

**PROJECT TITLE**

**Cleaning Services Contract**

**Public Conveniences on behalf of Penzance Town Council**

**BELOW THRESHOLD TENDER RESPONSE DOCUMENT**

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| **Part B: THIS DOCUMENT IS TO BE COMPLETED BY THE SUPPLIER AND SUBMITTED TO** **info@penzance-tc.gov.uk** |

**Closing date for submission of Tender**

**12:00hrs (noon) on 28/05/2025**

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| **NAME OF SUPPLIER:****Company Registration No:** |

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This is Part B for completion by the Supplier and return to the Authority in accordance with the instructions given in the Invitation to Tender Document (Part A).

**PART B**

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**SECTION 1 – PROCUREMENT SPECIFIC QUESTIONNAIRE (Stage ONE)**

Introduction

* 1. Public procurement is governed by regulations to ensure that procurement delivers value for money, competition, transparency and integrity.
	2. The Procurement Specific Questionnaire (PSQ) has been designed to help contracting authorities ensure that suppliers share the right information when participating in a procurement. This is separate from the formal tender submission (on how the supplier proposes to meet the tender requirements). The PSQ consists of three parts:
	3. **Part 1 - confirmation of core supplier information**: suppliers participating in procurements will now be expected to register on a central digital platform (CDP). Suppliers can submit their core supplier information and, where a procurement opportunity arises, share this information with the contracting authority via the CDP. It is free to use and will mean suppliers should no longer have to re-enter this information for each public procurement but simply ensure it is up to date and subsequently shared. The CDP is available at <https://www.gov.uk/find-tender>. Part 1 provides confirmation that suppliers have taken these steps.
	4. **Part 2 - additional exclusions information**: procurement legislation provides for an ‘exclusion regime’ and a published ‘debarment’ list to safeguard procurement from suppliers who may pose a risk (for example, due to misconduct or poor performance). Suppliers must submit their own (and their connected persons[[1]](#footnote-2)) exclusions information via the CDP. This includes self-declarations as to whether any exclusion grounds apply to them and, if so, details about the event or conviction and what steps have been taken to prevent such circumstances from occurring again.
	5. As part of a procurement, a supplier will need to also share additional exclusions information for any suppliers that they are relying on to meet the procurement’s conditions of participation. These could either be consortium members or key sub-contractors (but excludes any guarantors). These suppliers are ‘associated persons’ and their exclusions information must be shared with the contracting authority.
	6. In addition to the sub-contractors who are being relied on to meet the conditions of participation (who are associated persons), suppliers will need to share an exhaustive list of all their intended sub-contractors, which will be checked against the debarment list.
	7. If a sub-contractor is unknown at the start of the procurement (or brought in during it), this should be made clear by the supplier and relevant details of the sub-contractor should be provided once their identity and role is confirmed. This information should be shared with the contracting authority as soon as possible and at least by final tenders.
	8. **Part 3 - conditions of participation**: contracting authorities may set conditions of participation which a supplier must satisfy in order to be awarded a public contract. They can relate to the supplier’s legal and financial capacity or their technical ability.
	9. Some of the information requested in the PSQ will be for information purposes only. Other information will be assessed by the contracting authority. This might include a pass or fail mechanism, or a threshold which the supplier must meet. Under certain procurement processes, a contracting authority might use the information shared via the PSQ as part of a selection process to limit the number of participating suppliers. For example, inviting the five suppliers that submitted the highest scoring responses. Where this is the case, the contracting authority will outline the maximum number of suppliers, and the criteria used to select the limited number of suppliers, in their tender notice (section 20(4)(a) of the Procurement Act and regulation 19(2)(d) of the Procurement Regulations 2024).
	10. Suppliers should note that contracting authorities have legislative duties to publish certain information which relate to the supplier in their contract award notices. This information includes, but is not limited to:
* details of the winning supplier’s associated persons
* details of the winning supplier’s connected person information
* for certain procurements over £5 million, details of unsuccessful bidders
	1. Where a Supplier is unsure or requires any clarification, they should check with the contracting authority.

Other points to note.

