |  | **2 A4 Pages**  **(one sided)** |
| 9 | **Social Value (10%)**  Environmental Impact:  Tenderers are required to provide a method statement setting out how they intend to manage the environmental impacts associated with the delivery of this service, that can demonstrate additional social value benefits, for example:   * Waste (e.g. reuse and recycling schemes, reduction of packaging,) * Energy and Carbon reduction, to align with the LFC Net Zero by 2030 reduction target * Reduction in air emissions (PM, NOx and, CO2) when delivering your services with regards to transportation and any other sources of emissions. | **5%** |  | **5 A4 Pages**  **(one sided)** |
| 10 | **Social Value (10%)**  Social Impact:  Tenderers are required to provide a method statement setting out how they intend to manage the social impacts associated with the delivery of this service, that can demonstrate additional social value benefits, for example:   * Alignment to the four pillars of the Mayor of London’s Good Work Standard:   1. providing their workforce with fair pay and conditions.   2. support for workplace wellbeing.   3. support for skills and progression opportunities   4. support for diversity including through recruitment. * Skills and employment opportunities should include reference to the extent of opportunities provided and any activity to address under-represented groups in the workforce and/or those experiencing barriers to employment.   Use of  Zero Hour Contracts whereby the employer is not obliged to offer the employee any work. A Zero Hour contract is considered appropriate only where the conditions are agreeable to both the employer and employee.  This is considered most relevant to low paid and low skilled workers | **5%** |  | **5 A4 Pages**  **(one sided)** |

## 

## Part 2 – Pricing Matrix

Please review the attached document below titled “ Appendix L – Part 2 - Pricing Matrix”.

Suppliers should follow the instructions in tab 1 ‘Instructions’ in the attachment. Suppliers are required to complete the Pricing Matrix in full.



# Appendix M: Procurement Specific Questionnaire

Please review the attached document below titled “Appendix M – Procurement Specific Questionnaire (PSQ)”.