* 1. The PSQ template includes a self-declaration, made by you (the Supplier).
	2. Exclusion grounds are set out in [Schedule 6](https://www.legislation.gov.uk/ukpga/2023/54/schedule/6) (mandatory) and [Schedule 7](https://www.legislation.gov.uk/ukpga/2023/54/schedule/7) (discretionary) of the Procurement Act 2023.

Consequences of misrepresentation

* 1. If you seriously misrepresent any factual information in filling in the PSQ, and so induce an authority to enter into a contract, there may be significant consequences. You may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into you may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, you or your responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and you must be excluded from further procurements for five years.

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| **No.** | **Question** |
| **Preliminary questions** |
| Q.1. | What is your company name? (supplier name or individual trading name) |
| **[Insert name]** |
| Q.2. | *Please ensure you are registered on the Government* [*central digital platform*](https://www.legislation.gov.uk/ukdsi/2024/9780348259728/regulation/6) *(CDP).* (Procurement Regulations 2024 – Regulation 6)What is your central digital platform [unique identifier](https://www.legislation.gov.uk/ukdsi/2024/9780348259728/regulation/8) (Procurement Regulations 2024 – Regulation 2024)? |
| **[Insert unique identifier]** |
| Q.3. | Please confirm if you are bidding as a single supplier (with or without sub-contractors) or as part of a group or consortium.If you are bidding as part of a group or consortium (including where you intend to establish a legal entity to deliver the contract), please provide: 1. the name of the group/consortium
2. the proposed structure of the group/consortium, including the legal structure where applicable
3. the name of the lead member in the group/consortium
4. your role in the group/consortium (e.g. lead member, consortium member, sub-contractor)
 |
| **[Insert information]** |
| Q.5. | Are you on the Government [debarment list](https://www.legislation.gov.uk/ukpga/2023/54/section/62) (Procurement Act 2023 - Regulation 62)? |
| [ ]  Yes[ ]  No**[If yes, insert details]** |
| **Part 1 – confirmation of core supplier information** |
| Q.6. | You must submit up-to-date core supplier information on the CDP and share this with information with us via the CDP (either a share code or PDF download). This includes:1. basic information
2. economic and financial standing information
3. connected person information (these are persons with the right to exercise, or who actually exercise, significant influence or control over the supplier, or over whom the supplier has the right to exercise, or actually exercises, significant influence or control over, for example: directors, majority shareholders and parent and subsidiary companies)
4. exclusion grounds information

Please confirm you have shared this information with us. |
| **[Insert reference / file name]** |
| **Part 2 – additional exclusions information**  |
| **Part 2A – associated persons** |
| Q.7. | Are you relying on any associated persons to satisfy the conditions of participation? (these are other suppliers who might be sub-contractors or consortium members but not a guarantor). The conditions of participation are outlined in Part 3. If so, please complete **Q8, Q9 & Q10** (otherwise **Q8, Q9 & Q10** are not applicable). |
| [ ]  Yes (See Q8, 9 & 10)[ ]  No |
| Q.8. | For each supplier/associated person, please confirm which condition(s) of participation you are relying on them to satisfy. |
| **[Insert name of supplier and brief description and role]** |
| Q.9. | For each associated person, you must confirm they are registered on the CDP and have shared with us their information (either a share code or PDF download):1. basic information
2. economic and financial standing information (if they are being relied upon to meet conditions of participation regarding financial capacity)
3. connected person information
4. exclusion grounds information
 |
| **[Insert name of supplier and reference / file name]** |
| Q.10. | Are any of your associated persons on the debarment list? |
| [ ]  Yes[ ]  No**[If yes, insert details]** |
| **Part 2B – list of all intended sub-contractors** |
| Q.11. | Please provide: 1. a list of all suppliers who you intend to sub-contract the performance of all or part of the contract to (either directly or in your wider supply chain)
2. their unique identifier (if they are registered on the CDP), or otherwise, a Companies House number charity number, VAT registration number, or equivalent
3. a brief description of their intended role in the performance of the contract

If you are not intending to sub-contract the performance of all or part of the contract, then this **question and Q12** are not applicable.If a sub-contractor is unknown at the start of the procurement (or brought in during it), this should be made clear by the supplier and relevant details of the sub-contractor should be provided once their identity and role is confirmed. This information should be shared with the contracting authority as soon as possible and at least by final tenders. |
| **[Insert name of supplier – unique identifier – brief description]****[Insert name of supplier – unique identifier – brief description]** |
| Q.12. | Please confirm if any intended sub-contractor is on the debarment list.The debarment list can be found here [insert link] |
| [ ]  Yes (confirmed)[ ]  No (not confirmed)**[If yes, insert sub-contractor(s) name and provide details]** |
| **Part 3 – Questions relating to conditions of participation** |
| **Part 3A – standard questions** |
| **Financial capacity** |
| Q.15. | Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the levels of insurance cover indicated below:1. Employer’s (Compulsory) Liability Insurance\* = £5m
2. Public Liability (inc. Product) Insurance = £10m

\*There is a legal requirement for certain employers to hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information: [www.hse.gov.uk/pubns/hse39.pdf](http://www.hse.gov.uk/pubns/hse39.pdf). |
| [ ]  Yes (confirmed)[ ]  No (not confirmed)**[Insert details of your insurances already in place]****[Insert details of your insurances which would be obtained following contract award (including information on how you will obtain this insurance – e.g. a quote)]** |
| **Technical ability** |
| Q.21. | **[Health and safety**Please describe the arrangements you have in place to manage health and safety effectively and control significant risks relevant to the contract (including risks from the use of contractors, where relevant). |
| **[Insert information]** |
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| **CONFIRMATION:** I confirm that:* to the best of my knowledge the answers submitted and information contained in this document are complete, accurate and not misleading
* upon request and without delay I will provide any additional information requested of us
* I understand that the response to this questionnaire will be used to assess whether our organisation is entitled to participate in, or continue to participate in, this procurement
* I understand that our organisation may be excluded from the procurement if requested information has not been provided, if any of this response or any follow up responses are incomplete, inaccurate or misleading, if confidential information has been accessed or if we have unduly influenced your decision-making in this procurement
 |
| **Question** | **Response** |
| Signature (electronic is acceptable) |  |
| Date |  |
| Contact name |  |
| Role in organisation |  |
| Phone number |  |
| E-mail address |  |
| Organisation name |  |
| Postal address |  |

**SECTION 2 –** **AWARD considerations (Stage two)**

* 1. Suppliers must provide method statements in response to the questions below, to describe how the comply with the requirements as set out in this Tender Pack.

Method Statements

* 1. Suppliers are required to respond to all of the method statements.
	2. Supporting information should be presented in the same order and should be referenced to the relevant method statement question. Supporting information which is not referenced will not be considered. Where word limits are applicable to a question these do not include the supporting information itself (certificates etc) however, references to any supporting material will be counted within the reply. Diagrams, pictures and charts embedded into the method statement response may include words but only to the extent that those words are necessary to enable the Evaluation Panel to understand or interpret the diagram, picture etc. Words contained within diagrams, pictures etc. will be disregarded for the purpose of the evaluation of a Supplier’s substantive response to the method statement. Referenced documentation and diagrams, pictures etc should only support an answer by its presence and not provide the answer by its content. Where word limits are applicable to a question, any words found to be over the limit shall not be evaluated.
	3. In order not to make this document too lengthy and unwieldy the response boxes are currently at minimum size; Suppliers should expand the box to accommodate their response as needed. Suppliers are advised that their response should be detailed but concise, responding to the question as succinctly as possible.
	4. When answering the method statement questions Suppliers must make sure that they answer what is being asked. Anything that is not directly relevant to the particular method statement question should not be included.
	5. Suppliers should also make sure that their answers inform not just what they will do, but how they will do it, and what their proposed timescales are (as relevant). It is useful to give examples or provide evidence to support your responses.
	6. Each method statement will be evaluated individually, one by one in order. When scoring each statement, no consideration is given to information included in other answers so please do not cross reference to responses or information provided elsewhere in your Tender submission.
	7. Suppliers should refer to the of the Invitation to Tender Document (Part A) as a reminder of the evaluation criteria, weightings and how they are applied for each of the method statement questions.

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| **DELIVERY AGAINST THE SPECIFICATION AND OBJECTIVES OF THE TENDER** |
| Authority requirements for the Applicant’s response to this Method Statement is for the Applicant to provide a detailed method statement that focuses on Schedule 4: Specification set out for this tender along with the Objectives as set out in the Schedule 4: Specification, plus how they would go about meeting the Cleaning Frequencies as set out in Schedule 2.The Authority is looking to the Applicant to provide details around how they will meet the requirements as set out in the associated Schedule 4: Specification and would be looking for the Applicant to provide details on aspects around the Part 1 (Preamble considerations), e.g.* Accessing Premises
* Ensuring Security in how Accessed
* Workforce apparel and Materials
* Approach around Health and Safety matters as outlined
* Contractor Personnel

Plus, the specific requirements set out in the Schedule 4: Specification themselves.Likewise, please set out how you will go about meeting and achieving the aspects set out in the objectives, and the associated Schedule 2 - Cleaning Frequencies, especially what and how “As Required” tasks are to be monitored and ultimately fulfilled in order to ensure the required task is undertaken to an acceptable standard.**WHAT A STRONG RESPONSE LOOKS LIKE?**A strong response would clearly indicate an understanding of the requirements in the Schedule 4: Specification as set out and what is necessary to deliver high quality outcomes. It will clearly set out how each of the identified themes in part 1 and 2 of Schedule 4: Specification will be approached and met by the bidder.In addition, it would set out the approach around undertaking the services themselves as set out in of the Schedule 4: Specification, to include how the supplier would ensure meeting the required Cleaning Standards, from the logistics around resourcing the Service and how they would go about efficiently and effectively managing the resources, through to the equipment and products to be used.A strong response would also indicate the approach to be applied in relation to resourcing plan to undertake the work, including proposed plan around when and how the service would be delivered, along with resourcing plan that maps out to the required work, and ensures resilience around service delivery and business continuity. Again, this would make reference to the Schedule 2 – Cleaning Frequencies, how these would be met, in particular how the Authority would be able to be assured that “As Required” tasks are suitably fulfilled.It would also clearly outline through the delivery of the contract how the objectives of the Authority would be achieved. |
| ***PLEASE ADD RESPONSE HERE:*** |

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| **CONTRACT MANAGEMENT – QUALITY CONTROL AND CUSTOMER CARE** |
| Authority requirements for the Applicant’s response to this Method Statement is for the Applicant to provide a detailed method statement that focuses on Schedule 4: Specification in relation to Customer Care and Quality.Particular attention should be focused on how the Applicant will manage this as set out in Schedule 4: Specification, with specific reference to Part 3 Managing Quality.**WHAT A STRONG RESPONSE LOOKS LIKE?**A strong response would outline clearly how Quality is to be maintained in relation to the delivery of the required Services as set out in the Schedule 4: Specification (in particular Part 3 Managing Quality) and how staff are engaged to plan an active part in the delivery of this during the course of their work.This would include details on how the Supplier monitors quality, what arrangements they would have in place to maintain the required quality, and also arrangements for how any service failings are corrected and lessons learnt from any failings.It would outline what arrangements would be put in place to enable customers receiving the service to raise comments, comment and concerns, and how these would be captured and acted upon, including in monitoring and reporting arrangements.Details on how the supplier would look to engage with the required contract monitoring and management arrangements would also form part of a strong response.  |
| ***PLEASE ADD RESPONSE HERE:*** |

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| **STAFFING REQUIREMENTS** |
| Authority requirements for the Applicant’s response to this Method Statement is for the Applicant to provide a detailed method statement that focuses on the staffing requirements of the Contract.Provide detailed proposals regarding the staffing structure and the roles and responsibilities allocated to the staff:* How will staff be supported to develop their knowledge and working practices?
* Provide assurance that the staff will meet the requirements detailed in the Schedule 4: Specification
* An explanation of how the staff will be supported to deliver the service
* Who will take the lead on delivering the strategic needs of the service?
* What added value can you bring to increasing capacity within the staff team?

The response should also include details on the Suppliers recruitment and retention policy, which will make due regard to training and treating staff fairly. The Supplier should make clear reference to rates of pay that meet national minimum wage levels as a very minimum, coupled with best practice employment standards, which should avoid zero hour contracts.**WHAT A STRONG RESPONSE LOOKS LIKE?**Provide evidence of how staff time will be dedicated to the Service with clear role profiles and perspective person specifications. Confirmation is provided in the response as to upholding the requirements as listed in any resulting contract that may be awarded.Details on how personnel are motivated and have skills to work and think independently, whilst ensuring that staff are supported and suitable and effectively supervised under the contract Arrangements are in place to provide safe working practices which are followed by the Contractors Personnel, especially lone working. Furthermore, a strong response would outline how staff rota’s are maintained in a service sector that can be challenging in recruitment and retention of staff, ensuring resilience to fulfil the requirements as set out under the contract.This could also include details on how staff are inducted and how they are trained and supported to be effective within all they do, and the assurance that they have the right and relevant skills and experience to undertake the roles required.The response would also provide confidence that the supplier is able to both attract and retain staff with details around employment contracts that match best practice standards and in doings so take account of Equality and Diversity considerations. |
| ***PLEASE ADD RESPONSE HERE:*** |

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| **MOBILISATION PLAN** |
| Authority requirements for the Applicant’s response to this Method Statement seeks detail your organisation’s proposed mobilisation plan. This must include key milestones anticipated and timescales within which these are to be achieved. This should be detailed up until six months after the New Services Commencement Date. This would include as a minimum arrangements for:* TUPE consultation and transfer (where applicable)
* Staff training
* Implementation and training
* New Services Commencement
* Communication plans

**WHAT A STRONG RESPONSE LOOKS LIKE?**A strong response would clearly set out a structured approach in how the Applicants understanding and approach to ensure that the Contract is operational and operating at expected levels in a timely orderly and professional manner, e.g. business as usual. This would include clarity on how transition from the existing contract would be undertaken, including TUPE matters (if applies).It would provide clarity that there are sufficient resources at implementation stages in place and able to effectively engage with the Authority and relevant stakeholders.It would also clearly outline through the delivery of the contract how the objectives of the Authority would be achieved and provide high degree of confidence that the Contractor would be able to perform the Contract in line with the expectations set out by the Authority. |
| ***PLEASE ADD RESPONSE HERE:*** |

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| **Social Value Considerations** |
| The Applicant shall provide a Method Statement in accordance with the information provided. For the purposes of the consideration and application of this Tender, Social Value is defined as the additional added value or extra benefits able to be attributed to Social Value outcomes beyond the core requirements related to the spend. More details on the Social Value Act itself can be found here: <https://www.gov.uk/government/publications/social-value-act-information-and-resources/socialvalue-act-information-and-resources>Council requirements for the Applicant’s response to this Method Statement: is for the Applicant to provide a detailed method statement that focuses on how they would approach supporting Social Value considerations as part of the delivery of the Contract. In relation to this contract the Council sees the following as being areas where through the delivery of the Services positive outcomes to Social, Economic and / Environmental outcomes could be achieved, in particular:* Within the workforce this could be supporting apprenticeships, local employment, or contribution to the Local economy as a direct result of this Contract.
* Supporting environmental outcomes (including reduction of use of products / material that are harmful to the environment or working practices that minimise environmental damage), as well as making a positive contribution to the Council’s pledge around removing use of “single use plastics”. Penzance Council supports the “Plastic Free Penzance” initiative. The initiative aims to reduce the use of single use plastics wherever reasonably practicable. Details should be given in the tender response which highlight the measures which the tenderer will be taking to reduce its use of single use plastics wherever possible. More information can be found at: <https://www.sas.org.uk/about-the-movement/>
* Social outcomes may also include details on how the Supplier would look to support community initiatives and / or work to make a positive outcome within the wider community.

The above list is not exclusive or exhaustive but an indication on what are deemed to be relevant and proportional areas for Social Value consideration to this contract. **WHAT A STRONG RESPONSE LOOKS LIKE?**A strong response would outline clearly what would be done to contribute towards added Social Value if awarded the Contract, actually how the Supplier would go about doing this, and what tangible outcomes the Council could expect as a result.Linkages to how this would also support the Council’s wider aspirations would also be made clear.A Strong response would demonstrate commitment to deliver on the stated outcomes not simply be aspirational. |
| ***PLEASE ADD RESPONSE HERE:*** |

Pricing (Stage two)

* 1. Please provide details of your costs to undertake the requirements as set out in this Tender within the accompanying Price Schedule.
	2. Prices must be exclusive of VAT.

Supplementary Information

* 1. Please provide in the box below any further information you feel necessary to support your pricing schedule which you have not provided elsewhere. This could be any additional information that is relevant, a summary of any assumptions made, or any statements to support the information provided in the pricing schedule above.

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**SECTION 3 – DECLARATIONS**

* 1. The Suppliers’ attention is drawn to the Terms and Conditions of the Contract.
	2. This Declaration should be signed by a director, partner or other senior authorised representative in his/her own name and on behalf of the organisation.

Freedom of Information exclusion schedule

* 1. The Suppliers should state here which items of information (if any) supplied by them in their Tender they regard as confidential or commercially sensitive or which should not be disclosed in response to a request for information under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. Suppliers should state why they consider the information to be confidential or commercially sensitive.
	2. Disclosure of information is at the sole discretion of the authority.

Commercially sensitive information

I declare that I wish the following information to be designated as Commercially Sensitive:

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The reason(s) it is considered that this information should be exempt under Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004 is:

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Tender Declaration

By submission of the Tender I/We certify that:

The information supplied is accurate to the best of my/our knowledge and understanding.

I/We will provide the Contract at the price provided in my/our Tender.

The price provided in my/our Tender will not be subject to any increase otherwise than as determined in accordance with the Contract.

Unless and until a formal agreement is prepared and executed, the Tender Pack, our Tender, together with your written acceptance shall constitute a binding contract between us and we acknowledge that we shall be liable for costs in the event that we do not honour our obligations in accordance with our Tender and your subsequent acceptance thereof.

This is a bona fide Tender, and that we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person.

I/we will not communicate to a person other than the person calling for those Tenders the amount or approximate amount set out in the Tender, except where the disclosure, in confidence, of the approximate amount of the Tender was necessary or required for the preparation of the Tender.

To the best of my/our knowledge and belief, no person or persons who is a Authority or, Officer, Servant or Agent of the Authority has any direct or indirect interest in or connection with the Supplier.

I/we have not and will not canvass or solicit any Member, Officer or Employee of the Authority in connection with the preparation, submission and evaluation of this Tender or award or proposed award of the Contract and that to the best of my knowledge and belief, no person employed by me/us or acting on my/our behalf has done or will do such an act.

I/We understand that it is a criminal offence, punishable by imprisonment, to give or offer any gift or consideration whatsoever as an inducement or reward to any servant of a public body and that any such action will empower the Authority to cancel any contract currently in force and will result in my/our exclusion from the Tender exercise.

I/We agree that the insertion by me/us of any conditions qualifying this Tender or any unauthorised alteration to any of the Tender Pack shall not affect the Agreement and may cause the Tender to be rejected;

I/We agree that this Tender shall remain open to be accepted or not by the Authority and shall not be withdrawn for a period of 6 months from this date.

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| **Signed** |  |
| **Name of Signatory** |  |
| **Role (e.g. Owner / Director)** |  |
| **Name of Organisation** |  |
| **Date** |  |

1. Connected persons are persons who exercise (or have a right to exercise) significant influence or control over the supplier and those over which the supplier exercises (or has the right to exercise) significant influence or control. This includes majority shareholders, directors and shadow directors, parent and subsidiary companies and predecessor companies. The majority of the exclusion grounds state that they apply to the supplier or a connected person of the supplier. [↑](#footnote-ref-2)